



COVID-19 GUIDANCE FOR BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

The County of San Diego Health and Human Services Agency (HHS) requires all businesses to follow the [Order of the Health Officer and Emergency Regulations](#).

Specifically, all businesses shall make every effort to use telecommuting for its workforce. To support these orders, HHS has issued guidance to provide more flexibility to delivery services via telephone, video communications, and text. We encourage all contractors to utilize these methods to the greatest extent possible for their operation.

Understanding that residential facilities will by design continue to provide face to face services and that this will still be required, we offer the following suggestions for helping to prevent the spread of COVID-19.

The federal Centers for Disease Control and Prevention (CDC) has issued guidelines regarding the most common symptoms of COVID-19. These include fever, cough, and shortness of breath. Any client that presents at a contractor site with these symptoms should be referred to their medical provider or [211](#) for evaluation.

If clients present with emergency warning signs, seek medical attention by calling 911 immediately. Emergency warning signs include, but are not limited to:

- Trouble breathing
- Persistent pain or pressure in the chest
- Confusion or inability to arouse
- Bluish lips or face

Further CDC guidance and updates can be found here: [CDC COVID-19 Resources](#)

Additionally, the National Council of Behavioral Health has developed specific guidance for [Behavioral Health Residential Facilities](#) that includes the following:

- Guidance for infection control and prevention of COVID-19
- Client education on social distancing
- Guidance on accepting new clients

We acknowledge that there will be variability in implementation of national guidelines around accepting new clients and encourage programs to review their current policies and procedures to ensure that appropriate measures for workplace safety are in place and effective.

We encourage programs to continue to report any issues, questions or concerns to their County Contracting Officer's Representative (COR). Additional information for Behavioral Health Services Providers related to COVID-19 can also be found on the [County Behavioral Health Services web page](#).