



## **Frequently Asked Questions about Isolation and Quarantine Sites**

*(as of April 27, 2020)*

In response to the COVID-19 public health emergency, the District has established remote isolation and quarantine sites for those who cannot quarantine in a private residential space. In accordance with guidance from Centers for Disease Control and Prevention (CDC) and the DC Department of Health (DOH) guidance, the District is committed to operating voluntary isolation and quarantine sites in a safe and supportive manner.

### **Why are these sites important?**

- Like communities across the country, the District established sites for individuals without an ability to isolate or quarantine in their own homes and voluntarily wish to isolate or quarantine elsewhere. Per the CDC, isolation is used to separate sick people from healthy people, whereas quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Both are crucial strategies to help limit further spread of COVID-19.

### **How were sites chosen?**

- The District has been conducting emergency procurements to secure hotels to serve as isolation and quarantine sites. The District's Office of Contracting and Procurement conducted basic market research to identify hotels that met capacity needs, performed a broad survey of the hotels to gauge interest, and, if the hotel showed interest, followed up to discuss and negotiate requirements.

### **Who is staying there?**

- Individuals who have tested positive for COVID-19, are waiting for test results, or have been determined to have a level of exposure requiring self-quarantine.
- Individuals who have been assessed and do not require hospitalization, but are unable to isolate or self-quarantine in a private home.
- Individuals who are experiencing homelessness, individuals who reside in a congregate or group home setting, and individuals who reside with a highly medically vulnerable individual.
- Prior to arriving at sites, the referring organization (hospitals and shelters) must explain to the client the need for isolation and/or quarantine and the terms for the sites, such as staying in one's private room. Once clients arrive, site staff must go over the terms of the isolation and quarantine sites in detail with the clients and those clients consent to those terms. Medical staff at intake must explain the reason for the client being there, and how long they can expect to stay based on that reason.

### **What services are being offered?**

- Meal, Laundry, and Security: Residents receive three meals a day as well as laundry services. Sites have 24-Hour security.
- Medical services: On a daily basis, medical staff conduct wellness checks with each individual and conduct screenings for symptoms.
- Supportive Services: Case Management is provided to each individual for the duration of their stay to address any general or emergent needs that arise. To support the behavioral health needs of clients, staff on site connect clients to DBH's Access Help Line or Community Response Team as appropriate.



- **Feedback:** DHS continuously takes feedback from clients, staff, providers, and others to improve operations. Clients may use their room phones at any time to request service from the site staff including supplemental food and beverages and concerns about laundry or clothing. Anyone with concerns is welcome to email [dhs.covid19@dc.gov](mailto:dhs.covid19@dc.gov) and DHS will route the concern appropriately.

#### **How long will these sites be used?**

- This will vary on a case-by-case basis. The District will operate these locations as long as they are needed to help protect the community.

#### **Who do I contact if there is an issue?**

- If there is troubling activity, members of the public are welcome to complete an unusual incident report, which is available on the DHS website. Residents may also call the Unusual Incident Hotline at (202) 673-4464 or email [dhs.covid19@dc.gov](mailto:dhs.covid19@dc.gov).

#### **How can the community help the staff and residents there?**

- Please reach out to [Scott.Sibley@dc.gov](mailto:Scott.Sibley@dc.gov) for more information about making a donation or volunteering.

#### **Are isolation and quarantine sites the only use of hotels?**

- No. The District is also using hotel rooms to serve medically vulnerable individuals experiencing homelessness who are not symptomatic or believed to be exposed, but are thought to have the highest risk factors should they contract COVID-19. Because individuals residing in these locations are preventatively isolating, the program rules are different. In addition, the District continues to use hotels to provide overflow emergency shelter for families.
- The sites used for isolation and quarantine, medically vulnerable residents, and families experiencing homelessness are housed at separate locations.