



CONTRA COSTA
MENTAL HEALTH
COMMISSION

1220 Morello Ave., Suite 100
Martinez, CA 94553

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cchealth.org/mentalhealth/mhc

Executive Committee

Tuesday, March 24, 2020 ◊ 3:00-4:30pm

Via: **WebEx Teleconference:**

<https://contracosta.webex.com/contracosta/j.php?MTID=mffada0c469dc12d879a5e592d8e2005b>

Meeting number: 968 692 120

Join by phone:

+1-408-826-0365 US Toll

1-844-517-1271 US Toll Free

Access code: 968 692 120

- I. Call to order/Introductions**
- II. Public comments**
- III. Commissioner comments**
- IV. Chair announcements**
- V. APPROVE minutes from February 25, 2020 meeting**
- VI. DISCUSS 2019 Commission Annual Report, including 2019 accomplishments and 2020 Commission goals**
- VII. DISCUSS agenda items for the next Mental Health Commission meeting**
- VIII. HEAR thoughts or concerns regarding the impact of COVID-19 on MHC operations and ability to move work forward**
- IX. REVIEW Health Services and BHS guidelines for supporting people seeking mental health services amid COVID-19**
- X. HEAR thoughts or concerns regarding the impact of COVID-19 on the MHC's constituency and how to potentially respond**
- XI. Adjourn**



The Contra Costa County Mental Health Commission is appointed by the Board of Supervisors to advise them on all matters related to the county's mental health system, in accordance with mandates set forth in the California State Welfare & Institutions Code, Sections 5604 (a)(1)-5605.5. Any comments or recommendations made by the Mental Health Commission or its individual members do not represent the official position of the county or any of its officers. The Commission is pleased to make special accommodations, if needed, please call ahead at (925) 957-2619 to arrange.



**ORDER OF THE HEALTH OFFICER
OF THE COUNTY OF CONTRA COSTA DIRECTING
ALL INDIVIDUALS LIVING IN THE COUNTY TO SHELTER AT THEIR
PLACE OF RESIDENCE EXCEPT THAT THEY MAY LEAVE TO
PROVIDE OR RECEIVE CERTAIN ESSENTIAL SERVICES OR
ENGAGE IN CERTAIN ESSENTIAL ACTIVITIES AND WORK FOR
ESSENTIAL BUSINESSES AND GOVERNMENTAL SERVICES;
EXEMPTING INDIVIDUALS EXPERIENCING HOMELESSNESS FROM
THE SHELTER IN PLACE ORDER BUT URGING THEM TO FIND
SHELTER AND GOVERNMENT AGENCIES TO PROVIDE IT;
DIRECTING ALL BUSINESSES AND GOVERNMENTAL AGENCIES TO
CEASE NON-ESSENTIAL OPERATIONS AT PHYSICAL LOCATIONS IN
THE COUNTY; PROHIBITING ALL NON-ESSENTIAL GATHERINGS
OF ANY NUMBER OF INDIVIDUALS; AND ORDERING CESSATION OF
ALL NON-ESSENTIAL TRAVEL**

DATE OF ORDER: MARCH 16, 2020

Please read this Order carefully. Violation of or failure to comply with this Order is a misdemeanor punishable by fine, imprisonment, or both. (California Health and Safety Code § 120295, *et seq.*)

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, AND 120175, THE HEALTH OFFICER OF THE COUNTY OF CONTRA COSTA (“HEALTH OFFICER”) ORDERS:

- 1) The intent of this Order is to ensure that the maximum number of people self-isolate in their places of residence to the maximum extent feasible, while enabling essential services to continue, to slow the spread of COVID-19 to the maximum extent possible. When people need to leave their places of residence, whether to obtain or perform vital services, or to otherwise facilitate authorized activities necessary for continuity of social and commercial life, they should at all times reasonably possible comply with Social Distancing Requirements as defined in Section 10 below. All provisions of this Order should be interpreted to effectuate this intent. Failure to comply with any of the provisions of this Order constitutes an imminent threat to public health.
- 2) All individuals currently living within Contra Costa County (the “County”) are ordered to shelter at their place of residence. To the extent individuals are using shared or outdoor spaces, they must at all times as reasonably possible maintain social distancing of at least six feet from any other person when they are outside their residence. All persons may leave their residences only for Essential Activities, Essential Governmental Functions, or to operate Essential Businesses, all



as defined in Section 10. Individuals experiencing homelessness are exempt from this Section, but are strongly urged to obtain shelter, and governmental and other entities are strongly urged to make such shelter available as soon as possible and to the maximum extent practicable (and to utilize Social Distancing Requirements in their operation).

