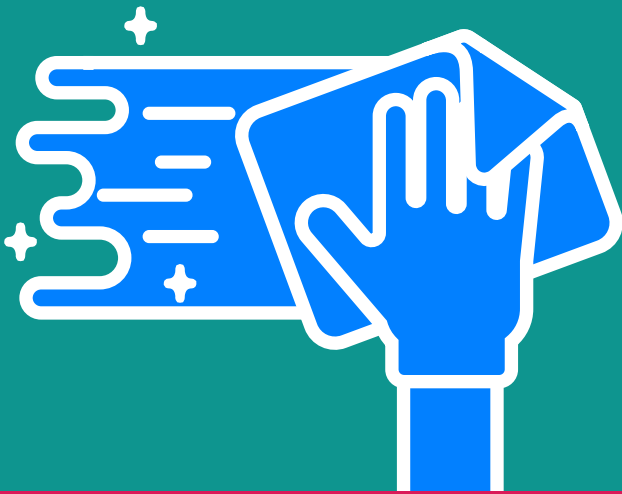
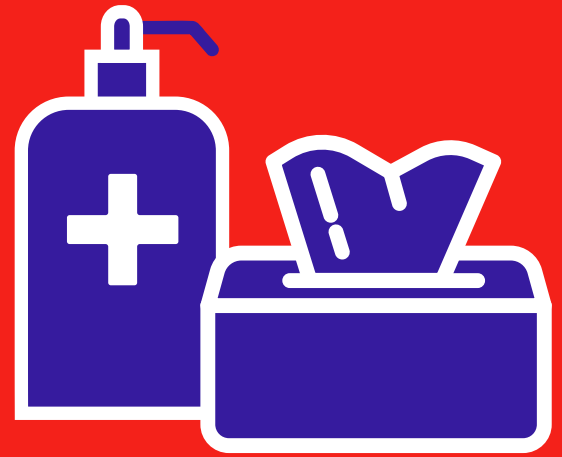


Sanitation & Hygiene Guide

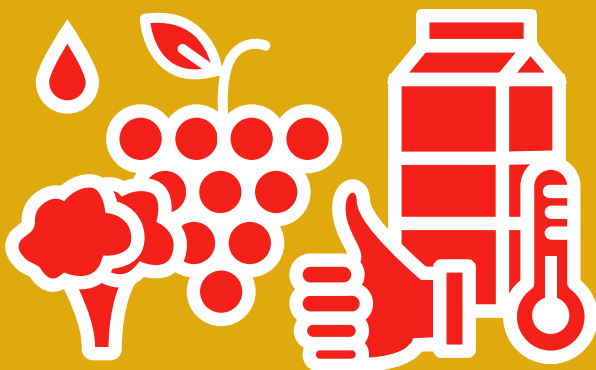
for Homeless Service Providers



STAY SAFE & HEALTHY
Toolbox for Facilities &
Communities That Serve People
Experiencing Homelessness

December 2019

**Environmental Health
Services Division**



Public Health
Seattle & King County



Sanitation & Hygiene Guide INTRODUCTION



Who is this guide for?

This guide is for staff, volunteers, clients, and residents who are involved in the day-to-day operations of shelters, tiny home villages, day centers, and other communities that serve people experiencing homelessness. It will also be useful for management staff and contract monitors 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 experiencing homelessness. Sites like yours 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.

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Waste Management**
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Pet Management
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General Safety
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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 (use hand sanitizer if soap and water are not available)



Get vaccinated against the flu (every year) and hepatitis A and B



Wear gloves, an apron, face mask, and eye protection when cleaning up blood, poop, or vomit



Use new, sterile needles and equipment to prepare or use drugs



Prevent HIV and other STIs (e.g. use condoms, test regularly, get treated, talk to your partner)



Store your medications in a safe place, out of the reach of children, and at the proper temperature



Talk to a doctor about PrEP, a daily medication that can prevent the spread of HIV



If exposed to HIV or other STIs, seek medical care right away



Disease Prevention

Stop the spread of disease. Protect yourself and others.

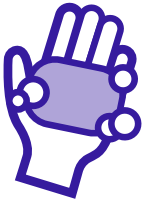
Protect Others When You're Sick



Sneeze or cough into a tissue or the crook of your elbow



Wear a face mask when you spend time in shared spaces



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



Sanitize frequently touched surfaces 1-3 times daily (doorknobs, railings, remotes, etc.)



Keep wounds clean and covered with a bandage and/or gauze



Don't prepare food for others if you're sick, e.g. the flu, diarrhea, vomiting, jaundice (yellow skin or eyes)



Call 911 if you have chest pain or trouble breathing. See a doctor if you feel sick, especially if your symptoms are severe or not improving.



Machine wash items that have vomit, blood, or poop on them separately. Remove solid waste first and use hot water, detergent, and 1/2 cup of bleach. Wear gloves, eye protection, a mask, and an apron.



Disease Prevention CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

Foster a health-conscious culture.

- ❑ **Encourage clients to disclose their health needs or symptoms** to help keep everyone healthy. The goal is to help get them the care they need, not to deny services, but agency policy may override this.
- ❑ **Establish a process for identifying clients with health needs** and referring them to medical care.
- ❑ **Maintain and post a list of local medical resources.**
- ❑ **Orient clients to the location of first aid kits**, phones to call 911, fire extinguishers, hand washing facilities, hand sanitizer, and sharps box locations.
- ❑ **Report any concern for potential communicable diseases** to Public Health's 24/7 hotline at 206-296-4774.
- ❑ **Refer a client, volunteer, or staff member to a doctor if...**
 - They are feeling sick
 - Their symptoms are severe, unusual, or not improving
 - They have a wound that is not healing
- ❑ **Call 911 if a client, volunteer, or staff member ...**
 - Has trouble breathing
 - Is experiencing chest pain
 - Loses consciousness
 - Is bleeding severely

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

- ❑ **Place clients who are sick with vomiting or diarrhea near a bathroom.**
- ❑ **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 clients' name or identifiable mark understood by client and shelter.
- ❑ **Make sure clients have bandages to cover wounds.** Refer for medical care as needed.

Monitor and prevent spread of communicable diseases.

- ❑ **Keep legible, dated attendance logs** for at least 3 months, preferably 6 months.
- ❑ **Consider creating a bed map** to help identify clients exposed to a communicable disease.
- ❑ **Promote good ventilation and air circulation** – open 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 clients and staff. Post signs advertising availability of tissues and/or masks.
- ❑ **For overnight shelters, allow as much space as possible between beds/mats** and position clients head to toe.

