



Behavioral Health Services: Guidance for Clubhouses During COVID-19 Public Health Orders

Clubhouses are Member-Operated programs for adults and older adults with a serious mental health condition, ages 18 and older (16-25 for Transition Age Youth) including those who may have a co-occurring substance use condition. Clubhouses provide rehabilitative, recovery, vocational services, and peer support to members.

Protocols for Individuals with Lived Experience:

- Be mindful of your needs as you assist others in discussing their fears.
- Use educational materials to focus on facts; the County of San Diego COVID-19 website provides links to additional resources <https://www.sandiegocounty.gov/coronavirus.html>
- Share information on what resources are available.
- Listening to others allows you to be a resource to others; make sure you have your resources to address concerns. Use your Wellness Recovery Action Plan as a resource.
- Acknowledge that we are all learning how to cope with COVID-19 concerns together, and together will get through this.

During this challenging time, Clubhouses are asked to continue to provide services by engaging and supporting members and the community by shifting all possible services to telephone or video communications contact. When a member arrives in person, please follow the guidelines below when providing support and resources.

Clubhouse Greeting Protocol:

When a member or new person arrives at the Clubhouse:

To help prevent the spread of COVID-19, a welcome table or booth should be located outside the Clubhouse. Greet the member and inform that in order to ensure the safety and health of all members, members are required to confirm that they do not now, or within the previous 3 days have experienced, fever, cough or shortness of breath. If a member indicates that they have experienced any of these symptoms, please do not allow entry to the clubhouse and refer member to their medical provider or [211](#) for evaluation.

At the Clubhouse:

- Limit entry into Clubhouse to the members who need individual support, stabilization, and connection. No more than 10 members can be in the Clubhouse at any one point.
- Be timely in providing support to avoid gatherings of 10 or more, members and/or staff.
- Maintain social distancing of 6 feet between members at all times; Group activities should be suspended or conducted via video telecommunications (e.g., Zoom) if the 6 foot social distancing cannot be maintained.
- Provide paper copies of resources during hours of operation. Do not leave copies out for members to pick up. Staff should hand copies to any individual member who requests them, and throw away any copies left – do not reuse – to avoid any potential viral transmission.
- Consider posting with exterior visibility a copy of local information on COVID-19 and nearby resources that are easily accessible to all members. For example, place inside on a window with exterior visibility. Alternatively, laminate the information for placement outside if a window is not available.



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- Consider outdoor space availability for charging stations with 6 feet of space in between members.
- If Wi-Fi can be accessed outside, consider setting up an awning or covered area for members to sit while following the required distancing.
- For any services moved to the exterior, be mindful of location and that the location must allow for others to walk past operations while adhering to 6 feet distancing.

Responsibilities of Clubhouse Staff:

- Use universal precautions to maintain staff and member safety including but not limited to social distancing, hand sanitizer, cleaning surface areas between use (ie. tables or computers should be disinfected between uses), etc.
- The most common symptoms of COVID-19 include fever, cough, and shortness of breath. Any member that presents with these symptoms should be referred to their medical provider or [211](tel: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, and bluish lips or face.
- Contact members via phone to provide continuity of support services and resources.
 - To easily access the members' contact information, your County Contracting Officer's representative (COR) will email you a list from ClubHOMS with all active members, their contact information, and emergency contact (as available).
 - Document contact in ClubHOMS (see below)



Phone Activity Entry
ClubHOMS 3.19.20.dc

- To promote connection with the members without a phone, please contact your COR to discuss potential alternative solutions.

Resources:

- Community Health Clinics:



Community Clinic
Services 03192020.xls

- Food Resources by Region:



Community Clinic
Services 03192020.xls