

# COVID-19 WEBINAR CONGREGATE CARE & RESIDENTIAL SETTINGS

---

**Hillary Kunins, MD, MPH, MS**

Executive Deputy Commissioner, Division of Mental Hygiene,  
New York City Department of Health and Mental Hygiene (NYC Health  
Department)

**Suzanne Elgandy, PhD**

Implementation and Improvement Scientist, Office of Community Behavioral  
Health, Bureau of Mental Hygiene Community Engagement Policy and  
Practice, Division of Mental Hygiene, NYC Health Department

**April 10, 2020**

# HOUSEKEEPING

- Our understanding of **COVID-19** and this pandemic is evolving rapidly
- This presentation is based on our knowledge as of **April 10, 2020, 10 a.m.**
- All participants will be muted
- There will be approximately 20 minutes for questions and answers (Q&A)
- Please type questions in the Q&A box

# PANELISTS

**Anna Thomas-Ferraioli, MPH**

Senior Policy Advisor, Bureau of HIV, Division of Disease Control, NYC Health Department

**Gail Goldstein, MPH**

Senior Director of Planning and Programs, Bureau of Alcohol and Drug Use Prevention and Treatment, Division of Mental Hygiene, NYC Health Department

**Gail Wolsk, MSW**

Director of Housing Services, Bureau of Mental Health, Division of Mental Hygiene, NYC Health Department

**Jamie Neckles, MSW**

Chief Program Officer, Bureau of Mental Health, Division of Mental Hygiene, NYC Health Department

**Jeanne Sullivan Meissner, MPH**

Team Lead, Outbreak Prevention and Control, TB Surveillance and Epidemiology, Division of Disease Control, NYC Health Department

**Kristin M. Woodlock RN, MPA**

DOHMH COVID-19 Volunteer  
Chief Executive Officer, Woodlock & Associates LLC

**Oni Blackstock, MD, MHS**

Assistant Commissioner, Bureau of HIV, Division of Disease Control, NYC Health Department

**Myla Harrison, MD, MPH**

Assistant Commissioner, Bureau of Mental Health, Division of Mental Hygiene, NYC Health Department

# AGENDA

- COVID-19 Data Update
- Workforce
- Congregate Care Guidance Update
- Isolation Hoteling Update
- Q&A