- 3) All businesses with a facility in the County, except Essential Businesses as defined below in Section 10, are required to cease all activities at facilities located within the County except Minimum Basic Operations, as defined in Section 10. For clarity, businesses may also continue operations consisting exclusively of employees or contractors performing activities at their own residences (i.e., working from home). All Essential Businesses are strongly encouraged to remain open. To the greatest extent feasible, Essential Businesses shall comply with Social Distancing Requirements as defined in Section 10 below, including, but not limited to, when any customers are standing in line.
- 4) All public and private gatherings of any number of people occurring outside a household or living unit are prohibited, except for the limited purposes as expressly permitted in Section 10. Nothing in this Order prohibits the gathering of members of a household or living unit.
- 5) All travel, including, but not limited to, travel on foot, bicycle, scooter, motorcycle, automobile, or public transit, except Essential Travel and Essential Activities as defined below in Section 10, is prohibited. People must use public transit only for purposes of performing Essential Activities or to travel to and from work to operate Essential Businesses or maintain Essential Governmental Functions. People riding on public transit must comply with Social Distancing Requirements as defined in Section 10 below, to the greatest extent feasible. This Order allows travel into or out of the County to perform Essential Activities, operate Essential Businesses, or maintain Essential Governmental Functions.
- 6) This Order is issued based on evidence of increasing occurrence of COVID-19 within the County and throughout the Bay Area, scientific evidence and best practices regarding the most effective approaches to slow the transmission of communicable diseases generally and COVID-19 specifically, and evidence that the age, condition, and health of a significant portion of the population of the County places it at risk for serious health complications, including death, from COVID-19. Due to the outbreak of the COVID-19 virus in the general public, which is now a pandemic according to the World Health Organization, there is a public health emergency throughout the County. Making the problem worse, some individuals who contract the COVID-19 virus have no symptoms or have mild symptoms, which means they may not be aware they carry the virus. Because even people without symptoms can transmit the disease, and because evidence shows the disease is easily spread, gatherings can result in preventable transmission of the virus. The scientific evidence shows that at this stage of the emergency, it is essential to slow virus transmission as much as possible to protect the most vulnerable and to prevent the health care system from being overwhelmed. One proven way to slow the transmission is to limit interactions among people to the greatest extent practicable. By reducing the spread of the COVID-19 virus, this Order helps preserve critical and limited healthcare capacity in the County.
- 7) This Order also is issued in light of the existence of 29 cases of COVID-19 in the County, as well as at least 258 confirmed cases and at least three deaths in the seven Bay Area jurisdictions jointly issuing this Order, as of 5 p.m. on March 15, 2020, including a significant and increasing number of suspected cases of community transmission and likely further significant increases in transmission. Widespread testing for COVID-19 is not yet available but is expected to increase in



the coming days. This Order is necessary to slow the rate of spread and the Health Officer will re-evaluate it as further data becomes available.

- 8) This Order is issued in accordance with, and incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom, This Order is issued in accordance with, and incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom and the March 10, 2020 Resolution of the Contra Costa County Board of Supervisors declaring the existence of a Local Emergency in Contra Costa County.
- 9) This Order comes after the release of substantial guidance from the County Health Officer, the Centers for Disease Control and Prevention, the California Department of Public Health, and other public health officials throughout the United States and around the world, including a variety of prior orders to combat the spread and harms of COVID-19. The Health Officer will continue to assess the quickly evolving situation and may modify or extend this Order, or issue additional Orders, related to COVID-19.

10) Definitions and Exemptions.

- a. For purposes of this Order, individuals may leave their residence only to perform any of the following “Essential Activities.” But people at high risk of severe illness from COVID-19 and people who are sick are urged to stay in their residence to the extent possible except as necessary to seek medical care.
 - i. To engage in activities or perform tasks essential to their health and safety, or to the health and safety of their family or household members (including, but not limited to, pets), such as, by way of example only and without limitation, obtaining medical supplies or medication, visiting a health care professional, or obtaining supplies they need to work from home.
 - ii) To obtain necessary services or supplies for themselves and their family or household members, or to deliver those services or supplies to others, such as, by way of example only and without limitation, canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other household consumer products, and products necessary to maintain the safety, sanitation, and essential operation of residences.
 - iii) To engage in outdoor activity, provided the individuals comply with Social Distancing Requirements as defined in this Section, such as, by way of example and without limitation, walking, hiking, or running.
 - iv) To perform work providing essential products and services at an Essential Business or to otherwise carry out activities specifically permitted in this Order, including Minimum Basic Operations.
 - v) To care for a family member or pet in another household.
- b) For purposes of this Order, individuals may leave their residence to work for or obtain services at any “Healthcare Operations” including hospitals, clinics, dentists, pharmacies, pharmaceutical and biotechnology companies, other healthcare facilities, healthcare suppliers, home healthcare services providers, mental health providers, or any related and/or ancillary healthcare services. “Healthcare Operations” also includes veterinary care and all healthcare services provided to animals. This exemption shall be construed broadly to avoid any impacts to the delivery of healthcare, broadly defined. “Healthcare Operations” does not include fitness and exercise gyms and similar facilities.



