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

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		
#	Step	Detailed Instructions
1	Administer the COVID-19 Screening Tool for Homelessness Service Settings to client	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.
2	Take Preventative Measures – Use PPE (face masks, hand sanitizer, practice social distancing)	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.

3	Arrange for non-emergency transportation to a Toronto Region COVID-19 Assessment Centre.	• 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
		    ○ Subject line should read: REQUESTING NON-EMERGENCY TRANSPORTATION TO COVID-19 ASSESSMENT CENTRE
		    ○ Attach the completed COVID-19 Screening Tool (scan or .jpg) to the email
		    ○ Provide an on-site phone number for SSHA DOC staff to utilize to communicate via telephone, if necessary
		    ○ Email to sshadoc@toronto.ca

4	Receive response from SSHA DOC	• SSHA DOC staff will aim to respond within 2 hours of receipt of email with further details regarding non-emergency transportation

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.

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