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 country in the last 14 days

Is there a place for clients to self-isolate?
- Yes
  - Uses preventative measures
  - Contact Divisional Operation Centre (DOC)

  **Notify Divisional Operation Centre (DOC)**
  - Monitor for symptoms for 14 days from date of arrival
  - Is the client presenting any symptoms?
  - No
    - Client can be moved from self-isolation
  - Yes
    - 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

  **Notify Divisional Operation Centre (DOC)**
  - 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

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

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)**
- 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

**Uses preventative measures**
- Client has been out of the country but no presenting symptoms
- Client self-isolates
- Client needs an clinical assessment
- Client has presenting symptoms and underlying risk factors
- Client has presenting symptoms and travelled out of the country in the last 14 days