- c) For purposes of this Order, individuals may leave their residence to provide any services or perform any work necessary to the operations and maintenance of “Essential Infrastructure,” including, but not limited to, public works construction, construction of housing (in particular affordable housing or housing for individuals experiencing homelessness), airport operations, water, sewer, gas, electrical, oil refining, roads and highways, public transportation, solid waste collection and removal, internet, and telecommunications systems (including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, and web-based services), provided that they carry out those services or that work in compliance with Social Distancing Requirements as defined this Section, to the extent possible.
- d) For purposes of this Order, all first responders, emergency management personnel, emergency dispatchers, court personnel, and law enforcement personnel, and others who need to perform essential services are categorically exempt from this Order. Further, nothing in this Order shall prohibit any individual from performing or accessing “Essential Governmental Functions,” as determined by the governmental entity performing those functions. Each governmental entity shall identify and designate appropriate employees or contractors to continue providing and carrying out any Essential Governmental Functions. All Essential Governmental Functions shall be performed in compliance with Social Distancing Requirements as defined in this Section, to the extent possible.
- e) For the purposes of this Order, covered businesses include any for-profit, non-profit, or educational entities, regardless of the nature of the service, the function they perform, or its corporate or entity structure.
- f) For the purposes of this Order, “Essential Businesses” means:
 - i) Healthcare Operations and Essential Infrastructure;
 - ii) Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the safety, sanitation, and essential operation of residences;
 - iii) Food cultivation, including farming, livestock, and fishing;
 - iv) Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;
 - v) Newspapers, television, radio, and other media services;
 - vi) Gas stations and auto-supply, auto-repair, and related facilities;
 - vii) Banks and related financial institutions;
 - viii) Hardware stores;
 - ix) Plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences, Essential Activities, and Essential Businesses;
 - x) Businesses providing mailing and shipping services, including post office boxes;
 - xi) Educational institutions—including public and private K-12 schools, colleges, and universities—for purposes of facilitating distance learning or performing essential functions, provided that social distancing of six-feet per person is maintained to the greatest extent possible;
 - xii) Laundromats, drycleaners, and laundry service providers;
 - xiii) Restaurants and other facilities that prepare and serve food, but only for delivery or carry out. Schools and other entities that typically provide free food services to



students or members of the public may continue to do so under this Order on the condition that the food is provided to students or members of the public on a pick-up and take-away basis only. Schools and other entities that provide food services under this exemption shall not permit the food to be eaten at the site where it is provided, or at any other gathering site;

- xiv) Businesses that supply products needed for people to work from home;
- xv) Businesses that supply other Essential Businesses with the support or supplies necessary to operate;
- xvi) Businesses that ship or deliver groceries, food, goods or services directly to residences;
- xvii) Airlines, taxis, and other private transportation providers providing transportation services necessary for Essential Activities and other purposes expressly authorized in this Order;
- xviii) Home-based care for seniors, adults, or children;
- xix) Residential facilities and shelters for seniors, adults, and children;
- xx) Professional services, such as legal or accounting services, when necessary to assist in compliance with legally mandated activities;
- xxi) Childcare facilities providing services that enable employees exempted in this Order to work as permitted. To the extent possible, childcare facilities must operate under the following mandatory conditions:
 - (1) Childcare must be carried out in stable groups of 12 or fewer (“stable” means that the same 12 or fewer children are in the same group each day).
 - (2) Children shall not change from one group to another.
 - (3) If more than one group of children is cared for at one facility, each group shall be in a separate room. Groups shall not mix with each other.
 - (4) Childcare providers shall remain solely with one group of children.
- g) For the purposes of this Order, “Minimum Basic Operations” include the following, provided that employees comply with Social Distancing Requirements as defined this Section, to the extent possible, while carrying out such operations:
 - i. The minimum necessary activities to maintain the value of the business’s inventory, ensure security, process payroll and employee benefits, or for related functions.
 - ii. The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.
- h) For the purposes of this Order, “Essential Travel” includes travel for any of the following purposes. Individuals engaged in any Essential Travel must comply with all Social Distancing Requirements as defined in this Section below.
 - i. Any travel related to the provision of or access to Essential Activities, Essential Governmental Functions, Essential Businesses, or Minimum Basic Operations.
 - ii. Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons.
 - iii. Travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, and any other related services.
 - iv. Travel to or return from a place of residence outside the jurisdiction.
 - v. Travel required by law enforcement or court order.
 - vi. Travel required for non-residents to return to their place of residence outside the County. Individuals are strongly encouraged to verify that their transportation out of the County remains available and functional prior to commencing such travel.
- i) For purposes of this Order, residences include hotels, motels, shared rental units and similar facilities.



- j) For purposes of this Order, “Social Distancing Requirements” includes maintaining at least six-foot social distancing from other individuals, washing hands with soap and water for at least twenty seconds as frequently as possible or using hand sanitizer, covering coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands.
- 11) Pursuant to Government Code sections 26602 and 41601 and Health and Safety Code section 101029, the Health Officer requests that the Sheriff and all chiefs of police in the County ensure compliance with and enforce this Order. The violation of any provision of this Order constitutes an imminent threat to public health.
- 12) This Order shall become effective at 12:01 a.m. on March 17, 2020 and will continue to be in effect until 11:59 p.m. on April 7, 2020, or until it is extended, rescinded, superseded, or amended in writing by the Health Officer.
- 13) Copies of this Order shall promptly be: (1) made available at Office of the Director of Health of Contra Costa County, 1220 Morello Ave, Martinez CA 94553; (2) posted on the County Public Health Department website www.cchealth.org; and (3) provided to any member of the public requesting a copy of this Order.
- 14) If any provision of this Order to the application thereof to any person or circumstance is held to be invalid, the remainder of the Order, including the application of such part or provision to other persons or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.
- 15) Questions or comments regarding this order may be directed to Contra Costa Health Services at 1-844-729-8410.

