

Sanitation & Hygiene Guide

for Emergency Shelter Providers

A toolkit for facilities & communities that serve people in emergency shelters due to extreme weather or other emergencies



Land Use Acknowledgement

Every community owes its existence and strength to generations of ancestors who contributed to our hopes, dreams, and collective possibilities. Together, their history allows us to leave our own legacy of hope and justice. Our collective history is that of cultural resilience, (re)indigenization, adaptability, colonization, settlement, systemic violence, racism, and forced displacement. Acknowledging this truth helps build mutual respect and connection across diverse communities and lived experiences.

Multnomah County acknowledges that Indigenous peoples of North America were systematically killed in a colonial pogrom in order to make possible the United States. Those who were not killed were forcibly removed.

Multnomah County acknowledges the land which we occupy as residents is unceded Indigenous land. The Portland Metro area rests on traditional village sites of the Multnomah, Wasco, Cowlitz, Kathlamet, Clackamas, Bands of Chinook, Tualatin, Kalapuya, Molalla, and many other tribes who made their homes along the Columbia River creating both permanent communities and summer encampments. Due to the strategic and systemic efforts to annihilate Indigenous peoples from these lands and history, there are many other tribes and Nations who traditionally lived, hunted and fished in what is now Multnomah County and Oregon that are not collectively remembered.

Multnomah County also acknowledges the history of the Portland Metro area as a destination site for the Indian Relocation Act of 1956, which coerced many Native people to leave their homes on tribal land and assimilate into the dominant culture. Because of this history, Multnomah County is home to the ninth largest urban Indian population in the United States. We honor the enduring relationship that exists between Indigenous Peoples and this occupied land.

Settlers from across the globe come to Multnomah County seeking a better way of life.

And Multnomah County owes this opportunity to our Black and African siblings whose stolen lives and labor were used to build the city, county, and country that the people of Multnomah County call home. Multnomah County acknowledges that the enslavement of Black peoples is still used to work land stolen from Indigenous peoples, who care for, and protect the land, since time immemorial.

This acknowledgment serves to bring awareness to the past and current contributions of Indigenous and Black peoples and to highlight the ongoing resilience and solidarity between and among Indigenous and Black peoples.

Multnomah County encourages you to think beyond this acknowledgment and consider how to work in solidarity to uplift the collective power, leadership, creativity, and wisdom of Indigenous and Black communities in Multnomah County and beyond. Please take a moment to offer respect and appreciation to the Indigenous peoples whose traditional homelands and hunting grounds are where residents of Multnomah County live, learn, work, play and pray.

(2019 Multnomah County Workforce Equity Strategic Plan)

JOHS Vision and Values

Vision

The JOHS seeks to create an equitable community in which all people have safe, affordable, and accessible housing.

Values Collaboration

We recognize our interdependence as individuals and as an organization, and approach our work with a spirit of partnership and shared power with those experiencing homelessness and other stakeholders.

Equity

We commit to achieving equity for all individuals. We acknowledge the existence of structural racism and develop, implement, and evaluate policies and practices that achieve equitable outcomes with a focus on eliminating the disparities that people of color experience. We believe that focusing on racial equity will allow us to more effectively serve all communities.

Inclusion

We foster within our office and within the community that we serve a culture of safety and belonging that ensures that the voices of people who have been historically excluded, including people of color, women, people with disabilities and LGBTQIA2S+ people, are truly heard and shape the direction of our work.

Integrity

We strive to be humble, honest and fair in our roles, function and actions. We are open and accountable to each other and to the community that we serve. We encourage asking and answering tough questions or having difficult conversations.

Creativity

We are always open to approaching problems and solutions in new ways, taking calculated risks, and testing innovative ideas. We recognize the importance of not letting the possibility of failure dissuade us from experimenting with promising new ways of doing things. We realize that sometimes our current policies and practices pose barriers to change and improvement.

Quality

We commit to doing the highest quality work, and to continuously evaluating and improving our internal operations, contracting and community planning efforts. We recognize that it is our responsibility to be good stewards of the public resources entrusted to us and to ensure that those resources achieve the best possible outcomes for our community.

<https://johs.us/who-we-are/>

Introduction

Who is this guide for?

This guide is for operators, staff, volunteers, guests, and residents who are involved in the day-to-day operations of emergency shelters for extreme weather or other emergencies. It will also be useful for management, staff and volunteers who are involved in setting up, equipping, and supporting these facilities.



Why does this guide matter?

The purpose of this guide is to reduce the spread of contagious diseases, prevent foodborne illnesses, and to ensure safe and sanitary spaces for individuals residing in an emergency shelter. These shelters play a key role in addressing the health and safety of our communities and we hope this guide will be a useful, go-to resource.

How do I use this guide?

People involved in day-to-day operations of your site should review the printable posters at the beginning of each section. We recommend printing and posting these visual guides for daily use. Alternatively, you could print, laminate, and connect the posters with a metal ring – creating a packet that can be hung and used when needed.

For people who are in charge of setting up, equipping, or supporting sites, we recommend using the checklists provided in each section and referencing the appendices for more information when needed. If you are reading this document on a computer or phone, you can use the table of contents and poster directory to navigate to relevant sections.

This Guide Does Not Provide Medical Advice.

The contents of this guide are for informational purposes only. Nothing in this guide is intended to be a substitute for professional medical advice, diagnosis, or treatment. Those seeking medical consultation, advice, diagnosis, or treatment should contact their physician or other qualified health care provider. If you think you have a medical emergency, call 911 immediately.

This guide is adapted with permission from the Seattle/King County Public Health “Sanitation & Hygiene Guide for Homeless Service Providers”

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Disease Prevention

Stop the spread of disease. Protect yourself and others.

Protect Yourself

- **Wash your hands often** with soap and warm water for 20 seconds (use hand sanitizer if soap and water are not available); **dry hands with paper towels.**
- **Wear gloves, an apron, face mask, and eye protection** when cleaning up blood, feces, or vomit.
- **Make sure you are up-to-date with vaccines,** including COVID-19 and the flu (yearly).
- Ensure resources are available for **safe disposal of needles.**
- **Store guest medications in a safe place,** out of the reach of children, and at the proper temperature; have guests clearly label any medications and keep them separated to prevent mix-ups.



Protect Others When You're Sick

- **Cover your cough** – sneeze or cough into a tissue or the crook of your elbow.
- **Wash your hands often,** especially before you prepare food and after you use the toilet, sneeze, cough, blow your nose, or care for a wound.
- **Keep wounds clean and covered** with a bandage and/or gauze.
- **Call 911** if you have chest pain, trouble breathing or any other life-threatening symptoms.
- **Wear a face mask** when you spend time in shared spaces, following local Health Department.
- **Sanitize frequently touched surfaces at least once an hour** (doorknobs, railings, remotes, etc.)
- **Don't prepare food for others if you're sick,** e.g. symptoms of COVID-19 or the flu, diarrhea, vomiting, jaundice (a medical condition with the yellowing of the skin or whites of the eyes).
- **Put items that have vomit, blood, or feces on them into a biohazard bag for disposal** by your biological cleanup service. Wear gloves, eye protection, a mask, and an apron. If it's a larger incident, call your biological cleanup service.
- **Wear needle puncture resistant gloves** whenever handling a resident's personal items or used blankets.



Disease Prevention

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Foster a health-conscious culture.

- Maintain and post a list of local medical resources.**
- Orient guests to the location of phones to call 911, fire extinguishers, emergency exits, hand washing facilities, hand sanitizer, and sharps box locations.**
- Report any concern for/of potential communicable diseases to 211.**
- Call 911 if a guest, volunteer, or staff member**
 - » is having trouble breathing
 - » is experiencing chest pain
 - » loses consciousness
 - » is bleeding severely
 - » has any other serious injury or symptom

Support those who are sick, injured, or on medication.

- Place guests who are sick with vomiting or diarrhea in a separate area** to reduce the possibility of transmission when possible.
- Provide space for medications** that require refrigeration. Store them in a labeled and designated container. Bottles and containers of medication must also be labeled with the guest's name or identifiable mark understood by the guest and shelter.
- Make sure guests have bandages to cover wounds.** Refer for medical care as needed.

Monitor and prevent spread of communicable diseases.

- Keep bed maps for all clients** during the shelter's duration, in order to track guests, including the ones who are sick.
- Promote good ventilation and air circulation** – open screened windows, or use your air conditioning or heating as recommended. Monitor and clean ventilation systems as appropriate.
- Instruct everyone to cover their cough.** Provide tissues and masks for guests and staff. Post signs advertising the availability of tissues and/or masks.
- For overnight shelters, allow at least 6 feet between beds/mats** and position community members head to toe. For ill guests this distance may need to be increased.





Disease Prevention

CHECKLIST (continued)

Encourage behavior that prevents the spread of illness and disease.