Checklist continues on the next page



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 (100-120°F).
 - No running water? Set up a temporary hand washing station (Appendix H).
- Make sure hand sanitizer, tissues, and sharps containers are clearly visible** and available at multiple locations around your site.
- Encourage staff, volunteers, and clients to get annual flu vaccines**, plus hepatitis A and B vaccines.
- Don't let people who are sick prepare or serve food** (e.g. flu-like symptoms, diarrhea, vomiting or jaundice/yellow skin or eyes).
- Clean up vomit, diarrhea, and blood immediately.** Follow the instructions in the Sanitize and Disinfect section.
- Provide condoms, sharps containers, and needle exchange information:** www.kingcounty.gov/needle
- 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
- CPR masks
- Extra bandages
- Disposable face masks
- Eye protection

Clean, sanitize, and disinfect often.

- Post a master cleaning schedule** for the entire site.
- Assign someone to sanitize high touch surfaces** like doorknobs, railings, light switches, remotes, chairs, and tables 1-3 times daily.
- Assign someone to clean and disinfect bathrooms and kitchens 1-3 times daily.**
- Post instructions for cleaning up vomit, diarrhea, and blood.** See Sanitize and Disinfect section (page 17) for instructions you can post.
- See Appendix F** for more information.

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

- Work with staff and/or volunteers to get trained in First Aid, CPR, AED** (if there is a defibrillator on site), and Naloxone administration for cases of opioid overdose.



Contact Health Care for the Homeless at (206) 296-5091 to arrange a free training on infection control.



Hygiene

Good personal hygiene will protect your health.

Clean Hands



✦ #1 WAY TO STAY HEALTHY ✦

Wash hands with soap and warm water for 20 seconds...



Before you prepare, touch, or eat food



Before leaving a restroom and after changing diapers



Before and after you clean or bandage a wound



After you touch animals, or their food or waste



After you blow your nose, cough or sneeze in your hand, or help someone who is sick



When you enter a common area or shelter (you can also use hand sanitizer)

Good Personal Hygiene



Protect your feet – avoid walking around barefoot and sanitize shower before use



Keep your towel, hairbrush, soap, razors, etc. separate from other people's stuff (don't share)



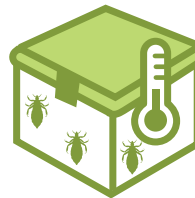
Hygiene

Good personal hygiene will protect your health.

Laundry



Ask for clean bedding when you arrive at a shelter



Use a heat treatment box to treat belongings that could carry bed bugs, scabies, or lice

✦ CLEAN BELONGINGS = BETTER HEALTH ✦

For best results, **wash laundry in the detergent's recommended water temperature**



Dry laundry on high heat



Do not overload machine – fill to $\frac{3}{4}$ or less



If laundry has vomit, blood, or poop on it, wash separately. Use detergent, hot water, and 1/2 cup bleach. Remove solid waste before washing and wear gloves, an apron, a mask, and eye protection.



Disinfect sleeping mats daily and wash bedding weekly or when dirty



Do not place unwashed laundry in the dryer

If washing someone else's laundry, do not shake it out and wear gloves and an apron



Hygiene CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

Facilitate handwashing – #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 (100-120°F).
 - No running water? Set up a temporary hand washing station (Appendix H).
- Post signs that encourage handwashing in bathrooms**, food prep and eating areas, community spaces, and at the entrances to your site.
- Schedule regular checks of handwashing areas** to ensure they are clean and stocked.
- Model and encourage frequent and proper handwashing.**
- Provide hand sanitizer** (60% alcohol) at all entrances to your facility and in communal areas if possible.
 - **Important note:** Hand sanitizers do not replace handwashing. 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** (100-120°F).
- Provide clients with bathing, personal hygiene, and menstrual products.**
- Schedule cleaning and disinfecting of showers 1-3 times daily** and between clients (see Sanitize and Disinfect section for more information).

- Designate someone to monitor and stock supplies** in showers and restrooms throughout the day.
- Encourage clients to wear protective covering or sandals in showers** to maintain good foot health.
- Provide labeled spray bottles** with sanitizing solution in showers. For client use, write this information on the label:
 - **Sanitizing Solution**
 - **How to Use:** Before showering, spray shower surfaces and leave for 1-2 minutes. Rinse with water.
 - **How to Mix:** 1/4 tsp of bleach with 4 cups of water.

Provide a “heat treatment box” to prevent bed bugs, lice, and scabies.

- Encourage all personal belongings to be “cooked”** in a heat treatment box when clients enter your site. Follow manufacturer’s instructions for time and temperature.

Provide storage options that keep client belongings from touching.

- Store client bath towels separately from other client towels.** Consider changing towels after each use.
- Store client hygiene items separately** to prevent unintentional sharing.
- Provide clients with storage space and/or plastic bins** for their clothes, personal belongings, and bedding.

Checklist continues on the next page



Hygiene CHECKLIST

CONTINUED

Ensure clean and sanitary sleeping areas.

- Disinfect sleeping areas and mats between each client** (see Sanitize and Disinfect section for instructions).
- Provide new clients with fresh bedding and towels upon arrival.**
- Wash bedding and towels** once a week or more, per client.

Provide laundry options and instructions.

- Provide gloves, aprons or smocks, and plastic baskets** for people handling client laundry. This will reduce the risk of infection from bacteria, viruses, lice or mites, and of accidental needle sticks.
- Ensure washers and dryers are working well.** Have a plan for regular and/or emergency maintenance.
- Schedule weekly cleaning of washing machines:** Run a load with half a cup of bleach and hot water.
- Post signs that explain laundry best practices** (see illustrated guide in the previous section for an option).
- Review illustrated laundry guide** (previous section) with staff and volunteers at least once a month.



Questions about Hygiene?
Call 206-263-9566



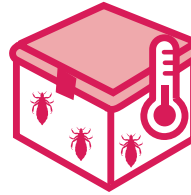
Lice, Scabies & Bed Bugs

No one wants to be itchy. Prevent the spread!

Stop the Spread



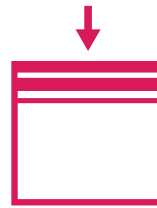
Tell staff if you are itchy or have other symptoms so you can get treated



Use a heat treatment box to treat belongings that could carry bed bugs, scabies, or lice



Machine wash infested items separately and dry at 130°F for at least 30 minutes



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



Clean and disinfect sleeping mats and wash bedding between clients



Throw out bed bug infested items that cannot be treated



Lice, Scabies & Bed Bugs

No one wants to be itchy. Prevent the spread!