IT IS SO ORDERED:

Chris Farnitano, MD
Health Officer of the County of Contra Costa County



Ori Tzvieli, MD, Deputy Health Officer

Dated: March 16, 2020





Stay Home Except For Essential Needs

Contra Costa with Health Officers from the Bay Area have announced a Public Health Order that requires residents to stay home to limit the spread of the novel coronavirus, also known as COVID-19. This order is in effect until April 7, 2020. It may be extended depending on recommendations from public health officials.

This document was last updated on March 18 at 3:30 p.m.

What to do

Everyone should stay home except for essential needs, such as getting food, caring for a relative or friend, getting necessary health care, or going to an essential job. Vulnerable populations must stay home.

It is okay to go outside for walks if you are not in a group.

[Read the Full Text of the Order](#)

Why are we doing this?

This is a critical intervention to reduce harm from the spread of the coronavirus in our community.

All Bay Area Health Officers observed quickly mounting cases and serious illnesses across the region.

Now is the time to do everything we can to prevent the situation from getting much worse in a matter of days or weeks. Every hour counts. We need and appreciate the cooperation of everyone who lives and works in Contra Costa to act immediately. While this news may feel alarming, it is a necessary step to prevent a worsening situation. The patterns of the virus around the world, and in our own state, tell us that moving right now to maximize social distancing and restrict people gathering is the best way to fight the virus and save lives.

Because the virus spreads so easily, without dramatic intervention like this Order, it would result in so many people needing medical attention in a hospital setting that our hospitals will be overwhelmed. We may not have enough beds or equipment to adequately care for the most seriously ill. And our health care workers and other first responders are also at risk, and if they get sick there are fewer people to provide health care and first response services. For those reasons, it is critical that we now do

Contra Costa Call Center

1-844-729-8410



everything in our power to slow down the spread of the virus.

Can the Order be changed?

Yes. It was important to get this Order in place quickly given the spread of the virus in the Bay Area. However, it can and will be updated as conditions warrant. Please be sure to check the County Website at cchealth.org/coronavirus regularly to learn about updates.

What can I do? What's open?

These essential services will remain open:

- County government services: Police stations, fire stations, hospitals/clinics and healthcare operations, and some city offices (check with individual cities to see what offices are open) ,
- Garbage/sanitation
- Public transportation (including Muni, BART, Caltrain)
- Utilities (water, power and gas)
- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Hardware stores/plumbers/electricians and those who provide services necessary to maintaining the safety, sanitation, and essential operation of residences
- Banks
- Bicycle Shops
- Auto Repair Shops
- Community benefit organizations on a case-by-case basis
- Laundromats/laundry services
- Cemeteries
- Newspapers, television, radio, and other media services
- Food-delivery services

What's closed?

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues
- Gyms and fitness studios
- County Superior Courts

What can't I do?

- You cannot engage in group activities in person with others.

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- You cannot have dinner parties. You cannot invite friends over to your home to hang out.
- You cannot go to bars or nightclubs.
- You cannot go to a nail salon or get your hair cut by a stylist or barber.
- You cannot go shopping for non-essential goods.
- You cannot take unnecessary trips on public transport or in your car or motorbike.

Where does this apply?

This is in effect across the Bay Area, including in Marin, Sonoma, Napa, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley.

I am a member of a vulnerable population – do I need to report to work even if I work for an essential business?

If you are a member of a vulnerable population you should not be outside for any reason unless to see a doctor. If you have any questions you should contact your healthcare provider.

Vulnerable populations include anyone: Over the age of 60, having chronic medical conditions (heart disease, lung disease, kidney disease, cancer, diabetes, weak immune system)

Is this mandatory or is it just guidance?

It is mandatory. This Order is a legal Order issued under the authority of California law. You are required to comply, and it is a misdemeanor crime not to follow the order (although the intent is not for anyone to get in trouble).

What is the difference between “sheltering at home” and “social distancing”?

Sheltering in place means sheltering at home – this is a more rigorous form of social distancing. There are some differences.

Sheltering at home means:

- Stay home
- Only go out for “essential activities,” to work for an “essential business,” or for “essential travel” as those terms are defined in the Order, and as discussed further below
- Stay 6 feet or more away from others
- No gatherings



The other principles of social distancing will continue to apply whenever feasible. These include washing hands, using hand sanitizer, disinfecting surfaces, not going out if sick, and staying at least six feet away from others.

What if I need to get healthcare from my medical provider?

Contact your health care provider to see if they are providing regular services. Some services, especially elective procedures, may be postponed or canceled.

What should I do if I'm sick and need to go to the hospital?

Do not go to the emergency room of a hospital unless you are having an actual emergency. If you are feeling sick, please first call your doctor, a nurse hotline, or an urgent care center.