- Ensure sinks in the kitchen and restrooms have liquid hand soap**, paper towels, and warm water (minimum 100°F).
 - » No running water? During normal weather conditions, set up a temporary hand washing station (**Appendix H**). This type of station may not work during extreme weather conditions.
- Make sure hand sanitizer, tissues, garbage cans and sharps containers are clearly visible** and available at multiple locations around your site.
- Encourage staff, volunteers, and guests to get COVID-19 vaccines (including booster) and annual flu vaccines.**
- Don't let people who are sick prepare or serve food** (e.g. COVID-19 or flu-like symptoms, fever, diarrhea, vomiting or jaundice/yellow skin or eyes).
- Clean up vomit, blood or feces immediately by trained staff.** Wear gloves, eye protection, a mask, and an apron. Put items into a biohazard bag for disposal by your biological cleanup service. If it's a larger incident, call your biological cleanup service. Follow the instructions in the Sanitize and Disinfect section.
- Provide sharps containers and needle exchange information:** [multco.us/hiv-and-std-ser vices/syringe - exchange -and-disposal](https://multco.us/hiv-and-std-ser-vices/syringe-exchange-and-disposal)
- Take precautions when laundering bedding or clothing of people who report being itchy.** See the **Lice, Scabies, and Bed Bugs** section for more information.

- Post signs on how to prevent spreading illness and disease** (the previous illustrated sections could be printed as posters).

Provide first aid and protective gear.

- First aid kits
- Disposable nitrile gloves
- Single use disposable non-latex gloves
- CPR masks
- Extra bandages
- Disposable face masks (as specifically required for the event; e.g., N95 for a smoke event)
- Apron

Clean, sanitize, and disinfect often.

- Post a master cleaning schedule** for the entire site (**Appendix F**).
- Assign someone to sanitize high touch surfaces** like doorknobs, railings, light switches, remotes, chairs, and tables every hour for the duration of the shelter operating.
- Assign someone to clean and disinfect bathrooms and food service areas at least once per every shift (every 4-5 hours).**
- Post instructions for cleaning up vomit, diarrhea, and blood.** See **Sanitize and Disinfect** section for instructions you can post.
 - See **Appendix D** for more information.

Ensure staff and/or volunteers are trained for medical emergencies.

- It is recommended that **staff and/or volunteers are trained in First Aid, CPR and AED.** Naloxone administration training is required.



Hygiene

Good personal hygiene will protect your health.

Clean Hands: The #1 Way to Stay Hygienic

- **Wash hands with soap and warm water** for 20 seconds...
 - » **Before you prepare, touch, or eat food**
 - » **Before and after you clean or bandage a wound**
 - » **After you blow your nose, cough or sneeze in your hand, or help someone who is sick**
 - » **Before leaving a restroom** and after changing diapers
 - » **After you touch animals, or their food or waste**
 - » **When you enter a common area or shelter** (you can also use hand sanitizer)

Good Personal Hygiene

- **Protect your feet** – closed-toe shoes are required for staff. Slip resistant shoes are recommended
- **Instruct guests to keep their personal towel, hairbrush, soap, razors, etc. separate** from other people's stuff

Laundry

- **Provide guests with fresh bedding** when they arrive at a shelter





Hygiene

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Facilitate hand washing –#1 way to reduce germs.

- Ensure there is access to working sinks** or hand washing stations at all times.
- Ensure sinks in the kitchen and restrooms have liquid hand soap**, paper towels, and warm water (at least 100°F).
- Post signs that encourage hand washing in bathrooms**, food prep and eating areas, community spaces, and at the entrances to your site.
- Make sure all hand washing sinks are stocked and maintained** hourly by staff.
- Model and encourage frequent and proper hand washing.**
- Provide hand sanitizer** (60% alcohol) at all entrances to your facility and in communal areas if possible.
 - » **Important note:** Hand sanitizers do not replace hand washing. They do not kill all germs and are less effective when used on dirty hands.

Provide facilities and supplies to support personal hygiene.

- Maintain warm water for showers.**
- Ensure guests have access to supplies for personal hygiene, incontinence and menstrual products.**
- Schedule cleaning and disinfecting of showers 1-3 times daily** and between guests (see the **Sanitize and Disinfect** section for more information).

- Designate someone to hourly monitor and stock supplies** in showers and restrooms throughout the day.
- Encourage guests to wear shoes when walking around in the shelter, especially in the restroom** to maintain good foot health. Shoes should be provided to guests who do not have them.
- Provide labeled spray bottles** with sanitizing solution to be used in bathrooms and showers.

Ensure clean and sanitary sleeping areas.

- Disinfect sleeping areas, cots and/or mats between each guest** (see the **Sanitize and Disinfect** section for instructions).
- Provide guests with a cot/mat, bedding and personal hygiene kit when they arrive.**





Lice, Scabies & Bed Bugs

Help to prevent the spread!

Stop the Spread

- **Guests are encouraged to tell staff if they feel itchy** or have other symptoms so they can get treated
- If lice, scabies or **bed bugs are suspected, staff should ask the guest to gather all personal items in bags to be heat treated** and provide new supplies and/or clothing
- If staff are gathering items, **appropriate PPE should be worn** while doing so
- **Use a heat treatment box** to treat belongings that could carry bed bugs, scabies, or lice
- **Place items that cannot be heat treated** or washed and dried at 130°F in a sealed plastic bag for two weeks to control lice and scabies



Protect Yourself

- **Wash clothes and bedding weekly** to prevent body lice
- **Keep your towel separate** from other people's towels
- **Avoid skin-to-skin contact** with others
- **Do not shake out guest belongings**
Store your belongings so they don't touch other people's stuff



Lice, Scabies & Bed Bugs

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

- Encourage guests to report symptoms** of lice, scabies or bed bugs during intake so they can be treated.
- Offer hygiene supplies and new sleeping material, clothing** for guests.
- Provide guests with enough space** for their clothes, personal belongings, and bedding.
- Provide protective gear** for staff handling guest belongings and/or used blankets, cots/sleeping mats (e.g. disposable gloves and an apron or smock).

Use a heat treatment box when needed.

- If staff are gathering items, **appropriate PPE should be worn while doing so.**
- Use a heat treatment box** to treat belongings that could carry bed bugs, scabies, or lice.
- Place items that cannot be heat treated** or washed and dried at 130°F in a sealed plastic bag for two weeks to control lice and scabies.

Ensure clean and sanitary sleeping areas.

- Disinfect sleeping areas and mats between each guest** (see the **Sanitize and Disinfect** section for instructions on how to disinfect).
- Provide new guests with fresh bedding and towels upon arrival.**

See Resources in Appendix A for more information.





Food Safety

Germs and bad food can make you sick. Protect your health.

Healthy Hands

- **Wash hands for 20 seconds** before touching food - use soap, warm water, and paper towels to dry
- **Wear gloves** when preparing foods and bandage any wounds - do not reuse gloves. Wash hands before putting gloves on
- **Don't touch food** with your bare hands, unless it's yours
- **Don't prepare or serve food if you're sick**, e.g. COVID-19, the flu, diarrhea, vomiting, jaundice (yellow skin or eyes)

Clean Kitchen

- **Sanitize** food prep and serving surfaces before and after use
- **Follow guidelines** on containers of cleansers and sanitizers
- **Store food and garbage** in rodent-proof containers

Safe Food

- **Fruits and vegetables** should be purchased and delivered pre-washed
- **Staff does not cook or process food**, only distributes food
- **Refrigerated food that is not stored in a refrigerator should not be served after four hours.** Discard any leftovers unless directed otherwise (i.e., a donation is arranged)
- **Refrigerated foods should be dated** and then placed into a 41°F or less refrigerator
- **Shelf-stable foods are safe at any temperature.** All shelf-stable items are commercially processed and packaged and retained during the duration of the shelter. They are either donated or stored for later use





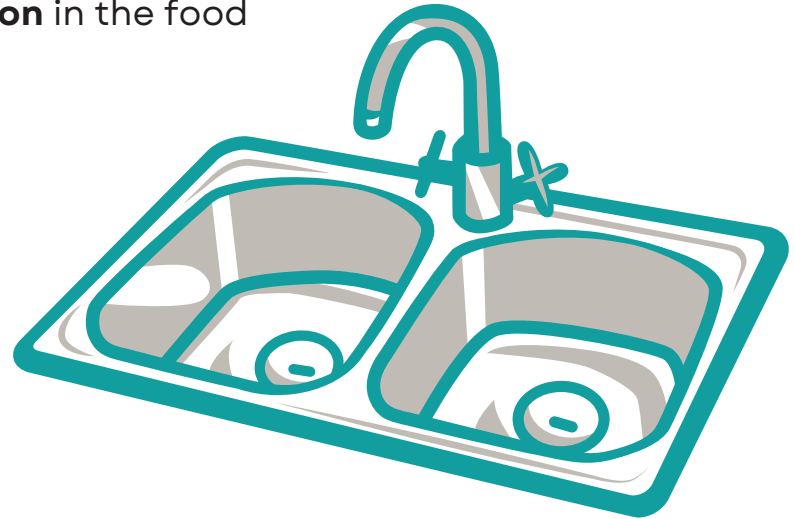
Food Safety

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Set up your facility for safe food prep and service.

