How does the COVID-19 Screening Process Work for Shelters, 24-hour Respites, and 24-hour Drop-in Clients?

Shelter, Support and Housing Administration
Based on Ontario Public Health Criteria and Inner City Health Associate Guidelines
Current as of March 18, 2020

Use "COVID-19 Screening Tool for Homelessness Service Settings" to screen clients

Continue with Intake and/or providing normal service delivery
- Client does not have any presenting symptoms or has not travelled out of the country in the last 14 days

Use IPAC measures and monitor client
- Client is presenting symptoms but does not have underlying risk factors

Client self-isolates
- Client has been out of the country but no presenting symptoms

Client needs an clinical assessment
- Client has presenting symptoms and underlying risk factors
- Client has presenting symptoms and travelled out of the county in the last 14 days

Is there a place for clients to self-isolate?

No

Yes

Uses preventative measures

Client self-isolates

Use preventative measures
- Put on mask on yourself and sanitize hand
- Ask client to sanitize hands and put on mask
- Use isolation and/or social distancing

Contact Divisional Operation Centre (DOC)

Notify Divisional Operation Centre (DOC)

Notify Divisional Operation Centre (DOC)

Yes

- DOC can be contacted at sshadoc@toronto.ca
- Subject Line: **Notification of Client Self-Isolation**
- Include the following in the email: (a) client's SMIS ID, (b) site name, (c) if client is in isolation, (d) if clients have pets, (e) staff notes and (f) a copy of the screening tool

Monitor for symptoms for 14 days from date of arrival

Is the client presenting any symptoms?

No

Client can be moved from self-isolation

- DOC can be contacted at sshadoc@toronto.ca
- Subject Line: **Requesting Transportation to COVID-19 Assessment Centre**
- Include the following in the email: (a) client's SMIS ID, (b) site name, (c) if client is in isolation, (d) if clients have pets, (e) staff notes and (f) a copy of the screening tool

Hold bed for client until notification of test result

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