If you must go to a hospital, walk or drive yourself there if possible. You want to try to avoid exposing others to any germs you have, especially if you are seriously ill. If you have Personal Protective Equipment (PPE) like a surgical mask or N-95 mask, you can wear that to prevent exposing others. If you don't have that, you could use a temporary method such as wrapping a clean scarf around your mouth and nose to try to reduce droplets when you cough and sneeze. Although this is not an approved method, it is something you can do to avoid exposing others. Just do the best you can.

Can I leave home to visit friends or family members if there is no urgent need?

No. For your safety as well as their safety, we need to help each other fight the spread of COVID-19 by staying at home.

Can I still get deliveries from online stores? Can I order from online stores?

Yes. The mail and other delivery services to your home can continue to function, as can food delivery services.

Yes, you can place more orders from online stores. Businesses that deliver goods or services directly to residences are essential businesses that may continue to operate.

Can I use ride share or on-demand service or a taxi?

Yes, but only for essential travel. Do your best to take social distancing precautions: cover your mouth and nose if you cough or sneeze, use hand sanitizer, and wash your hands before and after rides, etc.



I am an Uber/Lyft Driver, can I still work?

Yes, but only when providing rides for essential activities or providing rides to people performing essential government functions, essential infrastructure or essential business.

Can I take public transport (bus, subway, train)?

Yes, but only for essential travel. Public transit will continue to operate on a limited basis. When using public transport, you should maintain at least 6 feet, two to three steps away, including if you are on the bus or on trains.

Am I allowed to leave the areas covered by this Order to travel to/from a job outside the Bay Area? Does the Order allow me to leave the County?

Yes, but only to perform “essential activities,” operate “essential businesses,” or to maintain “essential governmental functions,” as those terms are defined in the Order. Otherwise, the answer is no because that puts you and others in the community at risk.

If I am currently outside of the County, can I travel into the County?

You are subject to the same restrictions for travel as individuals currently in the County. You may travel into the County to perform “essential activities,” work to operate “essential businesses,” or maintain “essential governmental functions” as those terms are defined in the Order.

If you live in the County but have left for school-related or work-related reasons, you are allowed to return.

Can I get my prescriptions or other health care needs? Can I leave home to go to the pharmacy to get my prescription filled?

Yes. Drug stores and other medical supply stores are allowed to operate. When possible you should have the drug store deliver your prescription medicine to your home.

How will I get food and medicines I need if I must stay in my home?

The Order specifically allows people to leave their home to buy food, purchase medicine, and purchase other necessary items. It also directs businesses selling those items to remain open, and allows employees of those businesses to keep working and



to ensure those businesses are operating. You can also have food and other goods delivered to your home.

Should I stock up on food, necessities like toilet paper, and on medicines?

No. Continue to buy normal quantities of these items on the same schedule you normally do. This will ensure that there is enough for everyone.

Can I still seek non-essential medical care like eye exams, teeth cleaning, elective procedures, etc.?

Generally, you should postpone these if possible. If it can wait, then wait. Check with your provider of routine care for specific guidance. They may cancel services. You should not expose yourself or others by pursuing health care or maintenance care that can wait a few weeks.

Can I leave home to care for my elderly parents or friends who require assistance to care for themselves? Or a friend or family member who has disabilities?

Yes. Be sure that you protect them and you by following social distancing guidelines such as washing hands before and after, using hand sanitizer, maintaining at least 6 feet of distance when possible, and coughing or sneezing into a tissue.

Can I visit loved ones in the hospital, nursing home, skilled nursing facility, or other residential care facility?

Generally no. There are limited exceptions, such as if you are going to the hospital with a minor who is under 18 years old or someone who is developmentally disabled and needs assistance.

If you need to know more, please contact the facility you want to visit by phone before you leave. This is difficult, but it is necessary in order to protect hospital staff and other patients.

What if I can't get out of the home? How can I get supplies and food?

Please contact friends, family, or others you know who can provide support. They are permitted to pick up any of your needs. Please also contact 211 if you do not have family or friends who can drop off food and supplies, the operators can connect you with local aide to assist.



Does this Order require that schools shut down?

This Order requires that all schools stop holding classes at physical locations within the County. However, schools may provide distance learning to their students. Employees of schools may go to work for the purpose of providing distance learning to their students. Schools can also continue to offer students free and reduced-price lunches, which many schools are doing.

Can I still go to church, synagogue, or mosque?

No. Places of worship have not been exempted as essential activities under the order. Places of worship can still provide services listed in the order as essential such as food banks and funerals.

Can I go to the courts or jails for visitation?

To prevent the spread of COVID-19 into Contra Costa County detention facilities, the Office of the Sheriff has temporarily canceled all professional, official, social visits at Martinez, West County, and Marsh Creek Detention Facilities. However, attorney visits will continue with access to non-contact visit rooms only. The cancellation will be reassessed as conditions change.

Can I leave home to exercise?

Yes, if your exercise is both outdoors and not in close contact with other people. Otherwise, no. Fitness and exercise gyms are not permitted to operate.

You can go for walks, go to the park, and engage in other similar activities, but should maintain social distance (i.e. be more than six feet away from persons who are not part of your household) when on walks and in parks to avoid spread of the virus. While we encourage use of parks, we strongly discourage the use of playgrounds because they include high-touch surfaces, and because it is typically not possible to maintain social distancing at playgrounds.