- Provide a sink or hand washing station** in the food prep area.
 - » Ensure water is warm, minimally 100°F-110°F.
 - » No running plumbed water? Set up a temporary hand washing station (**Appendix F**).
- Serve food using tongs, single-use, non-latex disposable gloves, or single-use pastry paper.**
- Provide sanitizing solution in labeled spray bottles** for food prep and serving surfaces. All chemicals used must have minimal details affixed to the bottle. For example, write this on the bottle label:
 - » **Sanitizing Solution**
 - » **How to Use:** Spray surface and leave for 1-2 minutes. Dry with a clean paper towel.
 - » **Use paper towels with sanitize solution from a spray bottle.** If you set up the solution in a bucket, you can use a cloth towel, but the towel must be stored in the solution between uses, and must be changed out when dirty or every 4 hours.



Avoid the Danger Zone (41°F-135°F).

- Check hot food hourly and cold food every 2 hours** for each refrigeration unit.
- Provide a digital thermometer** for measuring food temperatures. Have back-up batteries.
 - » Sanitize thermometer before using. Place tip in the center of the thickest part of foods for accuracy. Sanitize thermometer again when done.
- Keep hot food hot, and cold food cold.** Minimize time spent in the bacteria growing Danger Zone 41-135°F.
- Discard all potentially hazardous** or ready-to-eat foods that have been between 41° F and 135° F for more than 4 hours.
 - » Cool food in the fridge, uncovered, and in small batches to exit the Danger Zone quickly. If you have large batches, cool in the freezer.
 - » Re-heat food to 165°F and serve hot.



Food Safety

CHECKLIST (continued)

Monitor food donations.

Keep a food and temperature log.

- » Post the log in the area where the food is received.
 - » Track the time food is received, temperatures when they arrived, and who delivered it.
 - » Check foods for contamination upon arrival.
 - » See Appendix E for a sample food log.

Provide equipment, containers, and regular checks to store food safely.

- Set refrigerator temperatures to 41°F or less** to ensure foods stay cold and check weekly.
- Provide rodent-proof containers for food.**
- Provide rodent-proof bins** and tight-fitting lids for all garbage.
- Check for pests** (e.g. cockroaches, ants, rodents) in areas where food is being prepped, stored, eaten, or thrown out.
 - » If signs of pests are found, see the **General Safety** section to learn about pest control.
 - » Note: Pest control chemicals should not be used by unlicensed individuals.

Train and model safe food practices.

Review food safety guide (previous pages) at the beginning of each shift.

Do not allow people who are sick to prepare or serve food (e.g. flu-like symptoms, diarrhea, vomit, jaundice/yellow skin or eyes).

Model good hand washing, cleaning, and food preparation practices.

Help staff, volunteers, and guests handling food for others obtain a food handler card.

Questions about food safety, food worker cards, or where to file a complaint?

Call 503-988-3400

Need to report a foodborne illness?

Call 503-988-3400





Sanitize & Disinfect

Germs on surfaces can make you sick. Protect your health.

Steps to Sanitize or Disinfect

1. **Protect yourself** - always wear gloves (and a mask and apron if disinfecting)
2. **Clean surfaces to remove dirt** before disinfecting or sanitizing (for disinfecting wipes, use separate sheets for steps 2 and 3)
3. **Spray and leave sanitizer/disinfectant** on the surface for the label's recommended amount of time
4. **Dry surface with a clean paper towel** or let the surface air dry

Daily Sanitizing & Disinfection

- **Sanitize frequently touched surfaces 1-3 times daily** (doorknobs, railings, light switches, remotes, etc.)
- **Disinfect sleeping areas during each shift**, when dirty, and as needed between guests
- **Clean and disinfect bathrooms and food service areas at least once per shift** and sanitize showers between uses

Special Cleaning for Vomit, Diarrhea, or Blood

1. **Protect yourself** – wear gloves, an apron, eye protection, shoe covers, and a face mask
2. **Use kitty litter** or baking soda to soak up big spills and scoop up (don't vacuum)
3. **Use paper towels** and soapy water for wiping and cleaning
4. **Spray area with disinfectant** and let it sit for the amount of time recommended on the label
5. **Wipe the area with a paper towel** or let it air dry
6. **Clean and disinfect scrub brushes** and other non-disposable supplies (e.g. machine wash reusable mop heads with hot water and 1/2 cup of bleach)
7. **Double bag all items that are suspected to have vomit, blood or feces and throw them out**
8. **Wash hands after clean-up**





Sanitize & Disinfect

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Help your team understand when to clean, sanitize, or disinfect. **Store chemicals safely.**

- Clean with soap and water** when you want to remove dirt and debris from surfaces. This is the first step you take before sanitizing or disinfecting.
- Sanitize when you want to reduce but not kill all the germs on surfaces.** It's good for frequent uses, such as prepping a food service area, washing dishes, or spraying a restroom stall before use.
- Disinfect when you want to kill germs on surfaces.** You want to disinfect after cleaning up bodily fluids or when you want to kill germs on highly used surfaces like doorknobs, handrails, or light switches.
- Instruct people to use disinfectant wipes properly.** Use one wipe to clean and a separate wipe to disinfect.
- See Appendix D** for more details about cleaning, sanitizing, and disinfecting.

Use the right product for the right job.

- Purchase a product that kills or reduces the germs** you want to control. For instance, many products are not effective against hepatitis A, so be sure to check that information.
- Choose a product that cleans and disinfects.**
- Always read labels** and use products according to the instructions. See **Appendix G** for how to read product labels.

- Ensure chemicals are stored below and/or away from food and food surfaces,** and out of the reach of children and pets.
- Keep chemicals in their original labeled containers** unless pre-mixing solutions for use (e.g. spray bottles).
- Label all spray bottles** with chemical + water solutions (more information on premixing below).
- Use paper towels** to wipe up the solution, not cloth towels.
- Post the phone number for poison control: 1-800-222-1222.**
- Contact your local labor and industries representative** for more information about requirements for your facility to comply with OR-OSHA chemical safety standards.

Pre-mix and sanitizers and disinfectants for easy use.

- Mix solutions ahead of time** and label spray bottles or containers with the amount of chemical + amount of water and whether the solution is a sanitizer or disinfectant. See example for labeling in **Appendix H.**
- Mix fresh solutions for sanitizing and disinfecting regularly.**
 - » If using a spray bottle, mix daily.
 - » If using a bucket with rags, make a new batch every 2-4 hours. Use clean rags.
 - » Or follow the instructions on the chemical's label.



Sanitize & Disinfect

CHECKLIST (continued)

- Never mix chemicals or cleaning solutions together.
- Review Public Health’s Cleaning, Sanitizing, and Disinfection Guidelines in **Appendix D** and post instructions for the products that you are using in areas where you prepare your disinfectant.

Schedule daily sanitizing and disinfecting rounds.

- Create a master cleaning schedule that covers cleaning requirements for the entire site, including:
 - » Restrooms
 - » Food service and eating spaces
 - » Sleeping spaces
 - » Common areas and high-touch surfaces
- See Appendix E for a sample master cleaning schedule.

Make supplies and protective gear easy to access.

- Stock supplies and protective gear and ensure everyone can access them for:
 - » General cleaning
 - » Cleaning up diarrhea, vomit, and blood
 - » Washing linens and guest belongings

- Ensure you have the following on hand for cleaning:
 - » Disposable non-latex gloves that are needle-poke resistant
 - » Disposable face masks
 - » Absorbent material (e.g. kitty litter or baking soda) to clean up liquids
 - » Grabber tool and sharps container for needles and sharps
 - » Grabber tool for collecting other garbage
 - » Sharps gloves
 - » Aprons (water resistant) or smocks to cover exposed skin or clothing
 - » Scrubbing pads/cleaning brushes
 - » Cleaning and disinfectant solutions in properly labeled spray bottles
 - » Paper towels and garbage bags
 - » Shoe covers
 - » Eye protection, such as goggles
 - » Scoop or scraper (e.g. inexpensive dustpan)
 - » Signs that say “caution – wet floor” or safety cones to block off temporarily contaminated areas

Questions about sanitation and hygiene?

Call 503-988-3400





Needles & Sharps

A used needle can spread disease. Be safe.

Protect Yourself

- **Do not pick up a used needle with your bare hands**
- **Use a grabber tool or tongs** with disposable gloves, or use puncture resistant gloves or sharps gloves

Safely Dispose of Needles

- **Do not put needles in the trash**
- **Drop off full sharps containers at a transfer station or arrange for pick up**
- **Place used needles in a marked sharps container right away**
- **Find a nearby needle exchange location:**
multco.us/hiv-and-std-services/syringe-exchange-and-disposal

If You Get Stuck with a needle

- **Stay calm** – wash the area with soap and warm water and cover with a bandage
- **Ask a staff member for help** and seek medical care right away





Needles & Sharps

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Ensure proper disposal of used needles and sharps.

