

# Chittenden County COVID-19 Isolation & Recovery Center (Holiday Inn, So. Burlington)

## State Emergency Operations Center Housing Strategy – Isolation/Quarantine & Recovery

The Chittenden Recovery Center at the South Burlington Holiday Inn is the primary site for the State Emergency Operations Center statewide housing strategy referred to as **Isolation/Quarantine & Recovery (I/R) Housing**.

This strategy is designed for people with COVID-19 who do not need hospital-level medical attention, but who cannot return to their primary place or location of residence. Isolation/Quarantine and Recovery Housing is not a medical strategy, but a temporary housing strategy in which people receive access to telehealth and social services while they self-isolate and recover from COVID-19.

Guests of I/R housing require limited health care monitoring, can care for themselves, and do not need assistance with activities of daily living. I/R housing sites partner with medical providers to support intake, health monitoring, discharge and infection prevention control. People staying in I/R housing do so voluntarily.

Guests of Isolation and Recovery housing meet the following criteria:

- ✓ Test positive for COVID-19 (confirmed case);
- ✓ Minimal or no symptoms;
- ✓ Require self-isolation due to risk of infecting others during recovery and have no other suitable place to self-isolate;
- ✓ Do not require hospital level of care (may be discharging from a hospital or referred directly from current housing); **and**
- ✓ Do not require assistance with daily living.

## Chittenden County Isolation & Recovery Center at the Holiday Inn

The Chittenden Recovery Center at the Holiday Inn is a partnership between the Vermont Agency of Human Services (AHS), the Champlain Valley of Economic Opportunity (CVOEO), the Community Health Center of Burlington (CHCB), our medical partners, the University of Vermont Medical Center (UVMMC), and Home Health and Hospice. The site provides temporary housing with access to health and programmatic supports for Vermonters who have tested positive for COVID-19 and have no suitable place to self-quarantine during their recovery.

### Our goals

To provide a place of compassion and healing while people recover, reduce spread of the infection in communities, and reduce the burden on hospitals so those who need hospitalization can be served.

### Our values

Dignity and respect for all. Open communication with partners. Healing and privacy for those recovering.

### Populations Served at the Holiday Inn

All people of all ages, all family structures and all demographics are welcome. Rooms are available for **up to 150 people** who:

- ✓ Meet the criteria (above) for Isolation and Recovery Housing,
- ✓ Are not on the National nor Vermont sex offender registry,
- ✓ Make a voluntary choice to recover from their symptoms at the Chittenden Recovery Center, **and**

- ✓ Agree to follow site expectations as described in the Guest Rights & Responsibilities Agreement (which includes no alcohol, illicit drugs, weapons)

### **Health and Safety Protocols, Services & Programming**

During their recovery, guests have access to the following:

#### **Safety and Security**

- ✓ Onsite security to ensure a safe and private place to recovery
- ✓ Caution signs posted around the perimeter of the site in line with guidance from the Vermont Department of Health (VDH)
- ✓ Directional and informational signs reinforcing CDC health guidelines
- ✓ Emergency, Fire and Safety Protocols documented, posted, and understood by staff
- ✓ Entrance and Exit posted with signs and monitored by security
- ✓ Local Emergency Services notified and coordinated with the site
- ✓ All guests and staff are required to wear PPE and follow medical protocol

#### **Cleaning, Disinfecting, Waste, Laundry**

- ✓ There will be a twice daily cleaning of all exterior entrances, common areas, elevators, bathrooms, and other high touch surfaces
- ✓ There will be a daily removal of waste, recycling products, and medical waste
- ✓ Bed linens, towels and scrubs will be laundered as needed
- ✓ Guests have access to a laundry room to do their own laundry
- ✓ Guests have access to their own cleaning supplies to regularly clean their own rooms
- ✓ Rooms are cleaned per CDC guidelines after guest discharge and before next guest arrives

#### **Health Care Coordination & Telehealth Services**

- ✓ All guests will receive help coordinating prescription refills, pick-up/delivery, and access to their health care providers, as needed
- ✓ Guests who do not have a primary care provider able to support their COVID 19 recovery, will be enrolled in the Community Health Centers of Burlington to provide regular telemonitoring and telehealth appointments.
- ✓ Guests are also able to maintain relationships with their own health care providers as well, and site staff can help coordinate the scheduling of those appointments.
- ✓ Equipment for guests to check their own vital signs (temperature, blood pressure, oxygen levels)
- ✓ Twice daily wellness check-ins by staff
- ✓ Telehealth (video) appointments scheduled as determined by their health care provider (from the Community Health Centers of Burlington, UVM Home Health and Hospice, and/or their own as well as providers)

#### **Food**

- ✓ Three meals a day prepared according to dietary needs, will be delivered to each guest.

#### **Other Services & Programming**

- ✓ Staff will help guests with telehealth activities, encourage rest and wellness, entertainment and recreation, meals, and for general support.
- ✓ Guests have access to an interior courtyard to be outdoors.

## **Intake, Registration, Telemonitoring, and Discharge**

### **Intake and Registration**

- ✓ Agencies referring individuals or families to this site will call the intake line at 802-241-0457.
- ✓ Staff will first determine if they are appropriate medically for the Chittenden Recovery Center, and then walk referring agencies and individuals through the registration process. We need to understand needs enough to identify appropriate placement. Referring agencies will be asked to receive paperwork, work with the individual to complete, and send back information securely.
- ✓ When placement has been determined, the referring agency will receive a call back with instructions for transport and arrival.

### **Transportation to & Arrival at the Chittenden Recovery Center**

- ✓ People will be transported to the site by non-emergency vehicles.
- ✓ The guest will be wearing a mask prior to arrival. Upon arrival, guests will be met by a staff person who will show them to their room.
- ✓ Staff will help guests settle in, review the Guest Welcome Packet, and complete paperwork.

### **Health & Wellness Support**

- ✓ Staff will support guests in setting up and preparing for an initial telehealth appointment within the first three days.
- ✓ Staff will provide regular wellness check-ins to make sure guests are recovering and help track symptoms.
- ✓ Staff will schedule telehealth (video) appointments with other providers as determined to be medically appropriate as needed.

### **Guests who are ready to leave will have met all the following CDC criteria<sup>1</sup>:**

- ✓ No fever for 72 hours (three full days),
- ✓ Improved respiratory symptoms (e.g., cough, shortness of breath),
- ✓ At least 7 days having passed since symptoms first began, *and*
- ✓ Be approved by a health care provider following an assessment for discharge.

### **Discharge & Transportation for Guests Ending their Stay**

- ✓ Guests will be transferred to their place of origin or another safe residence as planned.
- ✓ Discharge planning begins at the start, so that people are able to leave when ready.
- ✓ Staff will keep all health records secure and provide to guests' other providers, as request.
- ✓ When guests are ready to end their stay, staff will help arrange transportation.

### **Guest Amenities**

Guests at the Chittenden Recovery Center have access to the following amenities:

- ✓ Private bedrooms and bathrooms
- ✓ Three meals a day – breakfast, lunch, and dinner – delivered to rooms
- ✓ Onsite support for guest social and mental health well-being
- ✓ Access to laundry onsite and fresh linens, as needed
- ✓ Safe and secure areas to hold and dispense medications, as needed
- ✓ Cleaning supplies (hand sanitizer, disinfecting wipes, paper towels)
- ✓ Personal hygiene items (shampoo, bath soap, toothbrush, toothpaste)
- ✓ Personal Protective Equipment (PPE) (facemasks, gloves)

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<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-hospitalized-patients.html>