What if my business is not considered an essential business?

Does this Order require that I shut down my business facility?

You and your employees are allowed to perform “Minimum Basic Operations” on site at your work place, so long as employees maintain a distance of six feet from one another to the greatest extent feasible.

Minimum Basic Operations include:

- The minimum necessary activities to maintain the value of the business’s inventory, ensure security, or for related functions.



- The minimum necessary activities to facilitate employees of the business being able to continue to work remotely from their residences.

Your employees can also work from home if their jobs are ones that can be performed remotely.

If I am currently outside of the County, can I travel into the County?

You are subject to the same restrictions for travel as individuals currently in the County. You may travel into the County to perform “essential activities,” work to operate “essential businesses,” or maintain “essential governmental functions” as those terms are defined in the Order.

If you live in the County but have left for school-related or work-related reasons, you are allowed to return.

Should I notify the authorities or law enforcement if I see someone not following the shelter-in-place order?

You can, but keep in mind that the goal of this health order is not to get people into trouble. Be a role model and follow the order while encouraging others to do the same. Our law enforcement partners say their goal is to enforce and educate, not incarcerate.

If necessary, concerns about possible violations of the Health Officer Order can be reported to the Sheriff's Office non-emergency line at (925) 646-2441 or your local city/town police department non-emergency line. Please do not call 911 unless you are reporting an emergency.

Can I still buy cannabis from dispensaries?

Only if it is from a licensed medical-cannabis dispensary. Recreational cannabis stores will be closed while the order is in effect.

My employer is forcing me to work during the duration of this Order? How do I report my employer?

If you have a labor relations issue or dispute you will need to contact the Department of Industrial Relations – Labor Commissioner. The local office is in Oakland.

1515 Clay Street,
Suite 801
Oakland, CA 94612
(510) 622-3273

Contra Costa Call Center
1-844-729-8410



LaborComm.WCA.OAK@dir.ca.gov
<https://www.dir.ca.gov/dlse/districtoffices.htm>

Note: These FAQs will continue to be updated. Please check back for updates and clarifications.

For more information and update, please visit us at cchealth.org/coronavirus.



Congregate Living Facility Guidance for Prevention and Management of COVID-19

Preliminary Guidance for Homeless Shelters, Behavioral Health Residential Facilities

Updated: March 11, 2020

This guidance was developed by Contra Costa Health Services (CCHS) for use by providers and staff serving people experiencing homelessness and other providers/staff working in residential care facility programs. The purpose of this document is to assist in preparing your facility, staff, and residents for possible cases of COVID-19. These recommendations will be posted online at cchealth.org/coronavirus and updated as new information becomes available.

BACKGROUND: COVID-19 is a new respiratory infection caused by the SARS-CoV-2 virus. Illness severity ranges from asymptomatic to life-threatening. The most common signs and symptoms of infection include fever, cough, and difficulty breathing. Based on the limited available data, older adults and those with chronic medical conditions are at highest risk for severe illness.

At present, there is no vaccine to prevent COVID-19 and no antiviral medication that can be used after exposure. Thus, prevention and control efforts must rely on other measures.

COVID-19 may be introduced into a shelter and/or congregate living facility by newly admitted residents, staff, or visitors. Spread can occur between and among residents, healthcare personnel, staff and visitors. Spread is thought to mostly occur through respiratory droplets in the air or on surfaces.

GENERAL MEASURES THAT CAN BE IMPLEMENTED NOW

- **Educate staff and residents** on the novel coronavirus, symptoms, how it is spread, and preventive measures that can reduce the spread of viruses like COVID-19
- **Gather and/or procure necessary cleaning supplies**, personal protective equipment, and signage
- **Increase frequency of facility cleanings**
- **Perform daily active monitoring** for residents in the facility who may have fever and respiratory symptoms.
- **Identify private rooms** or create spaces that can be used to isolate individuals who may be sick
- **Plan for employee absences and ways to keep essential services operational**, including food service.
- **Stay up to date** with local and state COVID-19 activity and developments



EDUCATE STAFF AND RESIDENTS

Hand Hygiene and Respiratory/Cough Etiquette

Staff should review and follow recommendations for hand hygiene before and after contact with residents, after contact with contaminated surfaces or equipment, and after removing personal protective equipment (PPE).

- For more information about hand hygiene, procedures, and recommendations please view the following link: <https://www.cdc.gov/handwashing/when-how-handwashing.html>
- Staff should encourage more frequent handwashing and/or use of alcohol-based hand sanitizer when in group settings or when water is not available.
- Place hand sanitizer at front desks, inside and outside residents' rooms, in staff offices; have sinks available with soap and paper towels for hand washing.
- Coughing should be done in a tissue and/or the curve of the elbow.