- Install sharps containers** to ensure guests have a safe place to dispose of their used needles. Ensure sharps containers are clearly visible at multiple locations.
- Install sharps containers in private spaces** such as restroom stalls or provide individual and tamper-free sharps containers for guest privacy.
- Schedule regular monitoring of sharps storage areas** to ensure they are secure and not overflowing.
- Dispose of sharps containers** when they are $\frac{3}{4}$ full or once the shelter is closed, whichever occurs first.
- Drop off full sharps containers** at a transfer station, or work with a sharps collection company that can pick up or receive full sharps containers. Do not put sharps containers in the trash.

Find drop-off locations at:
multco.us/hiv-and-std-services/syringe-exchange-and-disposal

Ensure protection for those cleaning up used needles.

- Provide a grabber tool or tongs** with disposable gloves or puncture-resistant gloves.
- Plan for emergency medical care** and treatment for all puncture wounds resulting from needle sticks, including immediate transport to a nearby hospital.

- Assign and post the names of on-site leads (and backups)**, so people know who to speak to if they receive an accidental needle stick or are exposed to someone else's blood.

Instruct guests on safe needle and sharps handling.



- Ensure access to sharps containers are convenient.**
- Show guests where the sharps containers are located.** Needles should be placed in containers immediately after use with the point-end down into the sharps container.
- Encourage guests to avoid walking a far distance holding a sharp/needle.**
- Remind guests to never pick up any used needles or sharps** with their bare hands. Show them where the gloves, trash grabber tool, and/or tongs are kept.
- Provide information for needle exchange locations:**
multco.us/hiv-and-std-services/syringe-exchange-and-disposal
- Post signs about safe needle and sharps handling.** The illustrated guide in this section can be printed as a poster.

Questions about a needle stick injury?

Call the Multnomah County Harm Reduction Clinic at 503-988-0577



Waste Management

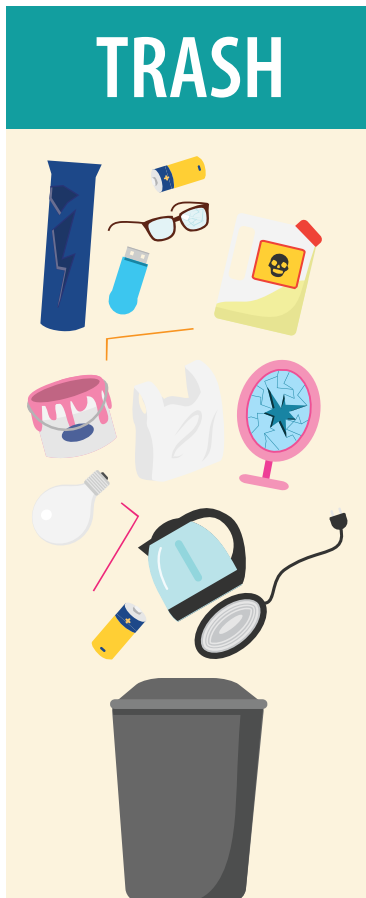
Dispose of your trash correctly to keep us all safe.

Garbage & Dirty Water

- **Dump dirty water in mop sinks or toilets**, not on the ground, in storm drains, or where food is prepared
- **Empty indoor trash cans at least daily and when full**
- **Pick up pet poop right away** with a plastic bag and place in the garbage
- **Put trash, recycling, and compost in correct containers**

Hazardous Waste & Medications

- **Put used needles in a sharps container** (do not touch them with your bare hands)
- **Put unwanted medications in a secured and marked container** that is out of reach of pets and kids
- **Put hazardous waste in marked containers** and do not mix waste types (e.g. batteries, light bulbs, motor oil)





Waste Management

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Set your site up for proper garbage and recycling collection.

- Provide bins with tight fitting lids for garbage and recycling
- Provide a separate, closable container in restrooms for collecting diapers.
- Label different types of waste bins for clear and easy identification.
- Schedule garbage and recycling collection service to occur as needed when garbage and recycling are full.
Assign someone to empty garbage cans at least once per shift or when full.

Ensure protection for those cleaning drugs, opioids, or narcotics. up blood, diarrhea, or vomit.

- Stock disposable gloves, eye protection, face masks, plastic bags (depending upon the incident and amount of biohazard bags that may be needed or required), and aprons for those cleaning up blood, diarrhea, and vomit. See the Sanitize and Disinfect section for more information.
- Inform your waste collection agency when the volume of infectious waste is abnormal.

Collect and properly dispose of hazardous waste and medications.

- Provide labeled bins for flammable and hazardous waste (batteries, light bulbs, fuels, cleaning chemicals, oil-based paints, motor oil, etc.) and assign someone to drop them off at an approved site.
- Provide bins for electronics to be recycled. Assign someone to drop them off with E-Cycle Oregon: oregon.gov/deq/ecycles/pages/default.aspx

- Provide a closed and labeled container to collect unused medications. Keep them out of the reach of kids and pets.

- Drop off medications at a designated location.

» Find a collection to drop off unwanted medicines in-person, or get a prepaid and preaddressed envelope to mail in your unwanted medicines through the Oregon Drug Take-Back Program here

- Website: medtakebackoregon.org
- Toll-Free telephone: 844-482-5322

- Call law enforcement to pick up illegal drugs, opioids, and narcotics.

- If unsure what type of medication or drug has been left behind, call your local law enforcement office.

Service portable toilets regularly, and properly dispose of dirty water.

- Schedule frequent servicing for portable toilets and waste tanks collecting dirty water, dependent on occupancy and duration of shelter.
- Post signs to instruct people not to dump dirty water on the ground outside or into storm drains. Dirty water from hand wash stations or mop buckets should be disposed of in mop sinks or toilets.

Clearly post rules for garbage handling and collection.

- Include the names of waste collection companies, their phone numbers, and frequency of service.



Pet Management

Keep pets safe and healthy to reduce the spread of disease.

Guests should follow these steps for daily Pet Care

Feed pets on a set schedule and make sure they have access to water, shelter, and exercise

Clean pet food and water bowls daily

Do not allow pets in food preparation or eating areas

Do not feed pets human food, raw pet food, or treats that aren't fully cooked (e.g. pig ears)

Store pet food in rodent-proof containers and use scoop (not your hands) to fill bowls

Wash your hands with soap and warm water after petting and feeding

Clean up after your pet

Guests should follow these steps for Pet Safety

Leash, supervise, or confine your pet to a crate or sleeping area

Keep your pet away from stray and wild animals

Pick up after pets

Pick up dog poop immediately, using a plastic bag and place in the garbage

Ask the person in charge for instructions on how to clean up pet vomit, diarrhea, and blood **Scoop litter boxes daily**, bag waste and place in the garbage, empty, clean, and disinfect boxes frequently

Pregnant people should not handle litter or clean litter boxes

Note: Some people are more likely to get sick from animals. Talk to your doctor if you have a weakened immune system, are over 65 yrs old, are pregnant, or have kids under the age of 5.





Pet Management

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Help guests store pet food in closed, rodent-proof containers.

- Provide lidded, rodent-proof containers for pet food.
- Do not allow pet food to be stored in sleeping areas.
- Encourage guests to clean food bowls and put them away between feedings to avoid attracting rodents and other pests.

Work with guests to ensure pets are safe and properly cared for.

- Make sure pets and service animals have access to fresh drinking water** and shelter from heat and cold.
- Encourage guests to feed pets on a schedule** and to clean their food and water bowls daily.
- Provide a dedicated scoop for guests** to use for filling a food bowl and encourage guests to wash their hands after feeding their pet.
- Advise guests to avoid feeding their pets human food**, raw meat pet food, and raw or partially cooked pet treats (e.g. pig ear treats).
- Make sure pets are able to move comfortably and get exercise.**
- Separate sick pets** and advise guests to seek veterinary care for them.

Make sure pets are vaccinated, neutered, and treated for parasites.

- Require that guests' pets are up-to-date on vaccinations** such as rabies, DHLPP (dogs) or FVRCP (cats).

- Encourage guest to neuter their pets.**
- Encourage guests to give their pets regular flea, tick, heartworm, and internal parasite prevention medication.**
- Recommend low-cost veterinary options** to guests (see Appendix A for resources).

Ensure pets are always supervised or contained.

- Provide collars and leashes for pets** who do not have them.
- Remind guests that pets should be leashed** or under the direct supervision of their owner at all times, unless contained in sleeping structures or crates.
- Encourage guests to keep their pets away from feral and wild animals** as they can spread disease.
- Do not allow pets in food preparation or eating areas.**





Pet Management

CHECKLIST (continued)

Protect vulnerable individuals.

- Encourage people who are more likely to get sick from animals to talk to a doctor about the risks.** They include:
 - » People with weakened immune systems
 - » Adults over 65 years of age
 - » Pregnant individuals
 - » Children under 5 years of age

Work with guests to ensure pet waste is cleaned up properly.