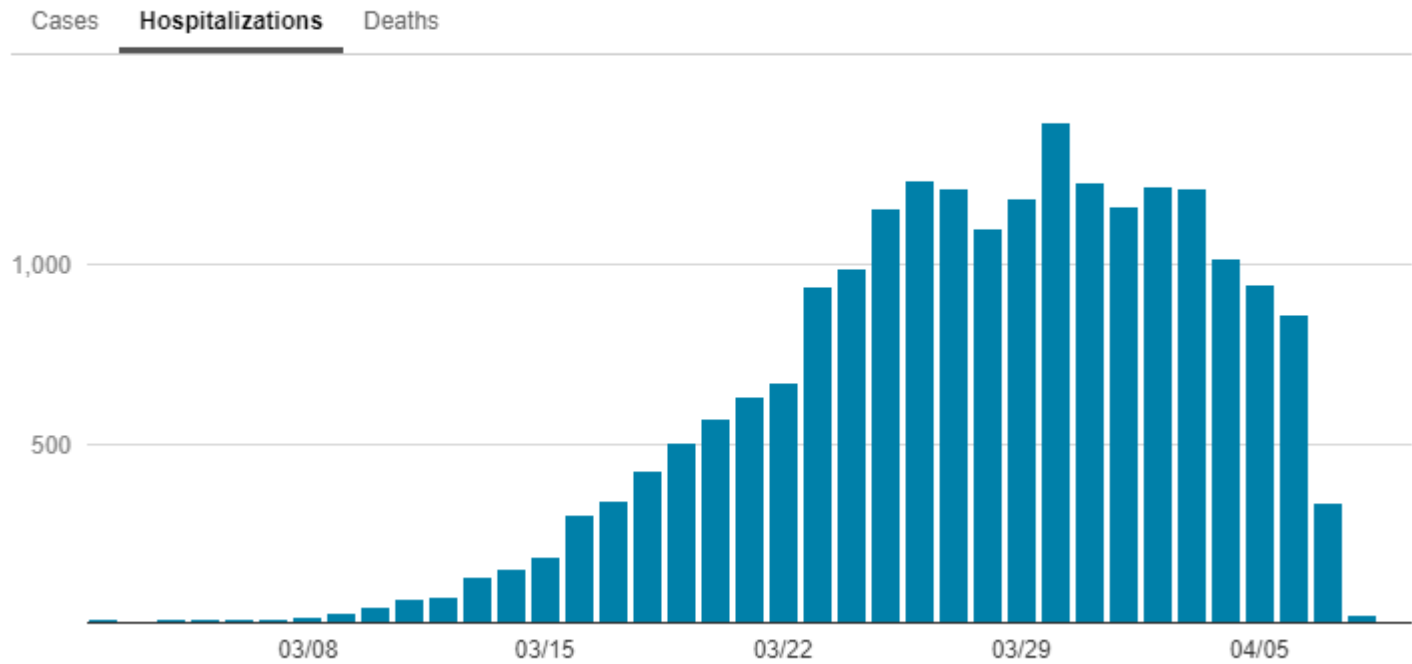
# WHERE WE ARE

- There is still widespread community transmission of COVID-19 in New York City and around the world
- Almost 6 weeks have passed since New York City reported its first confirmed COVID-19 case
- We are continuing to see high numbers of new diagnoses, including those who require hospitalization
- But we may have begun to flatten the curve – data show improvement in emergency department visits and admissions
- We cannot let down our guard but rather must reinforce mitigation measures that are working

# NYC COVID-19 HOSPITALIZATIONS

## March 2 – April 9, 2020

Due to delays in reporting, recent data are incomplete.



