

HOUSING SERVICES COVID Procedure for Residents Not Self-Isolating

Purpose: To provide guidance for staff encountering residents who have been directed to self-isolate due to COVID but are not doing so.

Procedure:

If there is a known case of COVID-19 at a site, follow the [HOUSING SERVICES COVID Procedure Known Case](#).

If a resident has been instructed to self-isolate, due to either a positive COVID test or known exposure, and is not doing so, staff should take the following actions. These actions should be done in partnership between Property Management and Advantage Services.

1. Contact the resident to remind them of the need to self-isolate. Engage in conversation about what obstacles are in the way of them self-isolating. Advantage Services can help with providing support to residents to overcome these obstacles.

Examples:

- *Another resident can drop the resident's mail at their door each day.*
 - *Advantage Services staff can help the resident sign up for food delivery.*
2. If the resident continues to not self-isolate, consult with your supervisor about next steps. The following are all options.
 - Issue a [warning letter](#) or [lease violation](#).
 - If Advantage Services or Property Management staff has a Release of Information or Emergency Contact information, look to see if there are other supports that can be contacted to support the resident in self-isolating.
 - If the resident is considered to be a vulnerable adult, an adult protection call can be made. Consult with your supervisor prior to making this call. Information on making an adult protection call can be found on the Advantage Services Connection page.
 - If the risk to other residents is severe, call the state Department of Health and the police.
 3. Make periodic phone calls to the resident to check in.