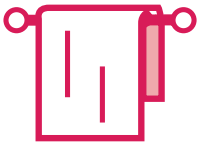
Protect Yourself



Wash clothes and bedding weekly to prevent body lice



Store your belongings so they don't touch other people's stuff



Keep your towel separate from other people's towels



Avoid sharing clothing, beds, bedding, towels, brushes, or combs



Avoid skin-to-skin contact with someone who is itchy



Wear protective gloves and an apron or smock if washing someone else's laundry



Do not shake out belongings that could be infested



Lice, Scabies & Bed Bugs

CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

Screen for lice, scabies, and bed bugs.

- Encourage clients to report symptoms** of lice, scabies or bed bugs during intake so they can be treated.
- Ensure contact information for medical personnel, clinics, etc.** is made available for each type of infestation so treatment can happen quickly.
- Direct clients to medical evaluations** if either you or they suspect an infestation.
- Offer education and hygiene assistance** for clients in need of extra help.
- Provide protective gear** for staff handling belongings (e.g. disposable gloves and an apron or smock).

Provide a heat treatment box to reduce infestations in client belongings.

- Encourage all personal belongings to be "cooked" in a heat treatment box** for the amount of time recommended by the manufacturer.
- Provide gloves, aprons/smocks, and plastic baskets** for people handling potentially infested belongings or working in infested areas.
- If a heat treatment box is not available, machine wash and dry** infested clothing and bedding at 130°F for at least 30 minutes
 - If your wash water and dryer do not get hot enough, follow the next steps for bagging and isolating items.

- 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.
- Bag and discard bed bug infested items** that cannot be treated.

Provide storage options that keep client belongings from touching.

- Store client bath towels separately** from other client towels. Consider changing towels after each use.
- Store client hygiene items separately** to prevent unintentional sharing.
- Provide clients with storage space** or plastic bins for their clothes, personal belongings, and bedding.
- Discourage clients from sharing** clothing, beds, bedding, towels, brushes, or combs.

Checklist continues on the next page



Lice, Scabies & Bed Bugs

CONTINUED

Ensure clean and sanitary sleeping areas.

- ❑ **Disinfect sleeping areas and mats between each client** (see Sanitize and Disinfect section for instructions on how to disinfect).
- ❑ **Provide new clients with fresh bedding and towels** upon arrival.
- ❑ **Wash bedding and towels** once a week or more, per client.
- ❑ **Inspect a tiny house** or sleeping structure for bed bugs before a new resident moves in.
- ❑ **Do not self-treat.** Follow your facility's pest plan or seek help from a pest control professional if your site is infested.
- ❑ **Do not use fumigant sprays** or fogs as they can be toxic.



Visit the Center for Disease Control's website for more information.

Lice: www.cdc.gov/parasites/lice/index.html

Scabies: www.cdc.gov/parasites/scabies

Bed Bugs: www.cdc.gov/parasites/bedbugs



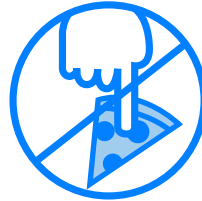
Food Safety

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



Don't touch food with your bare hands, unless it's yours



Wear gloves when preparing foods and bandage any wounds - do not reuse gloves



Don't prepare food if you're sick, e.g. the flu, diarrhea, vomiting, jaundice (yellow skin or eyes)

Clean Kitchen



Sanitize food prep and serving surfaces before and after use



Wash, rinse, sanitize, and air dry dishes shortly after use



Sanitizing solution = 1/4 tsp bleach + 4 cups water



Store food and garbage in rodent-proof containers



Food Safety

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

Safe Food



Rinse fruits and vegetables before preparing or eating



Write the date on prepared food and eat or throw it out within one week



AVOID THE FOOD DANGER ZONE: 41-135°F



These foods can make you sick if they are left out for more than 4 hours



Shelf-stable foods are safe at any temperature



Custard Pies



Cooked Grains



Cooked Vegetables



Sprouts & Cut Leafy Greens



Cut Melon & Tomatoes



Dairy & Cheese



Raw Fish



Raw Eggs



Raw Meat



Bread



Peanut Butter



Fruit



Raw Vegetables



Unopened Cans



Oil



Cookies and Baked Goods



Dry Goods



Food Safety CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

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 (100°F - 120°F).
 - No running water? Set up a temporary hand washing station (Appendix H).
- ❑ **Serve food using tongs, disposable gloves, or single-use pastry paper.**
- ❑ **Provide sanitizing solution in labeled spray bottles** for food prep and serving surfaces. Write this on the label:
 - **Sanitizing Solution**
 - **How to Use:** Spray surface and leave for 1-2 minutes. Dry with clean paper towel.
 - **How to Mix:** 1/4 teaspoon of bleach with 4 cups of water.
- ❑ **Provide the following items to set up a dishwashing station.**
 - Trash can to scrape off food scraps
 - Dish soap, paper towels, scrubbers, rags, sponges
 - Sink (3 compartment recommended) or deep containers for dishwashing, rinsing, and sanitizing
 - Bleach for making a sanitizer solution (1 teaspoon bleach to 1 gallon of water)
 - Space to air dry dishes or paper towels
- ❑ **Post steps for dishwashing**
 - **Wash** with warm soapy water
 - **Rinse** with clear/clean water
 - **Soak** in sanitizing solution for 10 seconds
 - **Air dry** on a wrack or with dry with paper towel
- ❑ **Equip kitchen with a dishwasher** (recommended, but not required). You don't need a commercial dishwasher. Residential dishwashers work well.

- ❑ **Post instructions for dishwasher use:**
 - **Scrape food off first** and avoid overloading machines
 - For commercial grade chemical dishwashers **set the chlorine concentration between 50-200 ppm**
 - For commercial grade high temperature dishwashers **set rinse cycle to 180°F or higher.**
- ❑ **Schedule regular cleaning and disinfecting** of food prep area.
 - See the Clean & Disinfect section for more information.

Avoid the Danger Zone (41-135°F).

- ❑ **Provide a digital thermometer** for measuring food temperatures.
 - 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.
 - 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.
- ❑ **Cook foods to appropriate final temperatures:**
 - Vegetables = 135°F
 - Pork, seafood, and eggs = 145°F
 - Beef = 155°F
 - Chicken = 165°F

Checklist continues on the next page



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 foods received, temperatures when they arrived, and who donated them.
 - Work with donors on keeping food at safe temperatures.
 - Check foods for contamination upon arrival. Foods not commercially packaged should arrive covered or in a container.
 - See Appendix E for a sample food log.
- ❑ **Post a list of acceptable food donations and trusted food donors:**
 - Anyone can donate whole fruits and vegetables and commercially packaged foods or baked goods that don't need refrigeration.
 - Permitted food facilities, restaurants, and individuals or groups capable of meeting minimum safety requirements can donate prepared foods (e.g. lasagna, soup).