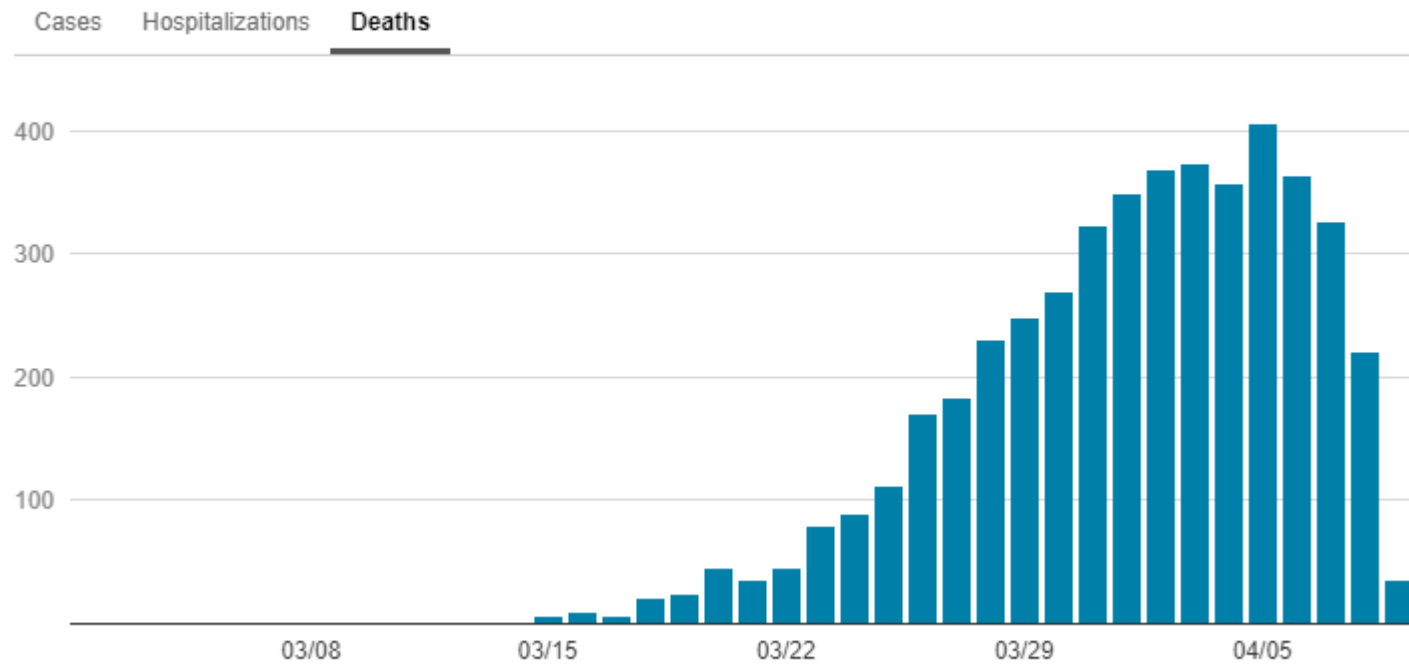
Created with Datawrapper



# NYC COVID-19 DEATHS

## March 2 – April 9, 2020

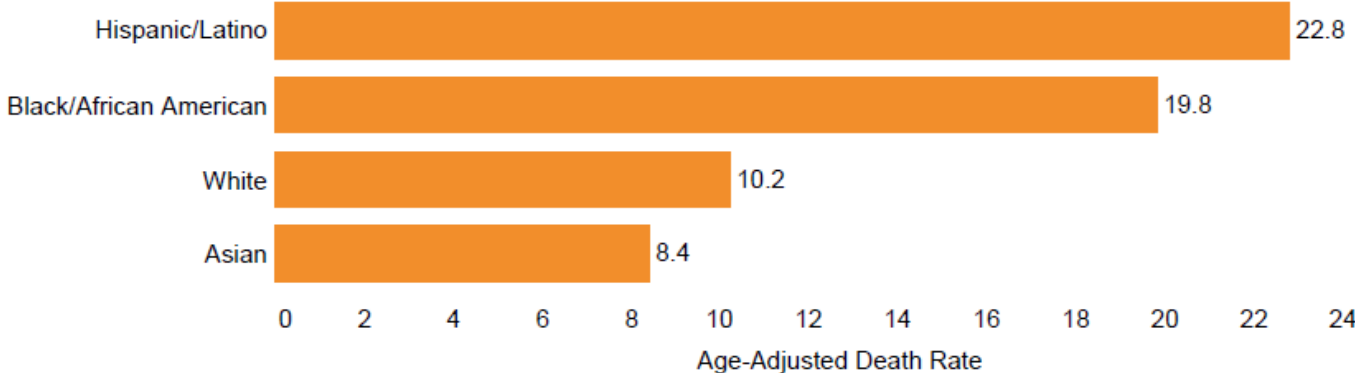
Due to delays in reporting, recent data are incomplete.



Created with Datawrapper

# COVID-19 MORTALITY HIGHER AMONG PEOPLE OF COLOR

Age adjusted rate of fatal lab confirmed COVID-19 cases per 100,000 by race/ethnicity group  
*as of April 6, 2020*



Data complete\*  
for 63% of deaths





# WORKFORCE

The link to the MRC resource (NYC Healthcare Surge Staffing) is here if you need it:

<https://www.surveymonkey.com/r/WXLSGKN>

# NYC COVID-19 CONGREGATE CARE STAFFING PORTAL

- Maintaining staffing levels is a key challenge
- NYC COVID-19 Congregate Care Staff Portal supports New Yorkers receiving care in their current congregate care site
  - Created by NYC Health Department; operated by the Coalition for Behavioral Health
- Portal goals:
  - Expedite access to needed relief staff for providers
  - Track trends and potential issues related to staffing at the earliest possible moment without burdening providers with surveys

# NYC COVID CONGREGATE CARE STAFFING PORTAL

- Wave 1 Eligible Providers: non-profit, congregate residential settings licensed or funded by:
  - New York State Office of Mental Health
  - New York State Office of Addiction Services and Supports
  - New York State Office for People with Developmental Disabilities
  - New York City Department of Health and Mental Hygiene
- Once testing is complete DOHMH to open eligibility to a wider range of behavioral health programs across NYC

