

# Alternate Housing Workshop

Alternate Housing Team  
1JUL2020



## Overview

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- What is Alternate Housing
- What are Wrap Around Services?
- Transportation of COVID+ or PUIs – What You Need to Know
- Disability Integration
- Questions





## What is Alternate Housing?

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## Wrap Around Services

- What: food, laundry, cleaning, security (optional), wellness checks, transportation, interpretation services
- Providers: LHD, voluntary organizations, police, fire, etc. - as determined by local jurisdiction
- Recipients: Individuals seeking quarantine/isolation, not typically required for respite housing
- Exceptions: alternate housing is an unassisted living environment, as such individuals requiring medical care, monitored behavioral and mental services, refer to appropriate location and service provider



## Wrap Around Services: Recommendations

- First responders and healthcare workers
  - Typically not required
- Coordinate EMS demands with local jurisdiction prior to site selection
- Plan ahead for staffing solutions, leverage minimal staff/volunteer options when possible
- Plan ahead for logistics regarding food drop off, trash pick up and laundry
- Provide a 24 hr. point of contact for guest
- Pre-coordinate requirements for facility cleaning and acceptable standard
  - Disinfectant (less intensive) v. decontamination (high level of effort)



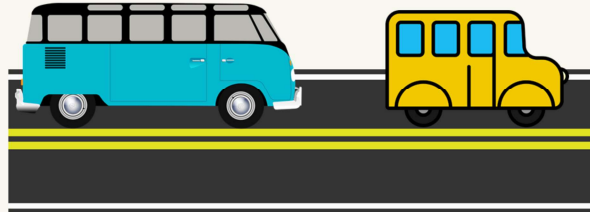
**Link:** Check out the Alternate Housing webpage for more



## Transportation of COVID+ or PUIs - What You Need to Know

### ➤ Individual's Resources

- COVID +
  - Personal vehicle/ Friends/ family
- Not COVID +
  - Public transportation / Uber / Lyft / taxi



### ➤ Referring Jurisdiction

- Local government and private/nonprofit resources for van, bus, or "turtle top"
  - Park districts, school bus, transportation district, senior centers, extended care, car dealerships, etc.

### ➤ Decontamination and PPE guidance available from CDC

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>



*Tools: Transportation Plan*

Along with wrap around services, it is important to consider transportation to and from the alternate housing site.

When a county refers and individual to an alternate housing site, the county takes on the responsibility to coordinate transportation to and from the alternate housing site by leveraging the individual's access to transportation, as well as county resources.

We always look to the individual to use their own resources first!

When referring an individual to alternate housing, discuss their accessibility to various methods of transportation. Do they have access to a personal vehicle? Do they have friends or family who could safely transport them?

Precautions should be taken to limit exposure travelling to and from alternate housing sites under quarantine and isolation. Individuals who have completed their quarantine or isolation can also consider utilizing public transport, taxi or ride-share such as Uber or Lyft.

Most individuals will be able to self-transport; however, the referring county or jurisdiction needs to have a plan in place in the event an individual does not have access to transportation.

When an individual does not have access to transportation to the alternate housing site and is COVID-positive or presumed positive, the referring county may leverage their resources to fill the gap. Examples of transportation that have been used are public works vans, park district vehicles, school buses, transportation district vehicles, and other government owned methods of transportation. This is also a great opportunity to coordinate with nonprofit and private partners that provide transportation services.

One thing to note is that if a resident needs medical care while at an alternate housing site, the local 911 system will be utilized.

IEMA's Alternate Housing Transportation Plan which walks through the process of transporting an individual to and from alternate housing is available on our website at <https://althousing.iema.illinois.gov>

The Centers for Disease Control and Prevention has issued leaning and disinfection for non-emergency transport vehicles which shares what PPE a driver should utilize and how to clean and disinfect a vehicle pre and post use. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

At this point we will turn the presentation over to Sarah Love with the American Red Cross of Illinois to share about planning for those with functional and access needs.