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

- ❑ **Set refrigerator temperatures between 36-39°F** to ensure foods stay cold and check weekly.
- ❑ **Reset thermometers once a month** by sticking them in ice water until they read 32°F.
- ❑ **Check freezers** and ensure foods remain frozen.
- ❑ **Schedule a weekly fridge cleaning** and throw out old or expired food.
- ❑ **Provide rodent-proof containers for food.**
- ❑ **Provide rodent-proof bins** and tight-fitting lids for all garbage.

- ❑ **Schedule a weekly 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 illustrated food safety guide** (previous pages) at the beginning of each food prep and service shift.
- ❑ **Don't 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 clients handling food** for others obtain a food worker card.



Questions about food safety, food worker cards, or where to file a complaint? Call 206-263-9566

Need to report a foodborne illness? Call 206-296-4774



Sanitize & Disinfect

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

Steps to Sanitize or Disinfect

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

How to mix your disinfectant or sanitizer solution:



Disinfectant
1/4 cup 8.25% bleach +
4 cups water

-OR-

3/8 cup 5.25% bleach +
4 cups water



Disinfect sleeping areas weekly, when dirty, and between clients



Clean and disinfect bathrooms and kitchens 1-3 times daily and sanitize showers between uses



Sanitizer
1/4 tsp bleach +
4 cups water

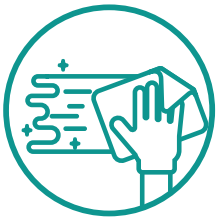


Sanitize & Disinfect

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

Clean Up Vomit, Diarrhea, or Blood

-  **Protect yourself** – wear gloves, an apron, eye protection, shoe covers, and a face mask
-  **Use kitty litter** or baking soda to soak up big spills and scoop up (don't vacuum)
-  **Use paper towels** and soapy water for wiping and cleaning
-  **Spray area with disinfectant** and let it sit for the amount of time recommended on the label
-  **Wipe the area with a paper towel** or let it air dry
-  **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)
-  **Double bag all soiled items and throw them out**
-  **Wash hands after clean-up**



Sanitize & Disinfect CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping or inspecting facilities that serve people experiencing homelessness.

Help your team understand when to clean, sanitize, or disinfect.

- ❑ **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 shower 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 F** 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 I for how to read product labels.
- ❑ **If the choices are overwhelming, a simple bleach and water solution works** for most circumstances. See this section's visual guide or Appendix F for mixing instructions.

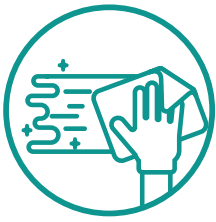
Store chemicals safely.

- ❑ **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 pre-mixing below).
- ❑ **Post the phone number for poison control.**
- ❑ **Contact your local labor and industries representative** for more information about requirements for your facility to comply with WISHA chemical safety standards.

Pre-mix 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 J.
- ❑ **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.
 - Or follow the instructions on the chemical's label.
- ❑ **Never mix chemicals or cleaning solutions together.**

Checklist continues on the next page



Sanitize & Disinfect CHECKLIST

CONTINUED

- ❑ **Review Public Health’s Cleaning, Sanitizing, and Disinfection Guidelines** in Appendix F 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 and showers
 - Kitchen and eating spaces
 - Sleeping spaces
 - Common areas and high-touch surfaces
- ❑ **See Appendix G 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 client belongings

- ❑ **Ensure you have the following on hand for cleaning:**

- Disposable gloves
- 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
- Aprons (water resistant) or smocks to cover exposed skin or clothing
- Measuring cups
- 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 206-263-9566



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

Safely Dispose of Needles



Do not put needles in the trash



Place used needles in a marked sharps container right away



Drop off full sharps containers at a transfer station or arrange for pick up



Find a nearby needle exchange location:
www.kingcounty.gov/needle

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



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



Pick up pet poop right away with a plastic bag and place in the garbage



Empty indoor trash cans daily



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 hazardous waste in marked containers and do not mix waste types (e.g. batteries, light bulbs, motor oil)



Put unwanted medications in a secured and marked container that is out of reach of pets and kids



Needles & Sharps CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

Ensure proper disposal of used needles and sharps.

- ❑ **Install sharps containers** to ensure clients 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 client 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 every 90 days, 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:** www.kingcounty.gov/needle

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 clients on safe needle and sharps handling.

- ❑ **Ensure access to sharps containers are convenient.**
- ❑ **Show clients 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 clients to avoid walking a far distance holding a sharp/needle.**
- ❑ **Remind clients 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:** www.kingcounty.gov/needle
- ❑ **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 Harborview Emergency Room: 206-744-3074



Waste Management CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

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 at least weekly.
- ❑ **Assign someone to empty garbage cans** in living areas daily.

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

- ❑ **Stock disposable gloves, eye protection, face masks, plastic bags, 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. Visit www.hazwastehelp.org or call 206-296-4692 for more information.
- ❑ **Provide bins for electronics to be recycled.** Assign someone to drop them off with E-Cycle Washington: www.eCycleWashington.org.

- ❑ **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.** Visit www.kingcountysecuremedicinereturn.org/ (or search King County Secure Medicine Return) to find a drop-box location near you.
- ❑ **Call law enforcement to pick up illegal drugs, opioids, or narcotics.** These cannot be taken to a Secure Medicine Return location. Do not store these on-site.
- ❑ **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 weekly (at minimum) servicing** for portable toilets and waste tanks collecting dirty water.
- ❑ **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.

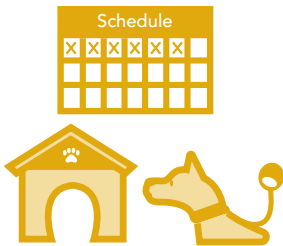
- ❑ **Include the names of waste collection companies,** their phone numbers, and frequency of service.



Pet Management

Pets are awesome. Keep them safe and healthy to reduce the spread of disease and to protect our community.

Daily Pet Care



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



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



Clean pet food and water bowls daily



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



Do not allow pets in food preparation or eating areas

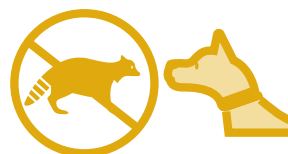


Wash your hands with soap and warm water after petting, feeding, and cleaning up after your pet

Pet Safety



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



Keep your pet away from stray and wild animals

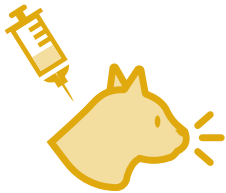




Pet Management

Pets are awesome. Keep them safe and healthy to reduce the spread of disease and to protect our community.