# CONGREGATE CARE GUIDANCE UPDATE

# PREVENT THE SPREAD OF COVID-19

- Make signs instructing to stay home/ stay in rooms if sick, cover cough, wash hands visible to all staff and residents

**NEW YORKERS:  
STAY HOME TO STOP THE  
SPREAD OF CORONAVIRUS**

New Yorkers working together and staying home can slow the spread of coronavirus (COVID-19) in New York City. When you go out for essential needs, work or to get fresh air, keep distance between yourself and others and take the following precautions.

**PROTECT YOURSELF AND OTHERS**

- Keep at least 6 feet between yourself and others.
- Wash your hands with soap and water often.
- Cover your nose and mouth with a tissue or sleeve when sneezing or coughing.
- Do not touch your face with unwashed hands.
- Monitor your health more closely than usual for cold or flu symptoms.

**IF YOU ARE SICK**

- Stay home.
- If you have a cough, shortness of breath, fever, sore throat and do not feel better after 3-4 days, consult with your doctor.
- If you need help getting medical care, call 311.
- NYC will provide care regardless of immigration status or ability to pay.

**PROTECT THE MOST VULNERABLE**

- Stay home if you have lung disease, heart disease, diabetes, cancer or a weakened immune system.
- Stay home and call, video chat or text with family or friends who have one of these conditions.

**REDUCE OVERCROWDING**


- Stay home.
- Telecommute if possible.
- If you do go out:
  - Stagger work hours away from peak travel times.
  - Walk or bike.
  - Do not gather in crowds.

Text COVID to 692-692 for real-time updates or visit [nyc.gov/coronavirus](https://nyc.gov/coronavirus).  
Call 311 to report harassment or discrimination. Call 888-NYC-WELL, text WELL to 63772 or chat online at [nyc.gov/well](https://nyc.gov/well) to connect with a counselor.  
Messages and data rates may apply. Check your service provider plan for details.

**NYC Health**

Stop the spread of germs that make you and others sick!

## Cover Your Cough




Put your used tissue in a waste basket.

Cover your mouth and nose with a tissue when you cough or sneeze.

or

Cough or sneeze into your upper sleeve, not your hands.

You may be asked by a health care provider to wear a face mask in public. Don't worry if you see others wearing masks. They are preventing the spread of germs.




## Wash Your Hands

after coughing or sneezing.



Wash with soap and water.

or



Clean with alcohol-based hand sanitizer.

**NYC Health**

For more information, visit [nyc.gov/health/flu](https://nyc.gov/health/flu).

## wash your hands



1  
WET



2  
SOAP



3  
SCRUB



4  
RINSE



5  
DRY



6  
TURN OFF WATER

WASH FOR **20 SECONDS** TO PROTECT YOURSELF AND YOUR FAMILY FROM INFECTION

**NYC Health**

# PREVENT THE SPREAD OF COVID-19

- Post signs outside all isolation areas
- Cancel visitation hours and suspend non-essential visits
- Close common areas, cancel group programming, and stagger group movement
- Close dining rooms, stagger meals, or deliver meals to rooms
- Stock bathrooms with soap and drying material
- Clean and disinfect high-touch surfaces regularly
- Maintain physical distancing of at least 6 feet whenever possible
- Staff and residents should wear face coverings

# MANAGING RESIDENTS WITH SYMPTOMS OR CONFIRMED WITH COVID-19

- Monitor symptoms among residents
  - If resident 50 years of age or older or has pre-existing health conditions such as heart problems, lung problems, or diabetes, consult a provider
  - If resident's symptoms persist or worsen, seek medical consultation
  - Seek urgent medical care/call 911 if resident has difficulty breathing, persistent pain or pressure in chest, new confusion, inability to stay awake, bluish lips or face, or other health emergency

# MANAGING RESIDENTS WITH SYMPTOMS OR CONFIRMED WITH COVID-19

- Residents with symptoms can be removed from isolation when:
  - At least seven days have passed since isolation started, AND
  - They never had fever or have not had fever in the prior 3 days (without use of fever-reducers), AND
  - Overall illness has improved



