Corpus Christi House Response Plan for Coronavirus (Covid-19)

At Corpus, we are trying to determine the best ways to still provide basic services of dignity and hospitality, while keeping our guests and volunteers healthy. We know that many of our guests are medically fragile, and a number of our volunteers are in the high-risk age category. If you are in a high-risk category, please let Mia Crosthwaite know and we will temporarily remove you from the schedule. There will be other ways for you to support Corpus Christi House during this time, we are sure.

The reality of the close quarters of our shelter requires us to take action to limit the spread of Coronavirus (Covid-19). With that in mind, we are going to be making some changes in how we function over the coming weeks.

While we continue to provide the basic services that offer dignity and ease the burden of homelessness, we will take the following steps to create a healthy environment for our guests, volunteers and staff beginning on Tuesday, March 17, 2020.

**Step 1: Limit the Hours of Operation**

**Actions we will take:**

1. Corpus Christi House will be open Monday through Saturday from 7:00am – 2:00pm
2. Coffee and tea will be served from 7:00am to 10:00am
3. Breakfast will be available from 7:00am to 8:30am
4. CCH will close from 11:45am to 12:45pm to clean all bathrooms and surfaces.

**Step 2: Limit the Services We Provide**

**Actions we will take:**

1. Breakfast will consist of individual serving items such as single-serve muffins, bananas, oranges, single-serve yogurt, and hard-boiled eggs. We will not serve cereal or bread.
2. All cups, plates and utensils will be disposable paper products.
3. Lunch will not be served at Corpus Christi House. Guests will be instructed to have lunch at River of Life shelter a few blocks away.
   a. We will provide pre-packaged lunches for guest with mobility limitations.
   b. If sack lunches are provided by the community, we will make those available.
4. Mail will be available to guests for pick-up between 1:00pm – 2:00pm
5. Clothing will be made available on an as-needed basis. No open room hours.

6. The Step-Up Education Center will be closed the general public, available to guests by appointment only via Don Ruffing.

7. The office will be closed due to the very small and confined space.
   a. Office services will be located in the main room and will be limited.

8. Long-term storage access will be available at 9:00 am only.

**Step 3: Move our Services Outside as Much as Possible**

Actions we will take:

1. Access to Corpus Christi House will be through the back gate and back door only. The front door will remain closed to limit the access to the indoor space.
   1. Volunteers and donations are asked to use the back entrance.
   2. Guests will not be allowed to enter through the front door.

2. All coffee and food will be served on the back patio.

3. The tables and chairs will be removed from the main dining room to limit the surfaces that require cleaning.

4. A check-in station will be placed by the back door to limit access to the indoor space. Guests that need to use the bathroom, shower or laundry services will be asked to wash hands before entering the building.

5. Patio seating will be prioritized for guests with health or mobility limitations.

**Step 4: Preventative Measures for the Health of Volunteers, Guests and Staff**

Recommendations:

1. All volunteers and staff are asked to wear gloves for the duration of their shift. If you have an allergy to latex, please consider bringing your own alternative gloves.

2. If guests exhibit symptoms, they will provided a mouth/face covering and connected with a health care professional at Terry Riley, St. Lukes or St. Al’s.

3. If volunteers or staff are not feeling well, they will be asked to call in and cancel their shift.

4. All surfaces and bathrooms will be cleaned at 11:45am and 2:00pm

5. To further reduce the spread of Coronavirus (Covid-19), we will encourage social distancing near Corpus Christi House. Loitering in front of the building during and after hours will not be allowed.
Step 5: Do the Best We Can and Work Together

This is a new and evolving situation that will require us all to work together. There will likely be changes to the plan above as we learn more and put the plan into action. We ask for your flexibility in your shift timing and duties as we all learn together.

Things to consider:
1. Everyone deserves to be treated with dignity and we will do everything we can to provide bathrooms, showers and hygiene products to anyone in need.
2. We will not panic, but we will act with an abundance of care.
3. Your shift will be different and we encourage you to look for new ways to interact with guests during your shift to provide guidance and information as best you can.

We are always open to your feedback and welcome your comments. Please feel free to email us with questions at giving@corpuschristiboise.org.

Thank you,
Chad Summervill and Christi Hine
Co-Chairs of the Corpus Christi House Board of Directors