Signage

- Posting signs encouraging hand hygiene and respiratory etiquette in all common areas around your facility is a great way to spread information, and to teach or remind staff and clients how to practice good hygiene. Hand hygiene signage written in multiple translations is available for download at <https://www.cdc.gov/handwashing/posters.html>
- Signs should be posted at:
 - Entrances and exits
 - Communal gathering areas
 - Dining areas
 - Bathrooms
 - Staff lounges
 - Dormitories or sleeping areas

Personal Protective Equipment (PPE)

Staff should use Personal Protective Equipment (PPE) and be trained to use Standard Precautions when cleaning and decontaminating.

- Post signs on the door or wall outside of the resident room that clearly describe the type of required PPE.
- Make PPE, including facemasks and gloves, available immediately outside of the resident spaces.

Position a trash can near the exit inside any resident room to make it easy for staff and consumers to discard PPE.



FACILITY SANITATION

Cleaning and Disinfecting Shelters and Other Residential Programs

To reduce the spread of infectious diseases at your facility, provide basic hygiene supplies (refer to next section) to staff and residents, clean and decontaminate regularly, and post information on how to reduce transmission. This will reduce the spread of diseases through the air and through droplets, and will also reduce diseases spread through contact, like COVID-19.

- Clean and sanitize frequently touched surfaces several times per day. Pay special attention to doorknobs, light switches, elevator buttons, public phones, banisters, tabletops, handrails/bedrails, toys, faucets, copy machines, etc.
- Wash surfaces with a general household cleaner to remove germs. Rinse with water and follow with an EPA-registered disinfectant to kill germs. Read the label to make sure it states that EPA has approved the product for effectiveness against Novel Coronavirus SARS-CoV-2. EPA-registered products can be found at https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf
- If a surface is not visibly dirty, you can clean it with an EPA-registered product that both cleans (removes germs) and disinfects (kills germs) instead. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant. An EPA-registered disinfection usually requires the product to remain on the surface for a certain period (e.g., letting it stand for 3 to 5 minutes) to kill germs.
- Staff and/or residents performing the cleaning and disinfecting should use disposable gloves each time they perform the cleaning procedures.
- Use damp cloth cleaning methods. Dry dusting or sweeping can cause airborne viruses to spread.
- Change mop heads, rags, and similar items used for cleaning and disinfecting frequently.
- Clean, disinfect, and dry equipment used for cleaning after each use.
- Items such as dishes, linens, or eating utensils do not need to be cleaned separately, but it is important to note these items should not be shared or used by others.
- All trash cans should have plastic liners.
- Empty trash receptacles frequently throughout the day.

Supplies Needed:

- Hand sanitizer (with at least 60% alcohol) should be located at:
 - All entrances and exits
 - Front desks
 - Staff offices
 - Kitchen
 - Dining areas
 - Public phones
 - Computer stations
 - Elevators
 - Community/multi-purpose rooms
 - Dormitory or sleeping areas
- Liquid hand soap
- Paper hand towels
- Facial tissues– place at entrances and community areas



- Disposable surgical masks for residents who are coughing or sneezing:
- Plastic-lined wastebaskets (for used tissues and masks) with closing lids
- Gloves in a variety of sizes
- Alcohol wipes
- EPA certified cleaning and disinfecting products

Consider setting up "hygiene stations" in designated areas with hand sanitizer, tissues, masks, a garbage can and educational signs. None of these supplies will prevent infection by simply being in your facility, so train staff to use them regularly and to teach residents how to effectively use them too.

MONITORING AND SCREENING FOR SYMPTOMS

Preventing the spread of illness at each site is very important, but with new residents coming and going all the time sick residents will inevitably enter program sites. Sites need to be able to **identify** sick residents, **isolate** them from other residents and staff members and work with appropriate medical staff.

Monitoring

Active surveillance should be performed daily to help identify residents showing signs of respiratory illness. Surveillance activities include, but are not limited to:

- Checking in daily with all residents for fever, new cough, or new shortness of breath.
- Watching for trends in your facility regarding residents with fevers and respiratory symptoms.

Screening and Identification

Implement routine screening procedures to help identify potentially ill clients. Monitoring for these symptoms can be accomplished through a combination of self-screening and screening questionnaires administered by general staff, with a follow-up done by a medical professional. ***Remember, having symptoms is NOT a reason to exit a client from your facility or services.***

Self-screening refers to residents identifying themselves as having symptoms. The following activities may encourage self-screening among residents:

- Post signs with general symptoms near the entrance of your site and in other key locations, such as bathrooms.
- Post signs with instructions to notify staff if clients are feeling unwell.
- Remind clients upon check-in and at community meetings of common symptoms of infectious diseases, and how they should notify staff.
- When residents tell staff that they are feeling ill, have staff record the residents' names, symptoms, and room/bed numbers so they can be followed up with later by a supervisor, counselor, clinician, or case manager. (unless the situation is urgent and needs immediate medical attention). If a resident is coughing or sneezing, give resident a mask immediately.



Screening questionnaire is a simple survey that helps to quickly identify if a resident may be sick. The following screening questions should be asked at intake and daily:

- o Do you have a cough that is more than your normal cough?
- o Do you feel like you've been having fevers or chills?
- o Do you have any shortness of breath or breathing difficulties beyond your normal state?