Pet Health



Keep your pet's vaccinations current, especially against rabies, DHLPP (dogs), and FVRCP (cats)



Spay or neuter your pet to protect their health and prevent unplanned litters



Prevent fleas, ticks, heartworm, and internal parasites with regular medication

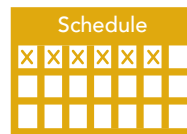


See a vet at least once a year or if your pet is sick (ask about low cost vets and pet food banks)

Pet Poop, Vomit, & Blood



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



Scoop litter boxes daily, bag waste and place in the garbage, empty, clean, and disinfect boxes weekly



Ask the person in charge for instructions on how to clean up pet vomit, diarrhea, and blood



Pregnant individuals should not 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, are pregnant, or have kids under 5.



Pet Management CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

Help clients 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 clients to clean food bowls and put them away between feedings to avoid attracting rodents and other pests.

Work with clients 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 clients to feed pets on a schedule and to clean their food and water bowls daily.
- ❑ Provide a dedicated scoop for clients to use for filling a food bowl and encourage clients to wash their hands after feeding their pet.
- ❑ Advise clients 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 clients to seek veterinary care for them.

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

- ❑ Require that clients' pets are up-to-date on vaccinations such as rabies, DHLPP (dogs) or FVRCP (cats).
- ❑ Encourage clients to neuter their pets.
- ❑ Encourage clients to give their pets regular flea, tick, heartworm and internal parasite prevention medication.
- ❑ Recommend low-cost veterinary options to clients (see Appendix A for resources).

Ensure pets are always supervised or contained.

- ❑ Provide collars and leashes for pets who do not have them.
- ❑ Remind clients that pets should be leashed or under the direct supervision of their owner at all times, unless contained in sleeping structures or crates.
- ❑ Encourage clients 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.

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

Checklist continues on the next page



Pet Management CHECKLIST

CONTINUED

Work with clients 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 clients pick up dog poop immediately** with a plastic bag or a shovel/scoop that is cleaned daily.
- ❑ **Instruct clients to bag pet waste** and place in the garbage. Dog and cat waste cannot be composted.
- ❑ **Remind clients to scoop litter boxes daily** and clean and disinfect boxes at least once weekly. Learn about disinfecting in the Sanitize and Disinfect section on page 21.
- ❑ **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.**
- ❑ **If a dog or cat bites or scratches a person, the animal must be confined for 10 days** to ensure they show no signs of rabies. During confinement, an owner needs to keep their pet away from other animals and people. Bites should be reported to Animal Control and the confinement is enforceable by Public Health.
- ❑ **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.
- ❑ **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

Public Health Zoonotic Disease Program: www.Kingcounty.gov/zoonotic

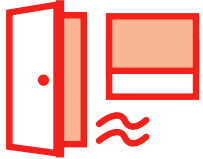
See Appendix A for low cost veterinarians and pet food banks.



General Safety

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

Indoor Air Quality



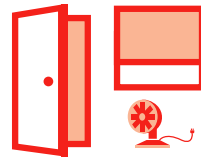
Open all doors and windows for a few minutes to let in fresh air



Do not smoke indoors or within 25 feet of entrances and exits



Wipe or remove shoes upon entering a residence



Open doors and windows, and/or run fans when cleaning

Emergency Plans



Get to know the emergency evacuation plans at your site



Locate your nearest exits

Prevent Pests



Clear clutter that could encourage pest infestations



Store your food and garbage in rodent-proof containers



Do not store food in your sleeping area

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General Safety CHECKLIST

Use this checklist if you are in charge of setting up, managing, equipping, or inspecting facilities that serve people experiencing homelessness.

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.
- ❑ **Replace or clean furnace and air filters** when they are dirty or schedule regular maintenance.
- ❑ **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.

- ❑ **Plan for various types of emergencies.** Include contacts, roles and responsibilities, how clients and staff will be assembled, supplies, alternative destinations if necessary, etc.
- ❑ **Identify and include the needs of those with disabilities, language, and other access barriers,** when developing your emergency and evacuation plan.
- ❑ **Make plans readily available** and ensure staff, volunteers, and clients are clear and familiar with their roles and responsibilities. Run evacuation drills if operating a long-term living environment.

- ❑ **Pack emergency bags** with necessary supplies in advance.
- ❑ **Clearly post facility evacuation plans** 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.
- ❑ **Contract a pest control company** for regular maintenance and notify them in the event of an infestation.
- ❑ **Schedule daily checks** for rodent burrows or holes. Notify a pest control company of new burrows.
- ❑ **Provide rodent-proof bins** for food, garbage, and compost.
- ❑ **Discourage clients 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.
- ❑ **Avoid keeping livestock and vegetable gardens,** as they can attract pests.

Checklist continues on the next page



General Safety CHECKLIST

CONTINUED

Remove pests and rodents.

- Hire 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 (page 21) for more information.
- Do not sweep or vacuum** rodent material, including droppings or nests.
- Do not touch wild rodents.**

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APPENDIX A

Public Health Contact List & Resources

King County Public Health Contacts & Resources

Communicable Disease, Epidemiology and Immunization

www.kingcounty.gov/depts/health/communicable-diseases.aspx

Communicable Disease & Epidemiology

206-296-4774

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

HIV/STD Program

206-263-2000

- HIV/STD clinics
- Needle exchange and harm reduction
- Disease reporting requirements

Tuberculosis (TB) Control

206-744-4579

Emergency Preparedness

www.kingcounty.gov/depts/health/emergency-preparedness.aspx

Tips to Prepare Yourself

- Disease outbreaks and toxins
- Power outages
- Flooding and sewage issues
- Water contamination

Community Resilience + Equity

- Tools and resources for community and faith based organizations
- Considerations for groups impacted by inequity

Healthcare for the Homeless Network

www.kingcounty.gov/depts/health/locations/homeless-health/healthcare-for-the-homeless.aspx

Health Care Services

- Primary care clinics
- Mobile medical care
- Services by specialty
- Shelter, counseling, and other resources

Seattle Medical Van:

206-330-6775

South King County Medical Van:

206-915-4809

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

Environmental Health Services Division

www.kingcounty.gov/depts/health/environmental-health.aspx

206-263-9566

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

Solid Waste, Rodents, and Zoonotic Disease Program:

- Solid waste and illegal dumping
- How to get rid of rats and mice
- Zoonotic diseases, including rabies

Hazardous Waste Management Program

Haz Wasteline:

206-296-4692

- 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*)

Occupational Safety & Health Administration (OSHA)

www.osha.gov

Labor & Industries (L&I)

www.lni.wa.gov

Environmental Protection Agency (EPA)

***Registered disinfectants**

www.epa.gov/pesticide-registration/selected-epa-registered-disinfectants

Food Safety

Food Worker Card

www.kingcounty.gov/depts/health/environmental-health/food-safety/food-worker-card.aspx

