**Purpose**
This document provides an overview of the guidelines for arranging non-emergency transportation to health care facilities and/or Toronto Region COVID-19 Assessment Centres from City administered shelters, 24-hour respite sites and 24-hour drop-ins.

**When to Use**
The information in this document should be used to secure non-emergency transportation for individuals who have been administered the "COVID-19 Screening Tool for Homelessness Service Settings" and have been assessed as needing clinical testing for COVID-19 at a Toronto Region COVID-19 Assessment Centre.

**! NOTE ! IF YOU HAVE CALLED 911 FOR TRANSPORTATION ASSISTANCE DUE TO SEVERE RESPIRATORY ISSUES/DIFFICULTY BREATHING, INFORM PARAMEDICS.**

**Protocol for Arranging Non-Emergency Transportation to COVID-19 Assessment Centres**

<table>
<thead>
<tr>
<th>#</th>
<th>Step</th>
<th>Detailed Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Administer the COVID-19 Screening Tool for Homelessness Service Settings to client</td>
<td>Use the 'COVID-19 Screening Tool for Homelessness Service Settings' to assess if a client should be sent for COVID-19 testing at a Toronto Region COVID-19 Assessment Centre. Based on responses in the COVID-19 Assessment Tool, client should be referred to the closest Toronto Region COVID-19 Assessment Centre for testing.</td>
</tr>
<tr>
<td>2</td>
<td>Take Preventative Measures – Use PPE (face masks, hand sanitizer, practice social distancing)</td>
<td>Have client put on a face mask (if available) and wash/sanitize hands. If client is in a room with other individuals, practice social distancing by keeping all other individuals at a distance of two (2) meters.</td>
</tr>
<tr>
<td>3</td>
<td>Arrange for non-emergency transportation to a Toronto Region COVID-19 Assessment Centre.</td>
<td>• Scan or take a picture of the completed COVID-19 Screening Tool including client name and SMIS ID • Contact the SSHA DOC to request non-emergency transportation to a Toronto Region COVID-19 Assessment Centre o Subject line should read: REQUESTING NON-EMERGENCY TRANSPORTATION TO COVID-19 ASSESSMENT CENTRE o Attach the completed COVID-19 Screening Tool (scan or .jpg) to the email o Provide an on-site phone number for SSHA DOC staff to utilize to communicate via telephone, if necessary o Email to <a href="mailto:sshadoc@toronto.ca">sshadoc@toronto.ca</a></td>
</tr>
<tr>
<td>4</td>
<td>Receive response from SSHA DOC</td>
<td>• SSHA DOC staff will aim to respond within 2 hours of receipt of email with further details regarding non-emergency transportation</td>
</tr>
</tbody>
</table>
INSTRUCTIONS FOR ARRANGING NON-EMERGENCY TRANSPORTATION FOR SHELTER, 24-HOUR RESPITE AND 24-HOUR DROP-IN CLIENTS TO COVID-19 ASSESSMENT CENTRES
Shelter, Support and Housing Administration
Current as of March 18 2020

What to Expect When Requesting Non-Emergency Transportation

SERVICE PROVIDERS

Logistics
- SSHA DOC staff are working hard to provide timely responses to requests for non-emergency transportation to Toronto Region COVID-19 Assessment Centres
- SSHA DOC staff will aim to respond with further instructions for transportation within two (2) hours of receipt of the email requesting non-emergency transportation
- Based on availability of transportation vehicles, there may be a delay
- Toronto Region COVID-19 Assessment Centres hours of operation vary between sites.

Remain Calm & Exercise Patience
- The SSHA DOC email is being monitored by SSHA staff who are responding to transportation requests in a timely manner
- All requests for non-emergency transportation will receive a response within 2 hours of the email being sent, either via email or through the telephone number provided by referring agency

CLIENTS

- If not already wearing a facemask, clients will be asked to wear a facemask for the duration of the drive to the closest Toronto Region COVID-19 Assessment Centre.
- Clients will be asked to travel with the windows open, as per advice from Toronto Public Health.