

GUEST DIGEST

01 - 08 - 2021

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Message from PSP

Our shelter community experienced a tragedy on Thanksgiving Day in the death of a young guest. In an effort to reflect on our communications following this tragedy, a group of staff from various departments across the organization met to discuss what we did well and how we can improve on our response. Our goal is to respect the wishes of the impacted family while informing and supporting our guests, staff and other community members. Going forward, we will:

- Prioritize the family's wishes around communication with guests and support networks. This may mean a brief delay in what we can communicate and when, but know we are committed to being transparent and sharing what we can as soon as possible.
- Notify stakeholders in a timely manner with an appropriate level of information while working to minimize the risk of triggering and re-traumatizing families and staff.
- Invite staff and families to provide feedback so we continue to communicate in an effective and caring manner in order to support our community during a loss.

Our hope is that we all continue to strive towards best practices with families and staff at the forefront of our actions.

When will COVID-19 vaccines be available?

The United States government is managing initial distribution of the COVID-19 vaccine. Once available, each state is responsible for development of their state-specific distribution plan. Vaccine administration will take place in phases. The CDC recommends vaccinations start with health care workers and residents of long-term care facilities, followed by essential workers (emergency workers, police, firefighters, teachers), and then adults with high-risk medical conditions and people over age 65. Vaccines are expected to be available to the majority of the population over age 16 by mid-year 2021.

Will Americans be required to get a COVID-19 vaccine?

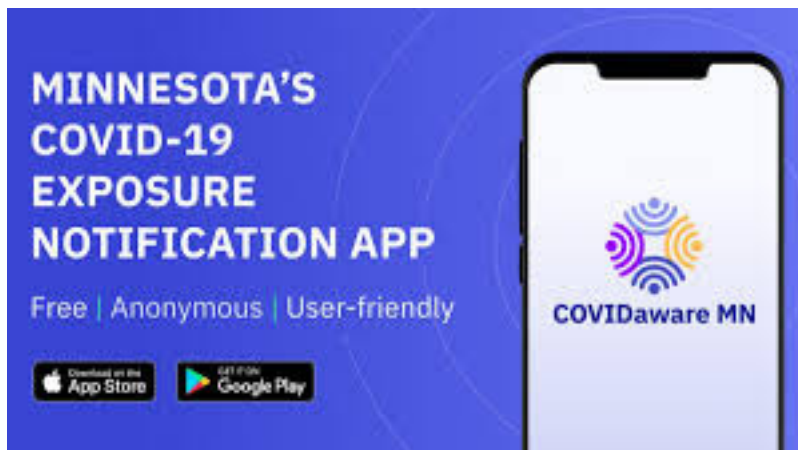
While a vaccine mandate is not expected, people over age 16 are strongly encouraged to get vaccinated. Vaccines are the best way to protect yourself and all those you come in contact with.

Are the vaccines safe and effective?

COVID-19 vaccines went through rigorous safety and clinical trials, reviewed by the Food and Drug Administration (FDA) and the Centers for Disease Control and Prevention (CDC). Numerous vaccine trials have taken place around the world and included voluntary participants from a variety of races, ages, ethnicities. In the United States, the FDA issued an emergency use authorization on two vaccines, both with a 90-95% success rate against COVID-19. The vaccines had mild to moderate side effects for a small number of trial participants including body aches, fatigue, fever and chills. Vaccines will be administered in a series of two shots, about one month apart.

MN COVID-19 Exposure Notification App

The voluntary, anonymous mobile application will alert users if another user with whom they have had close contact tests positive for COVID-19. When people download the app and allow notifications, COVIDAware MN generates a random, privacy-protecting key for a user's phone. When someone tests positive for COVID-19, the Department of Health will provide a unique code the person may enter into the app. If they choose to enter the code in the app, other users with who they've been within six feet for 15 or more minutes over a 24 hour period in the past 14 days will receive a notification of an exposure.



