## Standard Work Instructions

**Title:** Shelter and Outreach Staff Screening During COVID-19 Response

<table>
<thead>
<tr>
<th>Performed By:</th>
<th>Screener</th>
<th>Date: 4/17/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner:</td>
<td>HSH</td>
<td>(created or last updated)</td>
</tr>
<tr>
<td>Revised By:</td>
<td>Joanna Eveland</td>
<td>Revision #:</td>
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<td>Takt Time:</td>
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### Major Steps

<table>
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<th>Details (if applicable)</th>
<th>Time</th>
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1. **Greet the client and OFFER MASK:**
   - **Connect:** “Hi, we’re asking some questions for safety today.”

2. **Conduct Health Screening:**
   - **A. Ask:** Do you have:
     1. Fever (temperature greater than 37.8°C or 100°F)
     2. New or worsening cough
     3. Unexplained shortness of breath
   - **B. Check patient temperature** using tono-pen if available.

3. **Client with symptoms or temperature >100°F:**
   - Confirm client is wearing a mask and consult the triage clinician.
   - **Respond:** “Please wait here. We have to ask you a few more questions.”

4. **Complete Screening**
   - **Respond:** “Thank you. Here is your sticker.”

   - **Details:** If No, to all questions proceed to step 4
   - **Details:** If Yes, to any question or temp >100F, see step 3

   - **Details:** How to use tono pen:
     - Hold tono-pen 1 inch from forehead.
     - Lift hair or other covering from forehead before screening.
     - If moisture on forehead, ask client to wipe dry.
     - If temperature reads as “low”, repeat screen.

   - **Details:** Contact triage clinician on site or by phone and follow their directions for the client.

   - **Details:** Clients with symptoms should not enter the facility until cleared by a triage clinician.

   - **Details:** Clients who pass screening will be given a sticker.

   - **Details:** Clients entering with a valid sticker for the day do not require rescreening.

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Triage clinician contact phone number #415-654-2502

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