- Provide disposal supplies for pet waste:** litter boxes, scoops, gloves, plastic bags, and a garbage can.
- Require that guests pick up dog poop immediately** with a plastic bag or a shovel/scoop that is cleaned daily.
- Instruct guests to bag pet waste** and place in the garbage. Dog and cat waste cannot be composted.
- Remind guests to scoop litter boxes daily** and clean and disinfect boxes frequently. Learn about disinfecting in the **Sanitize and Disinfect** section.
- Note: Pregnant individuals should avoid cleaning litter boxes.** If they cannot avoid it, provide a scoop, gloves, and a mask and instruct them to wash their hands with soap and warm water after removing the gloves.

Set rules for the types of pets allowed on-site.

- Limit pets to dogs and cats.** Do not allow pet rodents, ferrets, reptiles, amphibians, birds, or domesticated wild animals as these animals have unique housing needs and pose a higher disease risk.

- Aggressive dogs and cats that bite or scratch should not be allowed on-site.**
- Provide information on rehoming pets if needed** (see **Appendix A** for contacts and resources).

Have a plan for animal bites and scratches.

- Have contact information for Animal Control easily available on-site.**
- Treat bite wounds and scratches using the following steps:**
 - » Rinse the wound with lots of water and wash with soap and water for 3-5 minutes.
 - » If the wound is bleeding, apply pressure with a clean, dry towel and raise the area to stop the bleeding.
 - » Apply a sterile bandage to the wound.
- Encourage guests to see a health care provider if:**
 - » The bite or scratch has broken the skin.
 - » A person is bitten by a cat as these wounds can trap harmful germs under the skin and become dangerous.
 - » The area of a bite or scratch becomes red, swollen or painful, or has pus/discharge.

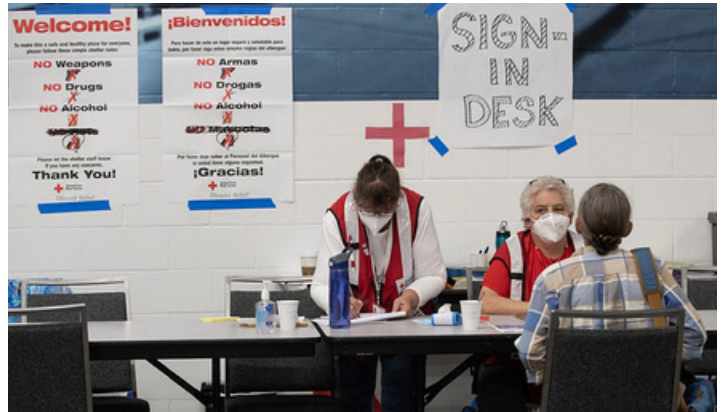
Pet Resources

- Vector Control & Code Enforcement:** multco.us/health/staying-healthy/pest-prevention-and-control/vector-control-code-enforcement
- See **Appendix A** for low cost veterinarians and pet food banks.



General Safety

Keep your site ventilated, pest-free, and safe.



Indoor Air Quality

- **Open all doors and windows** for a few minutes to let in fresh air, outdoor conditions permitting
- **Do not smoke indoors** or within 25 feet of entrances and exits
- When cleaning, **open doors and windows** and/or run fans, outdoor conditions permitting

Emergency Plans

- **Get to know the emergency evacuation plans at your site**
- **Locate your nearest exits**

Prevent Pests

- **Clean all areas of the shelter regularly** to limit pest infestations
- When possible, **encourage guests not to store food in sleeping area**
- **Store your food and garbage** in rodent-proof containers



General Safety

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting an emergency shelter.

Keep indoor air fresh and breathable.

- Flush the air 2-3 times a day for 3-4 minutes.** Open all doors and windows to let fresh air circulate through, unless outdoor air quality is poor.
- Do not allow smoking indoors** or within 25 feet of entrances and exits.
- Provide mats for residents** to wipe their shoes upon entering.
- Use ventilating fans** over the stove and in the bathroom and clean them monthly.
- Address leaks from roof** or plumbing fixtures immediately.
- Open doors, windows, and/or run fans** when using cleaning products or chemicals with words like “danger,” “warning,” or “caution” on their labels.

Provide emergency and evacuation plans.

- Consult the Disaster Resource Center Safety Handbook for various types of emergencies.** Handbook includes contacts, roles and responsibilities, how guests and staff will be assembled, supplies, etc.
- Identify and include the needs of those with disabilities, language, and other access barriers** relevant for the individual site and population.
- Make plans readily available** and ensure staff, volunteers, and guests are clear and familiar with their roles and responsibilities.
- Ensure facility evacuation plans are posted** in all common areas. Add emergency evacuation symbols for easy understanding.

- Visibly mark all exits and label doors that are not exits.**

Prevent pests and rodents.

- Adopt an Integrated Pest Management program** focused on sanitation, clutter control, and keeping pests out.
- Schedule daily checks** for rodent burrows or holes. Notify Person In Charge (PIC) if found.
- Provide rodent-proof bins** for food, garbage, and compost.
- Discourage guests from storing food in sleeping areas.** Food stored in sleeping areas must be limited and placed in lidded containers.
- Store extra equipment, supplies, and donations** in a way to prevent rodent harborage.

Prevent pests and rodents.

- Request support from professional pest control.** It is not recommended to do pest control yourself.
- If you find a dead rodent,** put on disposable gloves, bag the rodent, and put it in the trash.
- Wearing gloves and a face mask, clean and disinfect surfaces and areas** contaminated with rodent poop, urine, and dead rodents. See the **Sanitize and Disinfect** section for more information.
- Do not sweep or vacuum** rodent material, including droppings or nests.
- Do not touch wild rodents.**



Help Keep Heat, AC, and Lights On

CHECKLIST

Prevent overloads and fire hazards

- Unplug appliances and electronics** to avoid power overloads or damage from power surges.
- Do not daisy chain power strips.**
Note: Items such as coffee makers, big screen TVs, fish tanks, etc., are not allowed in individual shelter units. It is especially important during inclement weather to keep as little plugged in as possible to not overload power circuits.

Repost if there is a loss of power to the entire site to PGE at:

- <https://www.pacificpower.net/outages-safety.html>

If an individual sleeping unit loses power

- Check the GFCI outlets** and identify if any have been tripped. Try to find and address what caused the circuit to trip.
- Check the breakers** by flipping them on and off.

If these steps do not fix the outage, report it or call 888-221-7070



First Aid

CHECKLIST

Provide first aid training and supplies

- Ensure all staff receive First Aid/CPR/AED training**
- Ensure all staff receive bloodborne pathogens training**
- Ensure all staff receive Narcan/Naloxone training.**
»The Joint Office of Homeless Services has Narcan training opportunities
- Ensure first aid kits are easily accessible**
- Provide CPR masks**
- Provide first aid kits that are appropriate for the location and program**

»For information about first aid kit requirements visit:
<https://osha.oregon.gov/OSHARules/div2/div2K.pdf>

Provide store and maintain first aid equipment

- AEDs generally need to be kept between 32° to 122°F or they may not function properly.**
Follow your manufacturer's instructions for proper storage.
- Check AEDs regularly according to manufacturer's instructions to ensure they are functioning properly.**
- Narcan should be kept at room temperature.** Ensure it is not exposed to extreme temperatures.
Follow manufacturer's instructions for proper storage.
- Check and restock first aid supplies regularly.**

Remove and replace expired items.
Note: Unitized first aid cabinets are easy to keep organized, audited, and stocked. They come in a variety of sizes for different facility needs.

Basic Site Maintenance and Troubleshooting

Ensure sleeping areas/units are safe and clean

- Inspect sleeping areas/units regularly.
- Work with clients to keep sleeping areas/units clean and orderly.
 - »Provide storage and cleaning supplies to help address barriers clients may be experiencing in keeping their areas tidy
- Ensure emergency exits and walkways are unobstructed and clearly marked.

Educate clients about the importance of not overloading circuits

- Do not allow people to daisy chain powerstrips.
- Ensure circuits are not being overloaded in sleeping areas/units
- Clearly state what appliances are and aren't allowed in sleeping areas/units
 - »Note: Items such as coffee makers, big screen TVs, fish tanks, etc., are not allowed in individual shelter units. Ensure circuit panels are not blocked and are easily accessible for technicians
- Ensure circuit panels are not blocked and easily accessible for technicians

Ensure sinks and drains are being properly maintained to avoid clogs

- Instruct clients and staff to scrape food remnants into the garbage, not the sink.
- Do not pour grease down drains.
- Use an enzyme drain cleaner or lye alternative in drains at least quarterly to clear out lines before they clog
- For information about lye alternatives, see the Drano Alternatives section.