No Single Prevention Approach is 100%

Stop the Spread

Layer These to Help Prevent Disease

Wash &
Disinfect



Socially
Distance



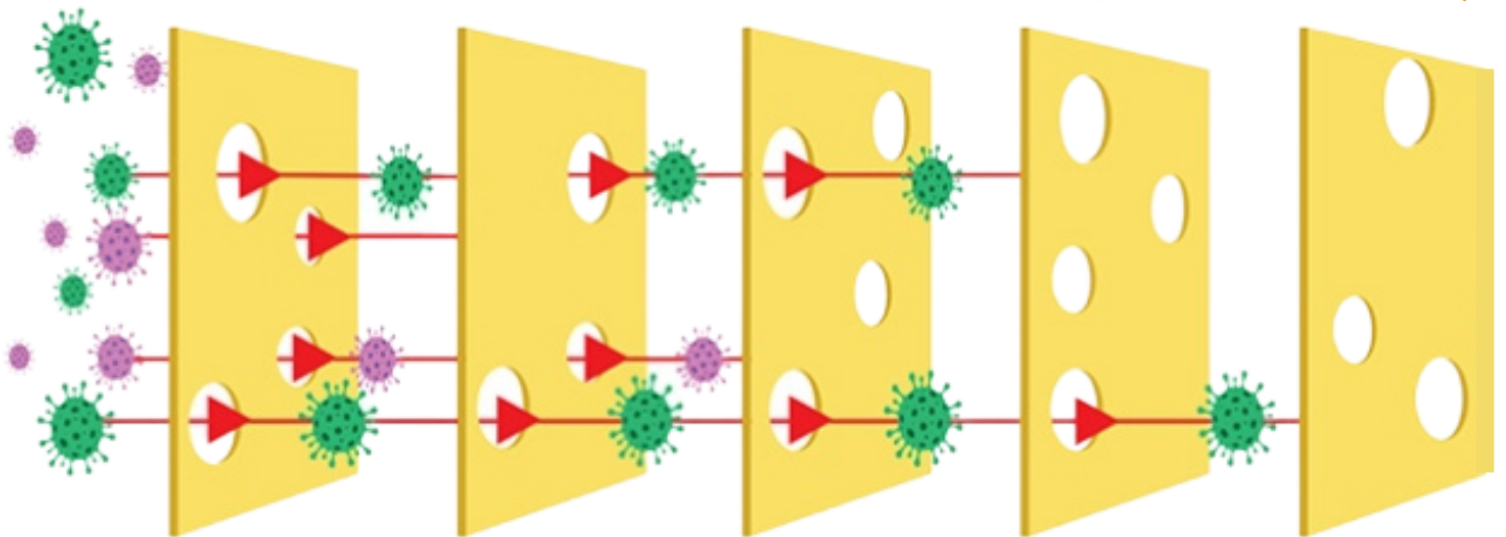
Cover
Your Face



Get
Tested



Get
Vaccinated



Keep your family, friends & co-workers safe.
Don't be a COVID super-spreader.



People
Serving
People



Center of
Excellence

Meals

PSP serves meals during the following times

Breakfast: 7:45-8:45

Lunch: 11:45-12:45

Dinner: 4:30-5:30



Due to COVID for the safety & health of staff and families, staff will be maintaining social distance during meal delivery. Food will be placed on a cart for you to retrieve.

You do have to be in your rooms during this time to receive a meal. Due to safety and health concerns we are unable to leave meals in rooms.

Masks

You do not need to wear a mask in your room, but we encourage you to wear masks in the following situations or any situation where you encounter staff or other families:

- When answering the door for meal delivery
- When dropping kids off at early ed or distance learning or k-5 programming
- When meeting with an advocate
- At linen exchange
- On the elevators
- At the front desk/in the lobby

We have lots of cloth masks! These are currently available at the front desk and on the donations table on the second floor!

Message from the Clinic

Clinic staff is currently limited, so please call first. If you have questions regarding COVID-19 or have symptoms and would like to request a test. The clinic can now test for COVID-19. Please call either of the numbers listed here.

612.396.6157 (please call first)

Mon, Tues, Wed • 9am – 4pm

Thurs, Fri • 9am – 12 noon

After hours: Healthcare for the Homeless 612.348.5553 7am – 10pm daily

Symptoms of COVID-19

- 1) Cough
- 2) Fever
- 3) Tiredness
- 4) Difficulty breathing (severe cases)

Elevator Distancing

Please practice social distancing if possible

- Avoid overcrowding the elevator. Try riding the elevator with just your family.
- Do not touch your face after contact with elevator buttons (wash hands or sanitize after touching)
- Do not lean on walls.

