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## Purpose

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This document is to guide SHIP in operating this facility during the COVID-19 pandemic.

The goals of this document are to:

- Prevent and contain the transmission of the virus within the facility and;
- Provide guidance on when individuals/families need to be isolated.

Service Providers are to use this site-specific guide in conjunction with the [COVID-19 Guidance for Homelessness Service Providers](#).

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## Facility Details

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<b>Address:</b>	45 Glenn Hawthorne Blvd, Mississauga, ON
<b>Service Provider:</b>	Services and Housing in the Province (SHIP)
<b>Population Served:</b>	Families
<b>Capacity</b>	20 Units (1, 2- and 3-bedroom units that are self-contained)
<b>Description of Facility:</b>	Angela's Place is a transitional housing facility for Families. This is a 3-story apartment style building in a residential neighborhood. The building is owned and maintained by Peel Housing Corporation. In addition to the self-contained units, administrative offices, there is also common space including a communal kitchen, recreation space and an outdoor playground
<b>Staffing:</b>	The facility is staffed during the day and overnight

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## COVID-19

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On March 11, 2020, the World Health Organization (WHO) declared COVID-19 a global pandemic. COVID-19 is a new type of coronavirus that can cause acute respiratory illness. It is spread person-to-person through droplets (e.g., coughing, sneezing) that can travel up to two metres. It may also be possible for a person to get the virus by touching contaminated surfaces and then touching their mouth, nose or eyes. Symptoms have ranged from mild to severe, and commonly include fever, cough and shortness of breath.

For more information on COVID-19, please refer to Peel Public Health's website:

<http://www.peelregion.ca/coronavirus/>

## Screening for COVID-19

<b>Active Screening at Admission:</b>	Admissions are currently on hold
<b>Active Daily Screening</b>	Daily health checks are conducted with all residents to determine if they are experiencing any symptoms of COVID-19. Symptomatic individuals are triaged according to the <a href="#">Protocol for Suspected COVID-19 Cases</a> .
<b>Passive Screening:</b>	Signage will be posted in the entry door, at the reception window, in common areas, hallways and washrooms instructing residents to self-identify, perform hand hygiene, wear a procedure mask, and have access to tissue and a waste receptacle. All residents should be instructed to cover their nose and mouth with a tissue or with their elbow when coughing and sneezing.

## Protocol for Suspected COVID-19 Cases

<b>Immediate Action</b>	<ul style="list-style-type: none"> <li>Residents are to immediately self-isolated within their unit</li> <li>Provide the individual with a surgical mask</li> <li>Collect information from the individual regarding people and items/surfaces they may have interacted with so that precautionary measures can be taken</li> <li>Direct the individual to contact Peel Public Health</li> <li>Notify individuals who may have been affected</li> <li>Clean any items/surfaces the individual may have contacted</li> </ul>
<b>Isolation in Facility</b>	<ul style="list-style-type: none"> <li>Residents can self-isolate within their units</li> <li>Wellness checks are completed by staff</li> <li>Residents are required to clean their room and staff provide residents with necessities such as groceries</li> </ul>
<b>Testing Required</b>	<ul style="list-style-type: none"> <li>If Public Health instructs a resident to visit an Assessment Centre for testing, staff can arrange transportation on their behalf through TransHelp.</li> </ul>

## Protocol for Self-Isolating Onsite

Clean isolation rooms according to the [PIDAC Best Practices document for Environmental Cleaning for Infection Prevention and Control](#) guidelines. Applicable sections of this document are referenced in accordance with the steps below:

Step	Action
1	Ensure appropriate cleaning agents and equipment are available for each task (page 27-34, <i>Cleaning Agents, Disinfectants, and Cleaning Equipment</i> )
2	Ensure routine practices around hand hygiene and personal protective equipment are observed (page 35-39, <i>Routine Practices</i> )  <b>Note:</b> gowns/coveralls, respiratory protection (i.e. masks) and eye protection (i.e. goggles, face shields) are NOT required for routine cleaning activities.
3	Provide direction to residents for regular cleaning of room (page 133-134, <i>Sample Procedure for Routine Daily Cleaning of Resident Room</i> ) and washroom (page 135, <i>Sample Procedure for Routine Bathroom Cleaning</i> )
4	Staff to perform cleaning of isolation rooms (page 136-137, <i>Sample Procedure for Routine Discharge/Transfer Cleaning of a Resident Room</i> ), washrooms (page 135, <i>Sample Procedure for Routine Bathroom Cleaning</i> ) and laundry (page 70-71, <i>Soiled Linen</i> ) upon resident discharge/transfer  <b>Note:</b> Clean floors according to flooring type and available cleaning equipment: <ul style="list-style-type: none"> <li>• Hard floors w/ dry dust mop (page 146)</li> <li>• Hard floors w/ wet loop mop and bucket (page 147)</li> <li>• Hard floors w/ microfibre mop (page 148)</li> <li>• Carpet (page 99)</li> </ul>

