

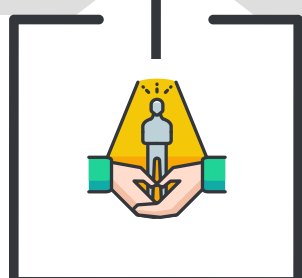
# OPERATION COMFORT: ALAMEDA COUNTY

## Protecting the Health & Safety of Our Community

Hotel rooms provide a safe environment for isolation and recovery.

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### Client Criteria



- Homeless individuals who meet the following:
- Tested positive for COVID-19 OR
  - Experiencing symptoms of COVID-19 OR
  - Been exposed to COVID-19

\*Unaccompanied minors will not be allowed to shelter at the hotel.

### Referral Agencies

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For a listing of approved referral agencies, click [here](#).

- Clinics and Hospitals
- Shelters
- Santa Rita Jail
- Outreach Teams



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### Referral Process



Referring Agencies will:

- For clients who **meet eligibility** criteria, contact your agency or program's designated referral liaison. They can inform authorized staff how to complete the referral process.
- For clients who **do not meet eligibility** criteria, the county is working diligently on efforts to expand capacity. Guidance will be provided once available.

Important:

- To maintain the health and safety of on-site staff and clients **NO WALK-INS** will be accepted.
- Referrals must be received by 7 pm for same day screening. Referrals received after 7 pm will be screened the following workday.

### Have Questions?

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For COVID isolation housing questions, contact:  
[COVIDHOUSING@acgov.org](mailto:COVIDHOUSING@acgov.org)

