



COVID-19 Planning: Guiding Questions for Providers

1. Do you have information on COVID-19, its symptoms, and preventing its spread posted in your agency and housing sites?
 - *If not, resources are available from the CDC: [Print Resources](#)*
2. How are staff being educated on symptoms of COVID-19 and safety precautions to prevent its spread? Who is providing this education?
3. How are tenants being educated on symptoms of COVID-19 and safety precautions to prevent its spread? Who is providing this education?
4. How will services continue in the case of a staff shortage?
5. Will your office areas remain open? How can tenants contact you if not?
6. What are essential services that must continue, and who are essential staff members to provide these services?
7. How often are common areas (entryways, hallways, etc.) being disinfected?
8. How often are shared kitchen, bathroom, or living spaces being disinfected?
9. Do you have an adequate supply of cleaning supplies?
10. What will you do if a tenant reports symptoms consistent with COVID-19?
11. Where and how will tenants receive necessary healthcare if symptoms are consistent with COVID-19 **and** becoming serious?
 - *At this time, the Shelby County Health Department is operating a call center to take questions and provide specific guidance: **833-943-1658***
 - *Additionally, the TN COVID-19 Public Information Number: **877-857-2945** is available 10 a.m. – 10 p.m. CST Daily*
12. How will you continue providing support to isolated or quarantined tenants?
 - *Example guidance from Seattle/King County: [Home Isolation Guidance for Families and Individuals Living in Permanent Supportive Housing](#)*

13. How will you ensure isolated and quarantined tenants have supplies and food necessary?
14. *If sleeping or living areas are shared:* If a tenant needs to be isolated or quarantined, is there a designated place to do so?
15. Do guest policies need to be temporarily changed?
16. How can response protocols be trauma-informed so as not to exacerbate mental health conditions or trigger high-risk behaviors?