Additional Food Safety Trainings

***Approved List**

www.kingcounty.gov/depts/health/environmental-health/food-safety/food-worker-card/approved-training.aspx

Donated Food Distributing Organizations (DFDOs)

www.doh.wa.gov/CommunityandEnvironment/Food/FoodWorkerandIndustry/CharityFoodDonations

Lice, Scabies, and Bed Bugs

Lice

www.cdc.gov/parasites/lice/index.html

Scabies

www.cdc.gov/parasites/scabies

Bed Bugs

www.cdc.gov/parasites/bedbugs

Pet Owners

Regional Animal Services of King County

- Pet licensing
- Lost and found pets
- Animal control response

Resources

www.kingcounty.gov/depts/regional-animal-services.aspx

Pet Information Line: 206-296-7387

Pet Food Banks

1. www.seattlehumane.org/pet-food-bank
2. www.homewardpet.org/homeward-pet-food-bank

Veterinary Care

1. www.doneycoe.org
2. www.seattlevet.org
3. www.seattledogs.info/veterinary-care

Zoonotic Diseases

***Information for Pet Owners**

www.kingcounty.gov/depts/health/communicable-diseases/zoonotic/facts-resources/brochures.aspx

Rodent and Zoonotic Disease Prevention

Rodent Prevention

1. www.kingcounty.gov/health/rats
2. www.cdc.gov/rodents/cleaning/index.html

Zoonotic Disease Prevention

1. www.kingcounty.gov/depts/health/communicable-diseases/zoonotic.aspx
2. www.kingcounty.gov/depts/health/communicable-diseases/health-care-providers/rabies-assessment/bats.aspx

Sanitation & Hygiene

Training for Homeless Service Providers

www.kingcounty.gov/depts/health/locations/homeless-health/healthcare-for-the-homeless/training.aspx

APPENDIX A

Public Health Contact List & Resources CONTINUED.

King County Waste & Hazardous Waste

Garbage & Recycling

www.kingcounty.gov/depts/dnrrp/solid-waste/garbage-recycling/garbage.aspx

Hazardous Waste

www.hazwastehelp.org

What do I do with it?

*Online waste disposal search tool

www.info.kingcounty.gov/Services/recycling-garbage/Solid-Waste/what-do-i-do-with

Sharps and Needles

Needle Exchange

www.kingcounty.gov/depts/health/communicable-diseases/hiv-std/patients/drug-use-harm-reduction.aspx

Seattle Sharps Collection Program

*Removal from Public Property

*Disposal Locations

www.seattle.gov/utilities/environment-and-conservation/our-city/sharps-collection

Miscellaneous

24 Hour Crisis Connections

www.crisisconnections.org/get-help

CPR Training

Seattle

www.redcross.org/local/washington/take-a-class/cpr-seattle-wa

King County

www.kingcounty.gov/depts/health/emergency-medical-services/community/cpr-education.aspx

Fall Prevention *Keeping Seniors Safe

kingcounty.gov/depts/health/emergency-medical-services/community/fall-prevention.aspx

HIV Case Management

www.lifelong.org/case-management

Healthy Building Material

*Reduce exposure to toxic chemicals

www.healthybuilding.net/about

Indoor Air Quality and Mold Prevention

www.kingcounty.gov/depts/health/environmental-health/toxins-air-quality/indoor-air-quality.aspx

www.epa.gov/indoor-air-quality-iaq/volatile-organic-compounds-impact-indoor-air-quality

Plumbers Without Borders

*Volunteer plumbers offering services for indoor and outdoor sites

www.plumberswithoutborders.org

Services for People Experiencing Homelessness

* Rental Assistance, shelter, legal referrals, transportation, food, shower and laundry services, and other needs

www.seattle.gov/homelessness/resources

www.wa211.org

Call: 2-1-1

Substance Use Resources

www.kingcounty.gov/depts/health/communicable-diseases/hiv-std/patients/who-does-what/substance-use.aspx

Tuberculosis (TB) Information

www.kingcounty.gov/depts/health/communicable-diseases/tuberculosis.aspx

206-744-4579

APPENDIX B Site Planning: Initial Setup for Approved Outdoor Communities

Use this checklist if you are setting up a tiny house village, tent city or sanctioned encampment.

Site Selection and Construction/Design Considerations

- Select sites that have access to utilities, such as electricity, sewer and water supply.
- Avoid areas that are under remediation for environmental contamination. If this cannot be avoided consult with Public Health's Environmental Health Division and/or other agencies to assess risk. (See Appendix A for a contact list).
- Choose construction products that are lower in VOC's (volatile organic compounds) and use safer choices when possible. (See Appendix A for resources).
- Contact your local jurisdiction for building and housing code processes to learn more about permitting requirements for your site.
- Ensure good drainage to prevent mud and standing water. Groundcover should be concrete or compacted gravel. Avoid wood chips and straw.
- Evaluate if vegetation can be cleared to at least a 10 foot perimeter around the site.
- Plan for a pet relief area if pets are allowed. Area needs to be easily maintained.
- Consider rodent prevention when designing site.
- Site smoking areas away from where flammable items are stored and used.
- Plan for access for emergency vehicles and the mobile medical van.

Structures

- Ensure sleeping structures have good ventilation to provide adequate air flow to reduce moisture and mold. This is especially important if you are using donated building products that may have higher VOC's.
- Raise structures that do not have a solid concrete foundation. Use concrete footings to allow for inspection of rodents and to prevent intrusion of moisture from the ground.
- Implement 3-4 foot wide aisles to allow for access to emergency services and ADA accessibility.
- Provide structures to protect areas against the elements. This includes sleeping spaces, a kitchen and food storage area, common area, donation storage, case management, laundry, showers, and restrooms. At least one area provided to all for heat during cold weather.

Hygiene and Sanitation

- Plan for 1 portable toilet per 20 persons minimum.
- Install hand washing stations in areas that are close to the kitchen and restrooms. Hand wash stations need to provide warm water and be protected with a canopy if outside and uncovered.
- Set up dish washing station or sink for washing in a covered area, with access to water, sewer and/or greywater disposal tank.
- Provide adequate potable/drinking water.

Checklist continues on the next page

APPENDIX B **Site Planning: Initial Setup for Approved Outdoor Communities** CONTINUED.

Waste and Wastewater

- Store flammables, such as fuel canisters and propane tanks under cover.
- Establish weekly garbage and recycling services.
- Use garbage cans with lids throughout the site. For outdoor containers, lids should be tight fitting to prevent attracting rats and other pests.

