

The Road Home COVID Statement - March 10, 2020

Dear Friends, Partners and Supporters of The Road Home,

I know this is an anxious time for all of us. I want you to know that our team members, along with many other bright minds from our community partners, are working day and night to help solve the many challenges that COVID-19 poses to our work and our lives. This is a difficult time, but The Road Home has certainly weathered difficult conditions before and came out united, stronger and more committed to our mission than ever. We have built upon our strong alliances in the homeless service provider and state and local government network to ensure that people experiencing homelessness are a priority.

Additionally, we are as dedicated to our team members as they are to the work they do, and we are doing everything in our power to preserve all of our agency's jobs and financial stability. Everyone has a role in this crisis, and this is the role of The Road Home.

Our primary goal is to help prevent the spread of COVID-19 in our community and our programs. We are committed to limiting risk within our facilities and will continue to provide critical services to those in need, while reducing other services to focus on this priority.

Though individuals connected to our programs have been tested for COVID-19, as of today none have come back positive.

Our TRH team members have established ongoing communication with the Salt Lake County Health Department and have proactive facilitation of information. The health department and Fourth Street Clinic have set up an assessment and testing site and Salt Lake County has two sites for quarantine

and isolation of people experiencing homelessness who have been tested and awaiting results, or for isolation if someone should test positive. Any guest that has been tested will not be staying at our Resource Center until the test comes back negative. If and when the health department has someone with a positive result who has stayed in our programs, they will contact us immediately to help determine where the individual was staying and with whom he/she has been in contact. We will work with health department staff to ensure we are following proper protocol for any potentially exposed staff members or guests.

We have implemented and are providing ongoing messaging on CDC prevention recommendations including frequent hand washing, covering coughs, supplying hand sanitizer in all locations, reminding people about distancing and increasing cleaning and disinfecting surfaces. We have requested additional supplies from the Health Department, with our top priority being masks to provide to people who are sick and staying in one of our facilities.

We are following the CDC Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019. We have separated seating to increase distance between people, removed chairs from the dining rooms and staggered/extended mealtimes as needed. We are using our private studio rooms to separate individuals as needed and using motels for families at the Midvale Family Resource Center who are at higher risk. Though much of our sleeping areas are dorms with bunk beds, we are doing as much as possible to increase distance by alternating head to toe/toe to toe sleeping.

We are not allowing visitors into the Resource Centers, and we have suspended nearly all of our onsite volunteer activities, with the exception (after screening) of help providing food and supplies to our shelters.

The Road Home will continue to work daily to update and coordinate our plans and ensure that people experiencing homelessness have access to care as needed.

The Road Home Team Supervisors are checking with staff members each day to ensure employees are staying home if they are sick. We have asked any staff member who is in a high-risk category to notify human resources and we are working with each person individually to work from home if possible, to reduce exposure to others, to use paid time off, etc. We are working with employees who have needs to care for children due to school and daycare closures and are conducting hiring interviews via phone or video call.

We have implemented work from home for all employees who can do so either full-time or part-time. We have procedures in place to limit gatherings to 10 people or less in one space, alternate cubicles and alternate work schedules to limit number of people in offices at one time. We are implementing remote visits by phone or video for our case managers and housing team members to stay in touch with our guests and housing clients, as well as cross-training staff from case management and housing to help cover shelter staffing needs.

As an agency providing trauma-informed services, we are well aware of the trauma this crisis is inflicting upon our guests and employees.

Our supervisors are working with their teams to provide additional support, connections to assistance programs and coping skills. Our team members are doing the same for all of our guests.

We remain hopeful that the impact of COVID-19 will dissipate, and we are confident that we are prepared to help those most in need at this time. We will continue to share updates as they occur. If you have questions about COVID-19 please call the Utah Coronavirus Information Line at 1-800-456-7707.

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