If power goes out in an individual sleeping unit or area of facility

- Check for GFCI outlets and identify if any have been tripped. Try to find and address what caused the circuit to trip.
- Check the breakers by flipping them on and off.
- If these steps do not fix the outage, report it or call 888-221-7070. If the circuit controlling the laundry facilities trips, ensure the dryer vent is clear of lint before attempting to restart the dryer. If this does not fix the issue, call an appliance specialist.
- Report if there is a loss of power to the entire site to PGE at:
<https://www.pacificpower.net/outages-safety.html>

If toilet clogs, follow these steps

- Plunge the toilet first using a flange plunger while wearing gloves, eye protection, and a mask.
- Turn on the sinks and shower to see if they drain properly.
- If they do not drain, follow your maintenance request protocol.

Basic Site Maintenance and Troubleshooting

If a sink or drain clogs, follow these steps

- Wear proper PPE:** gloves, eye protection, and a mask
- Use a plastic hair-removal tool and/or a dedicated flat-bottom plunger** to clear the clog.
- Use a lye alternative if the clog persists. Follow your maintenance request protocol** if the drain is still clogged.

Keep air fresh and moving

- Ensure air intakes for furnaces, heaters, and air conditioners are not blocked/clogged.**
- Schedule regular maintenance for HVAC systems** (ideally twice a year in the fall and spring).
- Change/clean air filters quarterly**

Appendix

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Appendix A

Multnomah County Public Health Contacts & Resources

Communicable Disease, Epidemiology and Immunization | multco.us/health

Multnomah County Health Department | 503-988-3674

- » Report communicable disease outbreaks, including food borne illnesses
- » Disease prevention and fact sheets
- » Access immunizations for infants, children, and adults

HIV/STD Program

- » **HIV Testing** | 503.988.3770
- » **STD Clinic** | 503-988-3700
- » **Harm Reduction** | 503-988-0577
- » **Syringe Exchange** | 503-988-0577

Tuberculosis (TB) Control | 503-988-3406

Emergency Preparedness | multco.us/em

- **Tips to Prepare Yourself**
 - » Disease outbreaks and toxins
 - » Power outages
 - » Flooding and sewage issues
 - » Water contamination

Healthcare for the Homeless | multco.us/health/health-services

- **Health Care Services**
 - » Primary care clinics
 - » Mobile medical care
 - » Services by specialty
 - » counseling and other resources
- **Ride Connection Services** | rideconnection.org/services
- **Multnomah County Harm Reduction Clinic** | 503-988-0577
- **Training and Technical Assistance**
 - » Communicable diseases and health emergencies
 - » Posters and flyers
 - » Assistance with writing policies and procedures for diseases (e.g. blood borne, TB, sharps, etc.)
- **Health Education**
 - » Tailored group discussions on health and hygiene, chronic and communicable diseases
- **Resources**
 - » Motivational interviewing
 - » Trauma-informed care
 - » Cultural competency
 - » Homelessness

Appendix A (continued)

Multnomah County Public Health Contacts & Resources

Environmental Health Services Division | 503-988-3400 | multco.us/health/inspections-and-licensing

• **Food & Facilities Program**

- » Food safety
- » Food worker cards
- » Feeding plan consultations
- » Safe food after a power outage
- » Complaints about unsafe food handling
- » Food safety fact sheets and videos

• **Vector Control & Code Enforcement**

- » Solid waste and illegal dumping
- » How to get rid of rats and mice
- » Animal diseases communicable to humans, including rabies

• **Staying Healthy** | multco.us/health/staying-healthy

- » Household and business hazardous waste disposal
- » Healthy homes
- » Bed bugs and safer pest control options
- » Lead, mercury, and pesticides
- » Safer cleaning choices

• **Technical Assistance for Homeless Service Providers**

- » Sanitation and hygiene
- » Filing a complaint
- » Educational material

Additional Resources

• **Chemical and Disinfectants**

- » **American Association of Poison Control Centers** | 800-222-1222 | available 24 hours

• **Chemical and Disinfectants**

- » **Occupational Safety & Health Administration (OSHA)** | osha.gov
- » **Labor & Industries (L&I)** | lni.wa.gov
- » **Environmental Protection Agency (EPA) *Registered disinfectants** | epa.gov/pesticide-registration/selected-eparegistered-disinfectants

Food Safety

- **Food Worker Card** | multco.us/health/food-handlers-test
- **Additional Food Safety Trainings** | multco.us/health/inspections-and-licensing/food-service-operator-resources

Appendix A (continued)

Multnomah County Public Health Contacts & Resources

Lice, Scabies, and Bed Bugs

- Lice | [cdc.gov/parasites/lice/](https://www.cdc.gov/parasites/lice/)
- Scabies | [cdc.gov/parasites/scabies](https://www.cdc.gov/parasites/scabies)
- Bed Bugs | [cdc.gov/parasites/bedbugs](https://www.cdc.gov/parasites/bedbugs)

Pet Owners

- **Regional Animal Services of Multnomah County**
 - » Pet licensing
 - » Lost and found pets
 - » Animal control response
 - » Pet Food Banks
 - » Veterinary Care
 - » Vector Diseases *information for pet owners
- **Resources**
 - » **Multnomah County Animal Services** | multcopets.org/pet-food-assistance-resources
 - » **City of Portland Animal permits** (chickens, goats, bees) | 503-988-7700 | multco.us/health/staying-healthy/pest-prevention-and-control

Garbage, Recycling & Hazardous Waste

- **Garbage & Recycling**
 - » Unincorporated Multnomah County | multco.us/solid-waste-recycling
 - » Fairview | fairvieworegon.gov/200/Recycling-Solid-Waste
 - » Gresham | greshamoregon.gov/Services/Recycling-and-Solid-Waste/
 - » Portland | portland.gov/bps/garbage-recycling
 - » Troutdale | troutdaleoregon.gov/publicworks/page/recycling-and-solid-waste
- **Hazardous Waste** | oregonmetro.gov/tools-living/garbage-and-recycling/garbage-recycling-hazardous-waste-disposal-portland

Sharps and Needles

- **Needle Exchange** | multco.us/hiv-and-std-services/syringe-exchange-and-disposal
- **Syringe Drop Box Locations** | multco.us/multnomah-county/syringe-drop-box-locations

Miscellaneous

- **Portland CPR Training** | 503-988-3220 | redcross.org/local/oregon/about-us/locations/northwest-oregon-chapter.html
- **HIV Case Management** | 503-988-5020 | multco.us/hiv-and-std-services/living-hiv
- **Services for People Experiencing Homelessness** * Rental Assistance, shelter, legal referrals, transportation, food, shower and laundry services, and other needs | Call 2-1-1 | 211info.org
- **Tuberculosis (TB) Information** | 503-988-3406 | multco.us/health/diseases-and-conditions/tuberculosis

Appendix B

Site Planning: Americans with Disabilities Act Considerations

Access for all

Under the federal Fair Housing Act and the Americans with Disabilities Act, it is illegal to discriminate based on disability in places of public accommodation and all types of housing intended for short or long-term residence, including shelters that house persons for more than a few days, emergency overnight shelters and social service facilities, transitional housing facilities, and permanent housing facilities. Homeless service providers cannot turn away persons with disabilities simply because of their disabilities or terminate residents because of a disability or disability-related behavior. Nor are homeless service providers allowed to impose on people with disabilities terms or conditions that are stricter or less favorable than those expected or required of residents without disabilities.

Provide reasonable accommodation

Providers who serve people experiencing homelessness are required to provide reasonable accommodations to potential and current residents with disabilities. Reasonable accommodations are changes, exceptions, or adjustments to a program, service, or procedure that will allow a person with a disability to have equal (to persons without disabilities) access to and enjoyment of housing programs and services. However, reasonable accommodation is not required if alterations would constitute an undue financial or administrative burden, or if it would result in a fundamental alteration of the provider's program. Examples of reasonable accommodation include, but are not limited to:

- Waiving pet rules for service animals
- Providing a bed assignment in an accessible location
- Reading the terms of an agreement aloud
- Filling out an application on behalf of the guest
- Providing alternate shelter options
- Allowing a caregiver to provide services on-site

Identify & remove barriers

A first step to providing an accessible shelter or encampment is to identify any physical barriers that exist that may prevent access to people with disabilities. Identify barriers that may restrict the access and mobility to include people who use wheelchairs or scooters or who have difficulty walking, people who are deaf or hard-of hearing, and people who are blind or who have low vision. Facilities built or extensively altered since the ADA went into effect in 1992 may have few barriers to accessibility, while facilities built before 1992 and not altered to provide accessibility may have more barriers that prevent access to people with disabilities. A quick-check survey for assessing the accessibility of a site is available through the ADA Checklist for Emergency Shelters:

ada.gov/pcatoolkit/chap7shelterchk.htm

Appendix B (continued)

Site Planning: Americans with Disabilities Act Considerations

Sanitation and hygiene considerations

For sanitation and hygiene purposes, at least one set of toilet rooms serving the shelter must be accessible to individuals who use a wheelchair, scooter, or other mobility device. In large shelters where more than one set of toilet rooms is needed to serve the occupants, it may be necessary to provide additional accessible toilet facilities or to establish policies to assure that individuals with disabilities have access to the accessible facilities. Additionally, hand washing stations located in all ADA accessible toilet rooms should be placed so they can be easily reached by individuals while seated in a wheelchair, scooter, or other mobility device.

