



Frequently Asked Questions about People Serving People and COVID-19

We wish we did not have to make these changes. We are doing this on the advice of Public Health Authorities for "social distancing" reasons. We plan to make changes as soon as the public health situation allows.

Are there known cases in shelter?

As of right now, there are no known cases of or exposures to COVID-19 in the shelter.

Do I have to stay in my room?

Guests do not need to remain in their room, but should work on practicing social distancing (staying 6ft between others, not hanging out in groups of people, etc). **If you are sick or been instructed by a medical professional, please stay in your room.** Call the front desk to discuss special needs.

What is the nightly check-in process now?

You do NOT need to come to the lobby to check in. Instead, Front Desk and Security Staff will randomly select rooms to check. You can expect staff to knock on your door between 9:00-10:30 pm. Hennepin County still requires everyone on your voucher to stay in shelter every night.

What resources are open?

Most social service agencies, Hennepin County Service Centers and Libraries are closed for in-person supports. You should call ahead before trying to access any resources. Call workers to find out if they are available to meet in person or over the phone. Please connect with your Advocate if you need help reaching workers and resources.

Will the Guest lounges remain open?

The Guest lounges on the 5th, 7th, and 10th floors will close until further notice.

Will the playground remain open?

The playground will be closed until further notice.

Are groups cancelled?

All People Serving People Groups have been cancelled until further notice.

Is the TRC open?

The TRC will remain open for the time being during regular TRC hours, but there may be a limit on the number of people that can use the TRC at a time and the length of the time people can use the computer.