

Behavioral Health Staffing at Isolation & Quarantine Facilities

3/18/2020

To sign-up for a behavioral health support shift(s) at a King County I&Q Location, please contact Jennifer Winslow by email: jewinslow@kingcounty.gov.

Current locations accepting BH Staff Support include:

- Central Motel: 1233 Central Avenue North, Kent. An 85-room motel, with separate HVAC in each unit.
- Aurora: 1132 N. 128th Street, Seattle. Capacity for 6 modular units, with 4 separate rooms with a bathroom in each unit.

Shifts Available

- Onsite behavioral health support is needed 24/7
- Shifts have a 30- minute shift report and change, and available Monday – Sunday:
 - 7am-1:30pm
 - 1:00pm-7:30pm

Background Information

King County Department of Community and Human Services (DCHS) is standing up locations around King County for isolation & quarantine. COVID Recovery Centers will be providing isolation and quarantine for individuals who are either COVID symptom compatible and pending testing or who are COVID positive and cannot isolate or quarantine where they currently reside. These locations include motels, and/or modular units. The two facilities identified above are voluntary for people who stay there. A large percentage of the people referred to these facilities will be people who have been living homeless, in shelter, or in supported housing and may have complex physical and behavioral health conditions. A smaller percentage of the population may require minimal additional support. There will be a multidisciplinary team onsite to support guests and each other.

Staff Skill Type Needed

- Experience in working with people experiencing behavioral health issues and have a trauma responsive orientation recovery-orientation;
- Experience with de-escalation and/or crisis intervention;
- Understand the current COVID environment and understand King County behavioral health resources;
- Non-judgmental and objective;
- Responds with sensitivity;
- Expresses empathy.

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Scope of Work

- Provide de-escalation/crisis intervention support on-site for guests who are at an isolation & quarantine location in the event a client is experiencing anxiety or needs an in-person crisis intervention;
- The on-site provider will be supplemental to behavioral health supports that will be provided to I&Q guests by phone, including connection to clinician's by phone as well as peer support. On-site support is **not** for ongoing services, the goal is to provide real-time support to a guest if needed;
- Behavioral health support will primarily be through the phone or outside the closed door;
- In the event a guest leaves their room or consider leaving the facility, the BH support staff would be asked to maintain social distance and attempt to engage the guest to de-escalate and understand how a guest's needs can be met;
- A paper log will be used for noting – but there will be no 'charting'.

Job Duties:

- Provide behavioral health support to people in isolation and quarantine.
- Facilitate telephone calls to check in with people, listen to concerns, help identify things they need to be comfortable.
- Assist with identification and coordination with other natural supports.
- Collaborate with on-site medical team, on-site security team and on-site management.
- Coordinate with existing behavioral health providers to support service planning.
- Offer resources and emotional support.

Other Staff at Facility & PPE

COVID Recovery Centers will be staff 24 hours by:

- Site Manager (Oversees facilities, utilities, communication and coordination of services)
- Security Guard (Provides safety and security of patients and staff.)
- Nurse (Provides medical assessment and monitoring)
- Social (Provides social support, connection to resources)
- Number of staffing will depend on number of guests at the Center.

Other Information on Location

- The protocol for in-person support is to maintain a six-foot radius and wear PPE. In-person support happens outside the person's room.
- In the event a person chooses to leave the facility against medical advice, staff maintain a six-foot radius and wear Personal Protective Equipment (PPE).
- Guests are directed to stay in their rooms and call the front desk when they need things. Food is brought to them. If medicine or other items are delivered, the nurse calls the room, then drops the material at the door, knocks and walks away.
- Guests don't enter the lobby and you will not enter their rooms.
- There is WIFI available, along with staff bathrooms, kitchen and space. You may take your laptop and would likely be able to accomplish other work.