

TEMPORARY HOURGLASS COMMUNITY CRISIS CENTER PROGRAM CHANGES

Effective March 19, 2020

To be able to continue to provide services in the safest way possible for staff and clients, ColumbiaCare will implementing the following changes to our programming effective March 19, 2020 until further notice.

NEW Hours of Operation: 11:00am to 11:00pm 7 days per week

NEW Referral Hours: Referrals will be accepted until 9:30pm 7 days per week

Program Capacity: ColumbiaCare will serve up to 8 individuals at any given time.

Access: Hourglass will still accept clients from our usual referral points, including walk-ins.

NEW Referral and Screening Process:

1. Referring agencies must contact Hourglass prior to transport to determine if space is available.
2. Clients being referred should first undergo a minimum COVID-19 Screening to include the following questions (expanded screening are even better per agency safety protocols). If client answers yes to the any of the following, client should not be transported or admitted to Hourglass.
 - *Is client experiencing any signs of respiratory infection?*
 - *Fever*
 - *Cough*
 - *Shortness of Breath*
 - *Has client had contact with person who is COVID-19 confirmed or under investigation within the last 14 days?*
 - *Has client traveled to international countries with sustained community transmission with in the last 14 days or contact with someone who has?*
 - *Has client traveled to Seattle, Los Angeles, New York City, or any other areas with sustained community transmission within the last 14 days or contact with someone who has?*

3. All clients walking in or being dropped off without a prior referral contact will be screened by an Hourglass staff person using our CCS COVID-19 Screening Tool before entering the program.
 - o If client answers yes to the any of the following, client will not be admitted to Hourglass.
4. If a client who walks in or is dropped off without a prior referral is unable to be admitted due to capacity limits or is screened-out per COVID-19 Screening Tool, Hourglass will provide client with resource contact information and/or assistance with contacting appropriate resources to ensure safety of client.
5. Hourglass is happy to work closely with community partners to help triage referrals for the most appropriate use of face-to-face services.

If you have any questions about this modified programming, please contact Rod Estes, Regional Administrator at 541.806.5580, OR Claire Seminar, Program Administrator at 541.505.8426