



JB Pritzker, Governor

Grace B. Hou, Secretary

100 South Grand Avenue, East • Springfield, Illinois 62762  
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March 28, 2020

## COVID-19 Guidance for Substance Use Disorder Residential Service Organizations

Thank you for all you and your staff are doing to keep individuals receiving substance use disorder residential treatment services during the COVID-19 pandemic. Your work is valued and appreciated. IDHS/SUPR is here to help support you as we all move through this uncharted territory and hope that the following guidance and direction will help.

### **Stay in Place Order**

Health care services, including substance use disorder (SUD) treatment, are considered **essential services** during the shelter-in-place order. As such, all staff working in SUD residential should continue to go to work and provide services according to the following guidelines:

- Monitor all patients for symptoms for at least 14 days.
- Conduct daily temperature checks for all patients and for staff prior to shift start.
- Allow patients their own rooms if possible.
- Contact appropriate medical personnel (primary care physician, urgent care, local health department, etc.) for direction before taking any patient or staff with symptoms to the hospital.
- Limit or eliminate visitation hours.
- Do not consider relocation of a patient with positive COVID-19 to another residence unless those individuals are also COVID-19 positive.
- Do not relocate exposed, but currently undiagnosed patients, to a new living environment as they may carry COVID-19.
- Ensure that social, medical and SUD and/or mental health needs are considered to the best extent possible including:
  - Provision of basic needs like food, medications and laundry
  - Faith-based and other social supports and resources
  - Access to television, movies, radio, board/games or books
  - Communication needs (working cellular phones, internet, etc.)
  - Provision of supplies needed for personal hygiene
  - Access to family members and friends by electronic and telephonic means.



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### **Hours of Operation**

The current hours of operation for your residential service are listed with the Helpline and in IDHS/SUPR records. Please remember to update the [provider portal](#) on the Helpline website with any change to your hours of operation. It now includes a simple form for this purpose. If you are reducing or closing a residential service, please specify the number of beds by population (adult, adolescent) that will be impacted and where discharged patients will be referred if they are homeless.

In addition, please contact your IDHS/SUPR Contract Manager and message the SUPR Help Desk ([DoIT.SUPRHelp@Illinois.gov](mailto:DoIT.SUPRHelp@Illinois.gov)) with any changes to your business hours.

### **Emergency Child Care Resources for Communities and Providers**

The Stay in Place order required all childcare programs across the state to close. Where possible, children should be kept at home. However, it is recognized that this is not always an option for some of our essential workers and there are now childcare options for these families. Please reference the COVID-19: Emergency Child Care for Communities & Providers webpage to connect with information about accessing childcare for essential workers during this pandemic. This information and webpage can also be found under the For Families and Children resource page at [coronavirus.illinois.gov](http://coronavirus.illinois.gov).

### **Environmental Cleaning and Disinfection**

COVID-19 is spread by respiratory secretions (coughing or sneezing) that may remain on surfaces and transmit infection for an unknown time. Guidance on effective cleaning of sites with potential and confirmed COVID-19 contact can be found at <https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>

### **Personal Protective Gear**

The availability of personal protective equipment (PPE) and other health and safety supplies during the coronavirus pandemic is having a significant impact. Please attempt to utilize open market contacts and suppliers as your first option to order enough supplies to mindfully plan for current and future needs. In the event of an emergency, when you are unable to secure necessary supplies in the marketplace, communicate health and safety supply needs to your local health department <http://www.dph.illinois.gov/contact-us/idph-regional-health-departments>.



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Please consider completing [this short survey](#) in order to help us to understand the acute needs for Personal Protective Equipment (PPE) among community-based organizations across Illinois. The survey is brief; and it is designed to more precisely understand statewide PPE needs. Please note that completing the survey is not a guarantee that you will receive the supplies, and it is not a purchasing order. As you fill out the survey, please give your best estimate of need over the next 30-90 days, accounting for both your organization's staff and customer/client populations. A direct link to the survey is <http://www.dhs.state.il.us/page.aspx?module=17&item=123547&surveyid=1525>

For IDHS specific information about coronavirus, visit [dhs.illinois.gov/coronavirus](https://dhs.illinois.gov/coronavirus) and for statewide information on coronavirus, visit <https://CoronaVirus.Illinois.Gov>.

Thank you again for all you are doing to keep people safe during these unprecedented times. Please don't hesitate to contact me, the IDHS/SUPR staff, or the IDHS/SUPR Help Desk if you have any questions.

Sincerely,

Danielle Kirby  
Director  
Division of Substance Use Prevention and Recovery

DK/NS