



DCHHS
Safe families, healthy lives
Dallas County Health and Human Services



NON-COMPLEX POPULATION QUARANTINE PROGRAM

IN RESPONSE TO COVID-19

Frequently Asked Questions

Dallas County has established a remote isolation and quarantine site for individuals who have been exposed to COVID-19, need to quarantine and unable to quarantine in a private residential space. Temporary housing for non-complex persons will be provided based on availability. The County is committed to offering and operating the quarantine site in a safe and supportive manner.

▪ **What is the Non-Complex Population Quarantine Program?**

*The program is aimed at providing temporary housing for *non-complex persons (see conditions below) diagnosed with COVID-19 needing to self-isolate for 14-21 days and unable to return home due to situations such as an immunocompromised relative, elderly parents, etc.) Persons referred and accepted into the program will be referred to as Program Participants.*

▪ **Who decides who gets sheltered at the Dallas County site?**

Referral applications to the program will be received from healthcare providers and/or social workers. Healthcare providers are physicians, nurse practitioners, physician assistants, registered nurses from area hospitals, ER's and/or physicians' office. The designated Coordinator appointed by Dallas County will review and recommend each application for approval based on eligibility requirements. Final approval will be made by designee appointed by the Director/Health Authority.

▪ **Who is eligible to be sheltered at the Dallas County site?**

Persons in need of such housing must be a Dallas County resident, not residing in the City of Dallas city limits, diagnosed with COVID-19. The persons eligible for this program must be considered non-complex based on their medical/social conditions. Identification and Residency will be verified using a government issued ID.

**Non-complex individuals are persons that are:*

1) ambulatory (no services dogs will be permitted), 2) do not require any durable medical equipment, such as a ventilator or in-person personal care and/or medical attention on a 24/7 basis, 3) do not have a chronic condition that require constant medical attention, 4) are on prescription medication that are self-administered, 5) do not have behavioral health conditions, 6) are not drug users, and 7) are not currently homeless.

Individuals referred to the program must meet the following criteria to be considered eligible to participate in this program:

- a) Individual's home is crowded, i.e. does not have space to maintain safe distance from other family members (at least six feet apart); or*
- b) Individual shares bedrooms or bathroom; or*
- c) Individuals living with someone who is vulnerable and/or immunocompromised*

Please visit: <https://www.dallascounty.org/departments/dchhs/pop-quarantine.php> for additional details, eligibility and requirements of the program.

▪ **Where is the sheltering site located?**

The sheltering site designated for this program is located in Dallas, Texas.

▪ **Is there a cost to the clients?**

There is no cost to the Program Participants while in quarantine however, any incidental items will be paid by the client.

▪ **Who pays for the rooms?**

Dallas County.

▪ **How are Program Participants transported to the quarantine site?**

Program Participants will be responsible for their own transportation to and from the quarantine site. Please note that on boarding of all Program Participants will be conducted Monday – Friday, 7:00 a.m. – 7:00 p.m.

▪ **What is the intake process like?**

Healthcare providers/social workers that have patients just diagnosed with COVID-19 or COVID-like symptoms who are interested in quarantining may contact DCHHS Coordinator by email at NCPQProgram@dallascounty.org. The healthcare provider will be asked to complete the referral form to begin the screening process. Once approved the Program Participant will be provided quarantine location information and will be responsible for arriving at the location within the stipulated timeframe. Program Participant will be provided temporary housing at the designated hotel for no more than a twenty-one (21) day period as recommended by the referring entity. Referrals must be received from a healthcare worker or social worker through the specified referral application form that may be found at: <https://www.dallascounty.org/departments/dchhs/pop-quarantine.php>. No self-referrals by patients will be accepted.

▪ **Who is staffing the sheltering sites?**

The program will be managed by a Coordinator, and an Assistant Coordinator. The sheltering sites will be staffed by LVN's 24/7 serving as Monitors. The onsite facility will also be staffed with two (2) security officers 24/7. Additionally, there will be a law enforcement officer onsite daily.

▪ **How is the hotel being secured during use by Program Participants as a sheltering site?**

The sheltering site will be staffed with two (2) security officers 24/7. Additionally, there will be a law enforcement officer onsite daily.

- **Can clients staying at the sheltering sites come and go? Are they able to leave the hotel?**
Clients, referred to as Program Participants may not leave the hotel room during the entire 14-21 day quarantine period. If the Program Participant is not compliant with the requirement they will be terminated from the program.
- **Are pets allowed at the sheltering site?**
No, Program Participants will not be allowed to bring any kind of pet while at the sheltering site.
- **What about client discharge and post care?**
Program Participants will be discharged within 14-21 days based on healthcare provider recommendation. This program is not responsible for post care. Any follow-up care and/or testing required is the responsibility of the healthcare provider referring the individual.
- **How long will these locations serve as sheltering sites?**
The sheltering site will remain in operation through December 30, 2020.
- **What is the sheltering capacity at these sites?**
Rooms are based on limited availability.
- **What amenities will be Program Participant be provided?**

 - 1) *single occupancy (one person) or family occupancy (parents and up to two children)*
 - 2) *3 meals a day (no special diets provided)*
 - 3) *laundry services to include basic clothing (It is recommended that Program Participant should bring enough clothes and undergarments to last up to 7 days.)*
 - 4) *weekly housekeeping services (new towels, clean sheets and trash removal twice a week)*
 - 5) *cleaning service upon guest check-out*
 - 6) *complimentary wireless internet*
 - 7) *complimentary parking*
 - 8) *in-room coffee maker*
 - 9) *television*

Please note: Sheltering site is a “No-Smoking” and “No Vaping” facility. No alcohol will be permitted.
- **What does the Program Participant do when they arrive at the sheltering site?**
Program Participant will be provided detailed instructions with regard to location and a window for the expected arrival time. Program participant will be required to confirm the time of arrival to the sheltering site. Upon arrival, the Program Participant will stay inside the vehicle and contact the Monitor at (214) 356-5701 or (214) 356-6901. The numbers are also posted on the designated entrance door to the sheltering site.