Appendix C

Food Safety: Sample Temperature Log for Donated Foods

Donor name & kitchen location (individual, group, restaurant, etc.)	Date	Foods donated	Temperatures °F (potentially hazardous foods only)	Note
		Item #1: _____ Item #2: _____ Item #3: _____	Item #1: _____ °F Item #2: _____ °F Item #3: _____ °F	
		Item #1: _____ Item #2: _____ Item #3: _____	Item #1: _____ °F Item #2: _____ °F Item #3: _____ °F	
		Item #1: _____ Item #2: _____ Item #3: _____	Item #1: _____ °F Item #2: _____ °F Item #3: _____ °F	
		Item #1: _____ Item #2: _____ Item #3: _____	Item #1: _____ °F Item #2: _____ °F Item #3: _____ °F	

Sanitation and hygiene considerations

- **Potentially hazardous foods (PHFs):** all dairy products, beef, pork, fish, chicken, turkey, shellfish, tofu, eggs, all cooked foods, cut melons, sprouts, cut/torn leafy greens, and cut tomatoes. These foods need to arrive **above 135°F, OR below 41°F, and NOT in the Danger Zone (41-135°F)**. Harmful microorganisms grow well in foods held between temperatures of 41 degrees Fahrenheit and 135 degrees Fahrenheit. This temperature range is also known as the Temperature Danger Zone (TDZ).
- Ensure donors have a current food worker card.
- Calibrate your digital thermometer once a month or more. Stick in ice water until thermometer reads 32°F.

Appendix D

Sanitation: Public Health Routine Cleaning and Disinfection Guidelines

Routine Cleaning, Sanitizing, and Disinfection: Guidelines for Shelters

Take proper steps for cleaning, sanitizing, and disinfecting surfaces to remove germs that can make people sick. Surfaces that people touch a lot (door handles, railings, light switches, chairs, tables) and bathroom and kitchen surfaces should be cleaned, sanitized, and disinfected routinely.

Clean, Sanitize, and Disinfect Common Areas Daily

Daily disinfection of surfaces that people touch frequently can help decrease the spread of germs. When illness has been identified in a staff member, guest or resident, consider disinfecting surfaces multiple times per day.

- **Cleaning** uses soap or detergent to **remove dirt and debris** from surfaces.
- **Sanitizing** is meant to **reduce, but not kill**, the occurrence and growth of germs.
- **Disinfection** uses a chemical to **kill germs** on surfaces that are likely to harbor germs.

Disinfectants work best on a clean surface and usually require a longer surface contact period (between 1 - 10 minutes) to work.

Surfaces to Clean and Sanitize	Surfaces to Clean and Disinfect

Appendix D (continued)

Sanitation: Public Health Routine Cleaning and Disinfection Guidelines

Supplies for Cleaning, Sanitizing, and Disinfection

Ensure supplies are stocked and available for cleaning and disinfecting:

- Personal protective equipment: disposable gloves, eye protection, clothing that covers exposed skin, face mask
- Properly labeled spray bottles & measuring cups
- Scrubbing pads/cleaning brushes, paper towels, garbage bags

How To Select a Sanitizer and/or Disinfectant

Sanitizing and disinfecting cleaners and wipes are readily available and come in pre-mixed formulas such as kitchen or bathroom disinfectant, as well as hospital-grade formulations. These products are effective for cleaning and sanitizing common surfaces. To select the best one for your facility, read the label for guidance.

Common types of disinfectants to choose from include:

- Bleach/sodium hypochlorite
- Quaternary ammonias (ammonium chloride formulations)
- Accelerated hydrogen peroxides

**Never mix bleach with ammonia or any other cleaner.*

How To Use “Disinfectant Wipes” Effectively

Read instructions on the container. To use wipes for disinfecting, use a “wipe, discard, wipe” technique. Wipe the surface to clean away dirt or debris, discard the wipe, and then wipe again with a fresh wipe and allow the surface to air dry.

Steps For Cleaning, Sanitizing, And Disinfecting Using Spray Solutions

1. Clean first:

» Spray your surface with a cleaning solution. Wipe or rinse with water. Use a scrubbing pad or brush to remove debris. If using a disinfectant cleaner, follow the instructions on the product label for cleaning.

2. Apply your Sanitizer/Disinfectant:

» Wet the surface and leave solution on the surface for the recommended contact time, generally between 1 - 10 minutes. Dry with a paper towel or let the surface air dry.

Appendix D (continued)

Sanitation: Public Health Routine Cleaning and Disinfection Guidelines

How To Clean Up Vomit and Diarrhea

Take extra precautions for cleaning vomit and diarrhea. Open windows or use a fan for ventilation. Use personal protective equipment (gloves, face mask, eye protection, protective clothing). Clean the area to remove the vomit or diarrhea. Disinfect with a 5,000 ppm solution of bleach and water and allow it to sit on the surface for 1-2 minutes before wiping with a paper towel or air drying. Dispose of all soiled items in a garbage bag and remove it from your facility right away.

1. PROTECT YOURSELF.

Wear disposable plastic or rubber gloves. Wear a disposable mask and an apron if available. Use paper towel. Wash hands with soap and warm water after cleaning.

2. REMOVE VOMIT OR DIARRHEA RIGHT AWAY.

Use an absorbent material like kitty litter or baking soda on upholstery and carpets. Dispose of contaminated materials in plastic bag. Do not vacuum.

3. CLEAN ALL SOILED & NEARBY SURFACES WITH SOAPY WATER.

Door knobs Toilet handles Machine-wash clothing

4. DISINFECT SURFACES WITH BLEACH SOLUTION.

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kingcounty.gov/depts/health/locations/homeless-health/healthcare-for-the-homeless/~media/depts/health/homeless-health/healthcare-for-the-homeless/documents/how-to-clean-up-vomit-diarrhea-blood.ashx

Public Health
Seattle & King County 

Appendix D (continued)

Sanitation: Public Health Routine Cleaning and Disinfection Guidelines

How To Mix a Bleach Solution

- Read instructions on the bleach container.
- Identify the bleach/sodium hypochlorite % on the label and prepare your sanitizing or disinfecting solution based on the surface or area you are cleaning.
- Use cool water, not warm or hot water, for mixing.
- Mix fresh solutions for sanitizing and disinfecting. If using a spray bottle, mix daily, and if using a bucket with rags, make a new batch every 2-4 hours.
- Always add the bleach to the water.
- Do not mix liquid bleach with other cleaning products.

	To one gallon of water, add:	
	<i>8.25% bleach/sodium hypochlorite.</i>	<i>5.25% bleach/sodium hypochlorite</i>
Sanitizing (100 PPM)	1 teaspoon	1 teaspoon
Disinfecting (600 PPM)	2 tablespoons	1/4 cup
Special disinfecting (5000 PPM): vomit, diarrhea, blood	1 cup	1 1/2 cups

Appendix E

Sanitation: Sample Master Cleaning Schedule

Sample Site Wide Master Cleaning Schedule

Checklists are very useful in ensuring tasks are done correctly and at the right time. This example checklist can be modified to suit your needs/procedures. Post separate procedural checklists as needed for different areas of your site. Incorporate a routine site-wide checklist as part of your operating procedures.

Daily *indicates task needs to be completed 2-3 times a day	Person in Charge	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Stock Supplies <ul style="list-style-type: none"> • Disposable gloves • Liquid soap • Paper towels • Disinfectant wipes • Trash bags • Per CDC: Use regular, unscented household bleach with a sodium hypochlorite concentration between 5% and 9% cdc.gov/disasters/bleach.html 								
Clean and sanitize sleep areas and mats								
Clean and sanitize showers* <i>(Stock restrooms with sanitizer spray bottles to ensure they are sanitized between each user)</i>								
Clean and sanitize high touch surfaces in kitchen, restroom, and common areas* (e.g., tables, sink and door handles, outside of kitchen appliances, restroom stalls, handrails, TV remote, etc.)								