# CONSIDERATIONS FOR RESIDENTS WHO USE DRUGS

- Physical distancing and overdose risk
  - Safety checks
  - Naloxone
- Awareness of risk for withdrawal
  - Exiting
  - Use in facility

# TIPS FROM COLLEAGUES: KEEPING CONGREGATE CARE RESIDENTS ACTIVE AND SOCIALLY DISTANT

## Activities:

- Karaoke challenge, talent show, charades bingo (physical distancing or via video)
- Exchanging notes at front desk
- Commemorate birthdays
- Provide coloring books for adults, journals, and poetry books
- Crossword puzzles
- Mindfulness activities
- Affirmations

## Support physical distancing:

- Place spatial markings on the floor
- Move furniture around
- Connecting via cell phone while making eye contact through a closed window

# ADDITIONAL RESOURCES

- NYC Health Department website:

<https://www1.nyc.gov/site/doh/covid/covid-19-providers.page>

- NYS Health Department website:

<https://coronavirus.health.ny.gov/information-healthcare-providers>

- Mental Health resources:

<https://www1.nyc.gov/site/doh/covid/covid-19-mental-health.page>

- Children and Families:

<https://www1.nyc.gov/site/acs/about/covidhelp.page>

**Reach out for additional guidance or with any questions!**

# ISOLATION HOTELING UPDATE

**Suzanne Elgendy, PhD**

Implementation and Improvement Scientist, Office of  
Community Behavioral Health, Bureau of Mental Hygiene  
Community Engagement Policy and Practice, Division of Mental  
Hygiene, NYC Health Department

# ISOLATION HOTELING OVERVIEW

- New York City congregate residential settings licensed or funded by:
  - NYS Office of Mental Health
  - NYS Office of Addiction Services and Supports
  - NYC Human Resources Administration
  - NYC Department of Health and Mental Hygiene
- **Hotel rooms are available to New Yorkers who may have symptoms of COVID-19 or have been diagnosed with COVID-19 and:**
  - **Unable to isolate where they live**
  - Do not need COVID-19-related medical care
  - Can be isolated in a hotel room with limited services
  - If resident requires ongoing services, provider can continue to support at the hotel (including remotely)

# ISOLATION HOTELING OVERVIEW

- **Person must be referred by**
  - Hospitals
  - Department of Homeless Services
  - Behavioral health congregate care settings

# ISOLATION HOTELING OVERVIEW

- Supportive Housing Network of New York (SHNNY) is point of contact for Isolation Hotel Reservations by Behavioral Health Congregate Sites
- Congregate Care Agencies provided instructions to determine if an isolation hotel placement is appropriate for a specific client
- If the client is appropriate, the Agency should contact SHNNY
- Isolation Hoteling is a last resort option

# ISOLATION HOTELING AND PROVIDER SERVICES

- **Hoteling program provides:**
  - Transportation to hotel
  - Meals
  - Laundry
  - Phone, Wi-Fi



# ISOLATION HOTELING AND PROVIDER SERVICES

- **Provider care continuity with resident:**
  - Twice daily telephone contacts with resident
  - Face-to-face contact at hotel if needed
  - Participate in problem-solving between resident and the on-site coordinator at the hotel
  - Coordination of access to nearby medical services as needed
  - Transportation from hotel back to residence
  - Coordination of medication/prescriptions
  - Provide daily necessities (e.g. toiletries) and replenish as needed (delivery to hotel front desk)

# ISOLATION HOTELING REFERRAL PROCESS

- SHNNY will be point of contact for isolation hotel reservations by behavioral health congregate sites
  1. Contact information provided to agencies
  2. SHNNY Available 9AM-5PM, 7 days a week
  3. Be prepared with demographic information, isolation needs and supports, specific to the client
  4. SHNNY will make the reservation
  5. SHNNY relays details back to the provider
  6. Provider gives the reservation code to the client

# Q&A

- Please type in your questions in the Q & A box