Safety

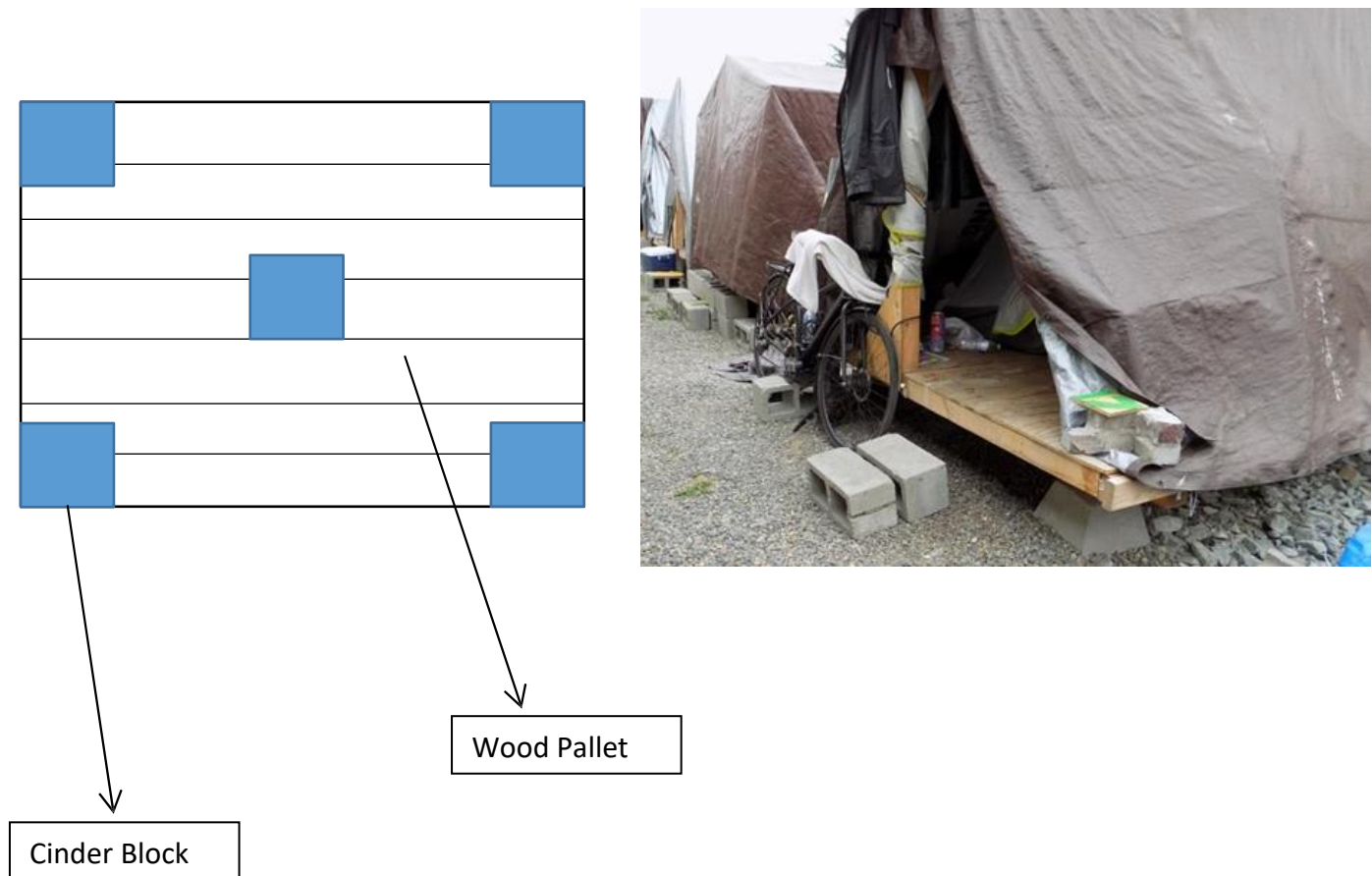
- Cover areas used for storage of flammables, such as fuel canisters and propane tanks, and post “No Smoking” signs.
- Secure storage of sharps to prevent theft.
- Provide first aid kits that include eyewash bottles. Ensure number of kits is adequate to service the number of residents.
- Stock two or more Naloxone (Narcan) kits on site, and train staff on how to administer.
- Supply fire extinguishers. Consult your local fire department for adequate number of extinguishers needed and location.

APPENDIX C

Site Planning: Platform Design and Diagram for Sleeping Structures

Platform Design and Diagram for Sleeping Structures

Sleeping structures and housing units should be placed on cinder blocks with pallets to support the unit and keep residents off the ground. The example below shows a suggested set up for Tent Cities.



APPENDIX D

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 client

- 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 wheelchair 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: www.ada.gov/pcatoolkit/chap7shelterchk.htm

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.

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APPENDIX E

Food Safety: Sample Temperature Log for Donated Foods

Temperature Log for Donated Foods

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

- ❖ **Potentially hazardous foods (PHFs):** all dairy products, beef, pork, fish, chicken, turkey, shellfish, tofu, eggs, all cooked foods, cut melons, sprouts, cut/tear 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)**.
- ❖ Ensure donors have a current food worker card.
- ❖ Reset your digital thermometer once a month or more. Stick in ice water until thermometer reads 32°F.

Donor name & kitchen location (individual, group, restaurant, etc.)	Date	Foods donated	Temperatures °F (potentially hazardous foods only)	Notes
		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	
		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	

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APPENDIX F

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 from surfaces.

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
<ul style="list-style-type: none"> • Food contact surfaces • Common areas • Sofas • Tables • Chairs • Remote controls • Phones • Elevator buttons, light switches, etc. • Railings • Wheelchairs • Spaces to meet with clients 	<p>Bathrooms</p> <ul style="list-style-type: none"> • Sinks • Handles or knobs (door, toilet, etc.) • Dispensers (soap, paper towel, sanitary napkin) <p>Between guests</p> <ul style="list-style-type: none"> • Cots • Storage bins • Sleeping mats • Mattresses • Bed frames

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

HOW TO USE “DISINFECTANT WIPES” EFFECTIVELY

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.

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.