If resident reports a fever or answers positively to any two of the three the questions, staff should note resident name, symptoms, and room/bed number so they can be followed up with later by designated staff members, such as floor supervisors AND consult with medical personnel. If after hours, call:

- CCHP Advice Nurse (877) 661-6230, option 1
- Blue Cross (800) 224-0336, option 2 (if Blue Cross Medi-Cal)
- Kaiser (866) 454-8855 (if Kaiser Medi-Cal)

If a resident is coughing or sneezing, give resident a mask immediately. *Staff may want to have temporal thermometers to help residents self-screen for fever. Remember to clean thermometer with alcohol wipes after every use.*

CARE FOR SYMPTOMATIC RESIDENTS

If a resident develops symptoms including fever, cough or shortness of breath, *and has reason to believe they may have been exposed to COVID-19*, they should call their health care provider before seeking care, unless they are in a medical emergency. Contra Costa Health Services will work with staff and resident to determine if testing for COVID-19 is necessary.

- **Isolate** the resident in a single, private room or comfortable place with as much distance as possible from the rest of the congregate facility.
 - The ill resident should remain in isolation as determined by the Health Department. The resident should not participate in group activities, including group dining, use of common areas, and/or receiving visitors until cleared to do so by CCHS.
 - If a single, private room is not available, separation of the beds in the area should at least 6 feet apart or head-to toe with beds 3 feet apart.
 - If a client refuses to wear a surgical mask, practice social distancing with the client and have staff members wear masks when interacting with the ill client.
 - Allow them to rest, drink plenty of fluids, and have easy access to tissues and hand sanitizer.
 - If resident must leave their room for any reason, have them wear a surgical facemask.
- **Staff should implement standard, contact, and airborne precautions.**
 - Wearing gloves if hand contact with blood, body fluids, respiratory secretions or potentially contaminated surfaces is expected.
 - Wearing a mask if respiratory secretions are expected to contact mouth and nose.
 - Changing gloves after each encounter and wash hands or use alcohol hand sanitizer immediately after removing gloves.



- Washing hands with soap and water when hands are visibly dirty or contaminated with respiratory secretions.
- **H3 Homeless Programs:** Contact CCHS Health Care for the Homeless to consult if you have questions M-F 830-4 in this order:
 - 1) Call Sue Dickerson (925)849-7808 (cell) 2) Respite shelter (925)646-5018 3) Dr. Mega (925)494-8481; after hours please call the CCHP advice nurse number at 877-661-6230.
- **Behavioral Health Residential Programs:** for Adult System of Care including Board & Care facilities, Crisis Residential programs, and MHRCs call Jane Yoo (office: 925-957-1117, cell: 925-812-6043); for Children's System of Care, including Short Term Residential Treatment Programs call Gerold Loenicker (office: 925-957-5124, cell: 925-381-7263); for AOD programs call Fatima Matal Sol (925-348-3279)

Once a resident has been identified as having symptoms and has been isolated from other people at the site, the resident may need to be transferred to the appropriate medical facility or isolation site, particularly if they get sicker or cannot be effectively isolated from others. This should be decided with the appropriate CCHS medical personnel.

WHAT TO DO AFTER COVID-19 INFECTION IS CONFIRMED

When a resident who has tested positive has stayed or remains at your facility, staff need to determine who else among staff and residents might have been exposed to the virus. In consultation with Contra Costa Health Services (CCHS) COVID-19 Clinical Consultation Center, the following actions may be required:

- Restriction of admissions to the facility with symptomatic residents.
- Cancellation of group activities; all meals to be served in resident rooms.
- Restriction of all visitors, including children.
- Recording a log of all persons who care for or enter the room or care area of the ill resident.
- Monitoring and isolation of resident(s) who were in contact with the case
- Maintenance of strict isolation of ill resident with standard, contact, and airborne precautions.
- Minimization of the number of staff providing care for positive COVID-19.
- In case of children/youth involved with Child Welfare or Probation, please notify Social Worker or Probation Officer, as well as Intensive Care Coordinator and/or treatment coordinator.

Additional control measures and duration of implementation will be determined in consultation with Contra Costa Public Health staff.



ADDITIONAL RESOURCES

Center for Disease Control

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- [Preventing COVID-19 Spread in Communities](#)
- [Coronavirus Disease 2019 Interim Guidance for Homeless Shelters](#)
- [Coronavirus Disease 2019 \(COVID-19\) Print Resources \(handouts and posters\)](#)

Department of Housing and Urban Development

- [Preventing and Managing the Spread of Infectious Disease for People Experiencing Homelessness \(PDF\)](#)
- [Preventing and Managing the Spread of Infectious Disease within Shelters \(PDF\)](#)
- [Preventing and Managing the Spread of Infectious Disease within Encampments \(PDF\)](#)

National Healthcare for the Homeless

- [Pandemic Influenza Guidance for Homeless Shelters and Homeless Service Providers](#)

California Department of Public Health

- <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

Contra Costa Health Services

- <https://cchealth.org/coronavirus/>
- [Guidance from Contra Costa Health Services for Persons at Higher-Risk from COVID-19](#)
- [Healthcare for the Homeless](#)
- [Health, Housing, and Homeless Services](#)
- [Behavioral Health Services](#)