Appendix E (continued)

Sanitation: Sample Master Cleaning Schedule

Daily *indicates task needs to be completed 2-3 times a day	Person in Charge	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Clean and sanitize dining areas after each meal*								
Ensure all foods are stored off the ground and/or in rodent-proof containers (including pet food)								
Check refrigerator temperature(s). Foods must be at 41°F or below. Discard a liquid or food item that has not been refrigerated more than four hours.								
Empty trash cans in kitchen and restroom(s)								

Appendix F

Site Planning: How to Set Up a Temporary Hand washing Station

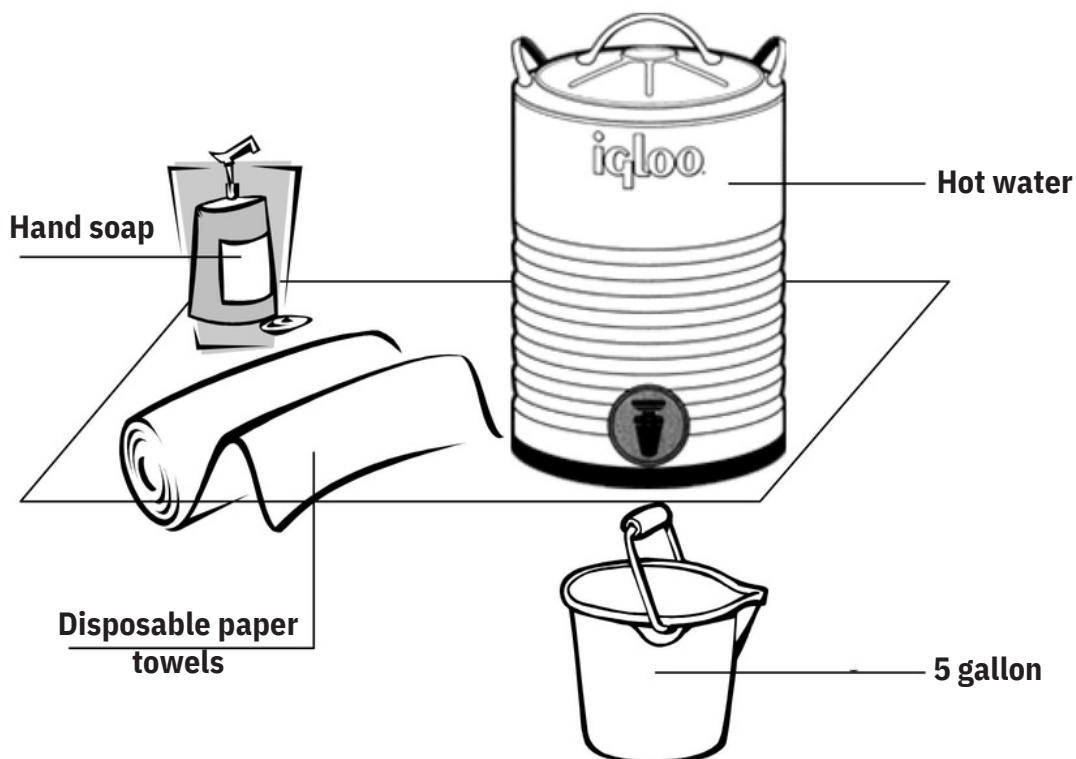
Temporary Hand washing Station Instructions

A temporary hand washing station can be set up anywhere it is needed. It is recommended to place one in the kitchen tent for use by anyone handling food or for individuals to wash hands before eating. Additionally, a temporary hand washing station can supplement rented equipment and back up for failure of rented hand washing equipment.

Supplies needed:

- 5 gallon or larger gravity flow, insulated container
- Warm water
- Bucket for catching waste water
- Soap
- Paper towels
- Hand sanitizer

Temporary Food Stand Hand washing Set-up



Appendix G

Sanitation: How to Read Disinfectant Product Label

Disinfectant Product Label

Understanding the information on a disinfectant product label is essential for effective microorganism inactivation and removal, as well as ensuring safety when using the product.

This handout overviews key areas of a sample disinfectant label. Always read the product label before use.

Only products with EPA registration numbers should be used. This number indicates the product has been reviewed by the EPA and poses minimal risk to animals, people and the environment when used in accordance with the label.

Products must be used according to label directions. Disinfectants (i.e., antimicrobial pesticides) are regulated under the Federal Insecticide, Fungicide, and Rodenticide (FIFRA) Act.

EPA Reg. No. 1658-XX

EPA Est. No. 16XX-MO-1

COMPANY Y

Product-X

Disinfect-Cleaner-Sanitizer-Fungicide-Mildewstat-Virucide* – Deodorizer for Hospitals, Institutional and Industrial Use Effective in hard water up to 400 ppm hardness (calculated as CaCO3) in the presence of 5% serum contamination

ACTIVE INGREDIENTS:

Octyl decyl dimethyl ammonium chloride.....	1.650%	Dioctyl dimethyl ammonium chloride.....	0.825%	Didecyl dimethyl ammonium chloride.....	0.825%	Alkyl dimethyl benzyl ammonium chloride.....	2.200%
INERT INGREDIENTS.....				94.500%			
TOTAL.....				100.000%			

KEEP OUT OF REACH OF CHILDREN

DANGER

HAZARD TO HUMANS AND DOMESTIC ANIMALS

PRECAUTIONARY STATEMENTS

CORROSIVE: Causes severe eye and skin damage. Do not get into eyes, on skin, or clothing. Wear goggles or face shield and rubber gloves when handling Product X. Harmful or fatal if swallowed. Wash thoroughly with soap and water after handling.

ENVIRONMENTAL HAZARDS: This product is toxic to fish. Do not discharge effluent containing this product into lakes, streams, ponds, estuaries, oceans, or other waters unless in accordance with the requirements of a National Pollutant Discharge Elimination System (NPDES) permit and the permitting authority has been notified in writing prior to discharge. For guidance contact your State Water Board or Regional Office of the EPA.

PHYSICAL AND CHEMICAL HAZARDS: Do not use or store near heat or open flame.

STATEMENT OF PRACTICAL TREATMENT: In case of contact, immediately flush eyes or skin with plenty of water for at least 20 minutes. For eyes, call a physician. Remove and wash contaminated clothing before reuse. If ingested call a physician immediately.

NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

Manufactured by Y Chemical Company, Sometown, Somestate 60345

It is a violation of Federal Law to use this product in a manner inconsistent with its labeling.

DIRECTIONS FOR USE

Product X is a germicide, soapless cleaner and deodorant which is effective in water up to 400 ppm hardness in the presence of organic soil (5% serum). When used as directed, will not harm tile, terrazzo, resilient flooring, concrete, painted or varnished wood, glass or metals.

FOR USE IN VETERINARY CLINICS, ANIMAL CARE FACILITIES, LIVESTOCK FACILITIES AND ANIMAL QUARANTINE AREAS

Apply Product X to walls, floors and other hard (inanimate) non-porous surfaces with a cloth, mop or mechanical spray device so as to thoroughly wet surfaces. Prepare a fresh solution daily or when use solution becomes visibly dirty.

DISINFECTION - To disinfect hard surfaces, use 1 fluid ounce of Product X per gallon of water. Apply by immersion, flushing solution over treated surfaces with a mop, sponge or cloth to thoroughly wet surfaces. Allow treated surfaces to remain moist for at least 15 minutes before wiping or rinsing. Product X will disinfect hard, non-porous surfaces in veterinary clinics, animal care facilities, livestock facilities and animal quarantine areas.

For heavily soiled areas, a preliminary cleaning is required.

2 oz. gallon use-level. The activity of Product X has been evaluated in the presence of 5% serum and 400 ppm hard water by the AOAC use dilution test and found to be effective against a broad spectrum of gram negative and gram positive organisms as represented by:

Pseudomonas aeruginosa *Enterobacter aerogenes*
Staphylococcus aureus *Streptococcus faecalis*
Salmonella choleraesuis *Shigella dysenteriae*
Escherichia coli *Brevibacterium ammoniagenes*
Streptococcus pyogenes *Salmonella typhi*
Klebsiella pneumoniae *Serratia marcescens*

Boot bath: Use 1.5 fluid ounces per gallon in boot baths.

Change solution daily and anytime it becomes visibly soiled. Use a bristle brush to clean soil from boots before disinfecting with Product X.

Disinfecting trucks and farm vehicles: Clean and rinse vehicles and disinfect with 1 fluid ounce per gallon of Product X. If desired, rinse after 12 minutes contact or leave unrinsed. Do not use Product X on vaccination equipment, needles, or diluent bottles as the residual germicide may render the vaccines ineffective.

Sanitizing non-food contact surfaces (such as floors, walls, tables, etc): A 1 ounce per 2 oz. gallon use-level, Product X is an effective sanitizer against *Staphylococcus aureus* and *Klebsiella pneumoniae* on hard porous and non-porous environmental surfaces. Treated surfaces must remain wet for 60 seconds.

This section will describe the hazards related to humans and animals when using this product. It recommends personal protective gear that should be worn, what effects it will have on the environment and treatment information should it be splashed into the eyes or ingested.

Some products may have multiple uses (i.e., cleaning versus disinfection) and require different dilutions and contact times for such actions.

This section describes what disease organism the product works against and under what conditions it was tested.

This section describes what dilutions should be used for different applications. Specialty applications (e.g., boot baths) will also be listed.



Appendix H

Sanitation: How to Label Pre-Mixed Sanitizers or Disinfectants

All bottles containing sanitizers or disinfectants should be clearly labeled. This is especially important when:

- A premade solution is poured into a different container
- A new solution is mixed



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