For more information, see the factsheet: “How to Clean up Vomit, Diarrhea and Blood”

HOW TO MIX A BLEACH SOLUTION

- Identify the bleach/sodium hypochlorite % on the label and prepare your sanitizing or disinfecting solution based on the surface or area you are cleaning (see table below).
- 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	¼ cup
Special disinfecting (5000 PPM): vomit, diarrhea, blood	1 cup	1 ½ cups

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APPENDIX G

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	Person In Charge	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
*indicates task needs to be completed 2-3 times a day								
Stock supplies Disposable gloves Liquid soap Paper towels Disinfectant wipes Trash bags Bleach solution* – mix ½ tsp to 1 gallon water								
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* <i>(e.g., tables, sink and door handles, outside of kitchen appliances, restroom stalls, handrails, TV remote, etc.)</i>								
Clean and sanitize dining areas after each meal*								
Ensure all foods are stored off the ground and/or in rodent-proof containers <i>(including pet food)</i>								
Check refrigerator temperature(s). <i>Foods must be at 41F or below. Use a liquid or food item that has been refrigerated more than four hours.</i>								
Empty trash cans in kitchen and restroom(s)								

Weekly	Person In Charge
Check expiration dates and discard expired foods. <i>Consider discarding week old meals as well.</i>	
Clean and sanitize inside of kitchen appliances <i>(e.g., microwaves, ovens, refrigerators)</i>	
Check kitchen, dining, food storage, dumpster areas for signs of pests (rats, mice, cockroaches, ants, fleas)	
Ensure hand sinks are providing hot water (100-120F)	
Check that sharps containers are not too full, and replace if necessary.	
Laundry bedding and towels. <i>Unless they are washed after each use.</i>	
Sanitize washing machine(s). <i>Run a cycle with warm water and bleach.</i>	
Check inventory of Personal Protective Equipment (PPE), first aid kit, and cleaning supplies. Replace items that are running low.	
Clean and sanitize floors <i>(and walls in high traffic areas)</i>	

APPENDIX H

Sanitation: How to Set Up a Temporary Handwashing Station



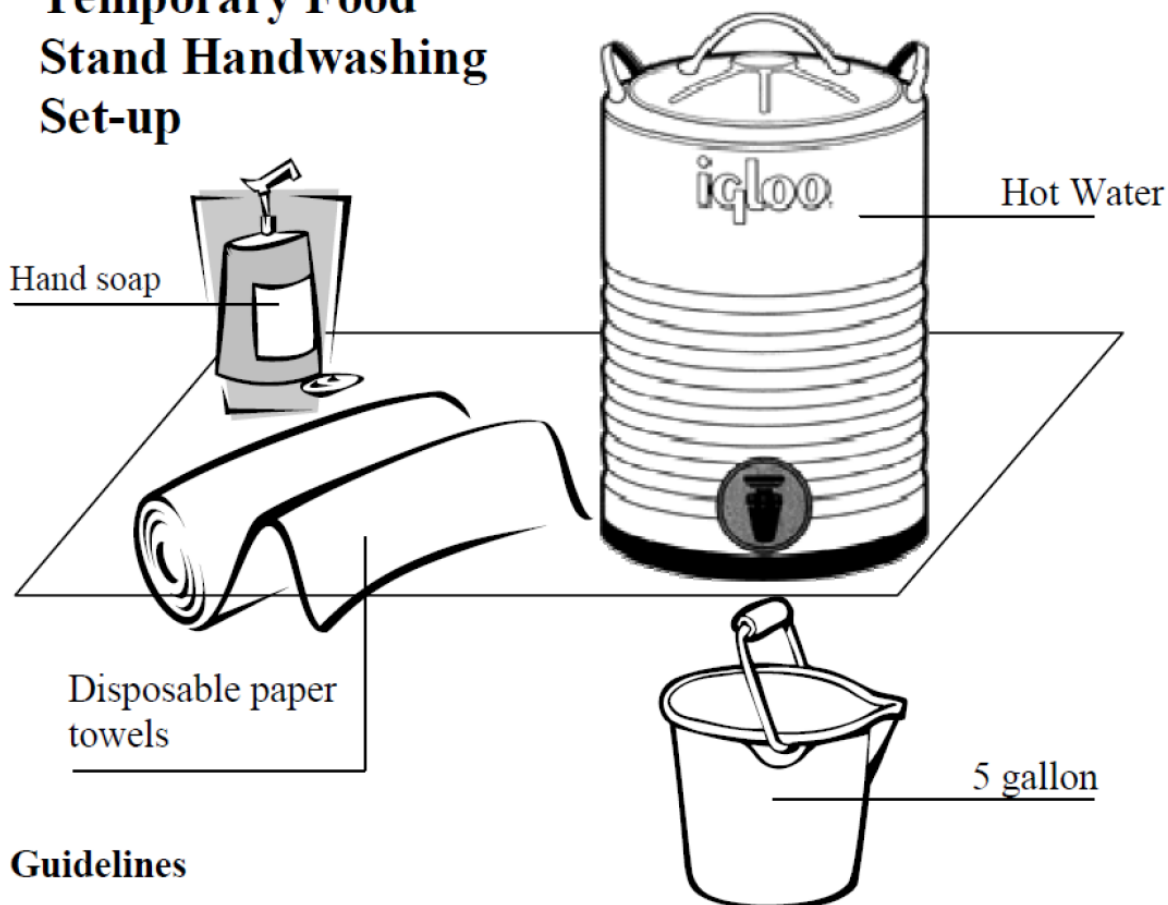
Temporary Handwashing Station Instructions

A temporary handwashing 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 handwashing station can supplement rented equipment and back up for failure of rented handwashing 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 Handwashing Set-up



Guidelines

APPENDIX I

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



Product-X

EPA Est. No.
16XX-MO-1

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%
Diocetyl 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:

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

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 J

Sanitation: How to Label Pre-Mixed Sanitizers or Disinfectants



Product Name:

Mix _____ parts product with _____ water

Application:

Hazards:

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Acknowledgements

Sanitation & Hygiene Guide for Homeless Service Providers

This project was made possible by the successful collaboration and dedication of staff from Public Health-Seattle & King County's Environmental Health Services Division, Communicable Disease Epidemiology and Immunizations, Health Care for the Homeless Network, King County Department of Community and Health Services, Seattle Human Services Department, and the leadership and staff from our participating homeless service providers.

Special Thanks

For their leadership and continued support the project team would like to thank Patty Hayes RN MN, Director of Public Health-Seattle & King County; Darrell A. Rodgers Ph.D. MPH EMBA, Director of Environmental Health Services Division; Ryan Kellogg, Assistant Division Director of Community Science Toxics and Policy Section; and Anne Megan, Interim Director of Health Care for the Homeless Network.

For their valuable input and participation, we would like to thank our participating homeless service providers Low Income Housing Institute, Compass Housing Alliance, Congregation for the Homeless, and The Sophia Way.

For their expertise in communication, design, and editing, a special thanks to Willow Russell, Jenny Katz, Kerry Hammond, and the team from EnviroIssues.

Project team and lead contributors: Leah Helms, Marta Lema, Jody Rauch, Addison Houston, Beth Lipton, Meagan Kay, Elysia Gonzalez, Joe Tinsley, Anne Alfred, Kate Cole, and Noel Hatley.

*Public Health Seattle & King County
December 2019*