# Disability Integration in Shelters during COVID-19





## Speaker

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### Sarah Love

Disability Integration Regional Lead

American Red Cross of Illinois

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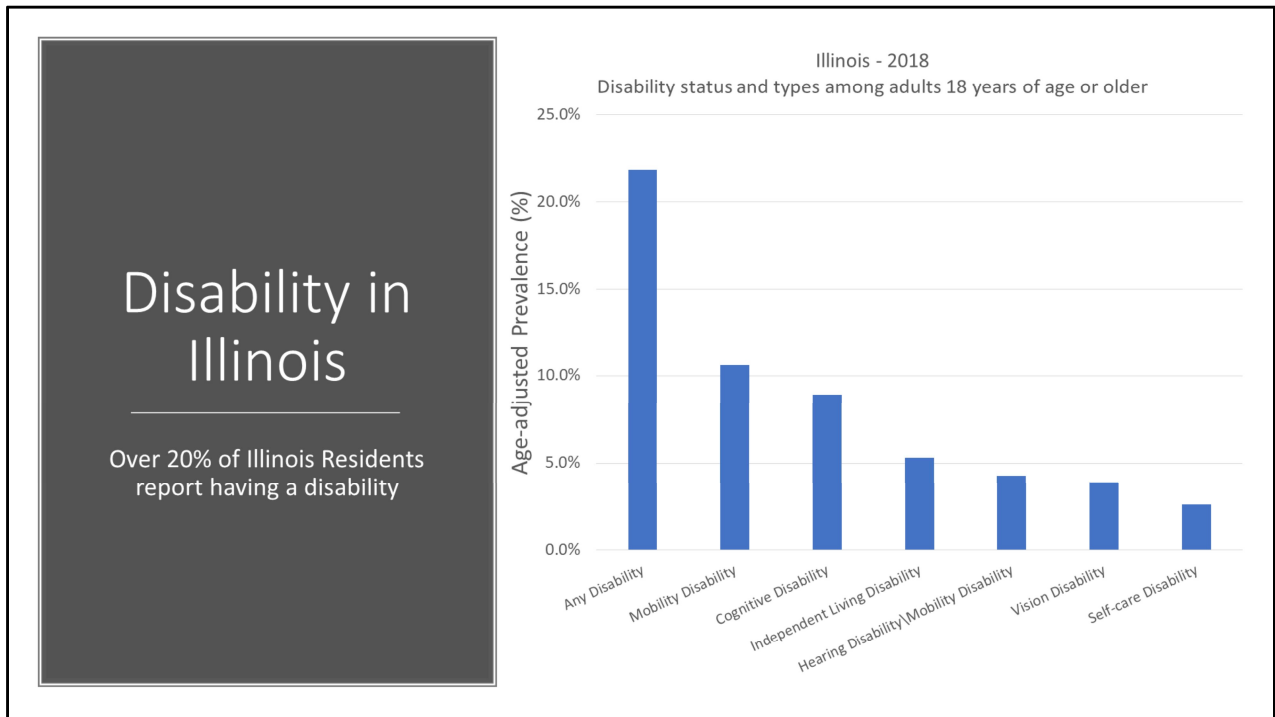


## Learning Objectives

- Disabilities in Illinois
- Preparing Shelter Sites
- Accommodations in Shelters



The purpose of this webinar is to give an overview of disabilities in Illinois, how to prepare shelter sites to accommodate those with disabilities, and how to provide accommodations in shelters.



In Illinois, over 20% of residents report having a disability. The two most commonly reported types of disabilities are mobility and cognitive disabilities. This is according to the 2018 BRFSS survey. BRFSS is the Behavioral risk factors surveillance system and is a health telephone survey conducted by the CDC each year for each state and several territories. More information can be found at the CDC website or the Illinois BRFSS website, both links are in the webinar notes.

<https://dhds.cdc.gov/SP?LocationId=17&CategoryId=DISEST&ShowFootnotes=true&showMode=&IndicatorIds=STATTYPE,AGEIND,SEXIND,RACEIND,VETIND&pnl0=Table,false,YR3,CAT1,BO1,,,,AGEADJPREV&pnl1=Chart,false,YR3,DISSTAT,,,,PREV&pnl2=Chart,false,YR3,DISSTAT,,,,AGEADJPREV&pnl3=Chart,false,YR3,DISSTAT,,,,AGEADJPREV&pnl4=Chart,false,YR3,DISSTAT,,,,AGEADJPREV>

<http://www.idph.state.il.us/brfss/>

## Preparing Shelters



CHOOSE TYPE OF  
SHELTER



CHECK ACCESSIBILITY OF  
SHELTER LOCATION



PREPARE CHECK-IN  
PROCEDURES

So, preparing shelters.

Right now, during COVID-19 it's important to choose a type of sheltering that minimizes the possibility of disease transmission. At the Red Cross, we are working to make non-congregate shelters, such as hotels, our first choice for shelters and congregate shelters, such as schools, our very last option. Both types of sheltering has their own needs when it comes to ensuring equitable services for people with disabilities.

For both types of locations, it is important to do an initial walk through and check the accessibility of the building. The DOJ has a guide for this process which is attached to this presentation. Key things I look for in buildings include making sure that if there are any steps into the building, even just one step, there is a ramp for wheelchair and walker users. I make sure doors are easy to open and any electric door openers work. I also check door widths to make sure they are 32 inches wide, I usually have a measuring tape when doing this, but 32 inches is what you would think a standard door opening is if you don't have a measuring tape on you. If the building is multileveled and clients are expected to go up or downstairs, I make sure the elevator works. This is really important if you have elderly clients who may have difficulties with stairs. You may also want to think of elevator procedures, such as how many people can be in an elevator at a time, to maintain social distancing, and how frequently to disinfect the buttons.

For congregate settings, it is helpful to see if there is a room off to the side, which can be used as a quiet room or low sensory area.

If this is a hotel setting, check to see if they have wheel chair accessible rooms available.

When preparing your check-in procedures, have a plan to make it accessible to everyone. If the check-in is online or via phone, how will people who may not be able to utilize those methods be able to check-in? Will there be an on-site check in with someone who can help folks if they have difficulties or need help filling out forms? For the Red Cross in Illinois, we have been providing a lot of our services over phone in this time of COVID. We have had several clients who have hearing impairments. We work with the client to figure out the best way to provide services, many times it's over text or email. There are also telecommunication relay services available that help facilitate phone calls with people who have speech and hearing disabilities. More information on TTY services is in the webinar notes. It may also be helpful to have a remote interpreter services available.

With check-in it may be helpful to have an in-person check-in, that way you can do any temperature checks, go over policies and procedures, and so on. In these situations, make sure staff are prepared to help clients if the need arises. Clients may need help filling out forms or getting their belongings to their room. In general it is helpful to keep check-in locations calm and scent free. This helps minimize anxiety and tension. And keeping a low or no scent environment helps those who may have respiratory issues or chemical sensitivities.

<https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>

<https://adata.org/factsheet/communication>

<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

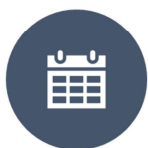
## Disability Integration in Shelters



Working Together



Service Animals



Schedules and Notices



Other Disabilities

Once your shelter is running, there are a few things left.

If someone comes to your shelter and has a visible or invisible disability, do not make assumptions about what they might need. Ask the person if there is anything they need, just like you would ask other clients. If they identify a need, work with them to get it taken care of.

It is also common practice to use person first language, which means you identify the person first when speaking and not their disability. For example you would say the man who is deaf, not the deaf man.

Per the ADA services animals must be allowed in any place the public is generally allowed, such as a shelter. The ADA states that only dogs are services animals, but states can adopt wider polices around this, Illinois has adopted wider polices regarding service animals and any animal that can do the tasks of a services animal and is trained is can be a service animal. There are only two questions you can ask about a service animal and they are (1) is the dog or animal a service animal required because of a disability, and (2) what work or task has the dog or animal been trained to perform? You cannot inquire about the person's disability. Also, it is very rude to pet a service animal while it is

working. Attached to this webinar is further ADA guidance on service animals and CDC guidance on service animals during COVID.

In Red Cross shelters, we try to keep a consistent schedule and post the schedule in a designated location. We inform clients about it when they arrive, so they are aware of where it is located and what is on it. If you decided to do something like this it is helpful to print the schedule in large print with sans serif font, such as Calibri, not times new roman. You will also want to post it in every language you have represented at your shelter. If there are folks present with vision impairments or limited literacy, let them know where they can find a staff member to ask questions. It's also helpful to have a staff member politely check in on these clients and let them know what is happening.

Other disabilities will likely arise as the shelter stays open. Have a plan for how you will provide equitable service. In the case of the Red Cross, someone from disability integration or health services looks at the request and determines how we can fill that need. For example, people frequently need medication refrigerated, like insulin or antibiotics. If there is a refrigerator in the hotel rooms, then this problem is solved. If not, we see what we could do, does the hotel/space have refrigerators. If there is only one refrigerator available, can we put the refrigerator in the health services room and make sure the room is locked so only the client and the nurse have access to the medication? In the meantime, do we have ice and coolers.

It is key when someone with a disability comes into your shelter or location, that you do not make assumptions and let that person tell you what they need. Disability integration works best when you work with the individual with a disability to ensure equitable access of services.

[https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm)

<https://www.cdc.gov/coronavirus/2019-ncov/animals/service-therapy-animals.html>



Thank you for watching today's webinar. If you have any questions, please feel free to email me at [sarah.love@redcross.org](mailto:sarah.love@redcross.org)





# Questions?

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**The Alternate Housing Team**

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