The duration of an individual's isolation period should be determined as follows:

If...	Then...
Transmission risk is known (e.g., return from travel or latest encounter with positive COVID-19 case) and individual is asymptomatic	<ul style="list-style-type: none"> <li>• Do NOT send for testing unless symptoms present; and,</li> <li>• Isolate for 14 days from transmission risk.</li> </ul> <p><b>Note:</b> If symptoms present while in isolation, provide the client with a surgical mask, gloves and refer for testing.</p>

Transmission risk is known (e.g., return from travel or latest encounter with positive COVID-19 case) and individual is symptomatic	<ul style="list-style-type: none"> <li>• Refer to Public Health and isolate pending test results and/or direction from Public Health.</li> </ul>
No transmission risk is known, and an individual is symptomatic	<ul style="list-style-type: none"> <li>• Refer to Public Health and isolate pending test results and/or direction from Public Health.</li> </ul>
The resident is in medical distress	<ul style="list-style-type: none"> <li>• Call 911</li> </ul>

## Risk Mitigation Measures

<b>Cleaning</b>	SHIP will increase office cleaning and focus additional time on cleaning and disinfecting frequently touched objects and surfaces, such as toys and door handles and common space in the building. Staff will also disinfect shared workspaces including desks, keyboards, etc. before and after using the space. Staff will increase the number of times they disinfect their personal work spaces. Residents are responsible for cleaning their own units. SHIP staff will ensure families have the supplies they need to accomplish this. The Region has contracted outside cleaning services for 8 hours each day.
<b>Physical Distancing</b>	Staff will educate residents on appropriate physical distance and visually verify throughout their shift that residents in view are maintaining 2 metres distance from one another where possible.
<b>Common Areas</b>	All common spaces will be closed: communal kitchen, basement recreation space and outdoor playground.
<b>Meals</b>	No joint meals will be prepared. Residents are to prepare their own meals in their individual units and request assistance from staff where needed.
<b>Programming</b>	All group and non-essential programming is suspended indefinitely. Individual programming will continue on an as-needed basis and staff administering programming will observe all precautionary measures outlined in the <a href="#">COVID-19 Guidance for Homelessness Service Providers</a> .
<b>Returning from Outside</b>	Individuals returning from outside will be required to sanitize their hands upon entry to the building.
<b>Visitors</b>	No visitors are permitted at this time.
<b>Transportation</b>	This facility does not provide transportation but will arrange for a service through TransHelp if an individual is required to go to an Assessment

	Centre.
<b>Personal Protective Equipment</b>	Protocols for using Personal Protective Equipment as outlined in the <a href="#">COVID-19 Guidance for Homelessness Service Providers</a> will be observed. Personal Protective Equipment supply will be monitored and needs will be reported to <a href="mailto:zzghousingsupply@peelregion.ca">zzghousingsupply@peelregion.ca</a> .

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## Supplies

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A daily inventory of all the following critical supplies must be retained:

- Food
- Masks
- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes
- Personal Hygiene Products

Any shortages or anticipated shortages are to be promptly reported to [zzghousingsupply@peelregion.ca](mailto:zzghousingsupply@peelregion.ca)

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## Daily and Incident Reporting:

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A representative at the facility will complete the Daily Reporting Template (see [Appendix](#)) and submit it to the Region of Peel Program Supervisor and the Region of Peel Housing Program Analyst by 8:30am daily. The Daily Reporting Template is intended to collect information as of the close of the previous day and can be completed by overnight staff.

In the event of an incident related to COVID-19 or a person under investigation for COVID-19 infection, [Key Contacts](#) must be notified promptly. Examples of incidents include: any event involving intervention of first responders (i.e. Police, Paramedic or Firefighter); any instance where a service restriction is being recommended for a person under investigation for COVID-19; etc.

Any inquiries from media are to be directed to the Region of Peel program Supervisor for escalation to the Regional Communications Team.

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## Key Contacts

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Name	Phone Number	Email Address
Region of Peel	905-453-1300	<a href="http://peelregion.ca/housing/shelters/">peelregion.ca/housing/shelters/</a>

FACILITY NAME:				
Date: March 26, 2020	Values			Detailed Course of Action / Follow-Up / Comments
Number of Residents <i>(count each household member individually)</i>				
Number of Residents in Isolation Onsite at Your Facility				
Number of Residents Referred to the COVID-19 Isolation Program				
Number of Residents in Overflow, if applicable	<b>Name of Motel</b>	<b>Number of Residents</b>	<b>Number of Rooms/Units Occupied</b>	
	<b>Total:</b>			
Rooms/Units Occupied				
Rooms/Units Available				
Staffing Updates or Reductions <i>(including isolation details)</i>				
<b>Additional COVID-19 Protocols</b> <i>(Example: daily assessments, physical distancing measures, staff briefings, cleaning, etc.)</i> <i>*Attach any / all literature you are sharing with Staff, Residents, Community</i>				
<b>Required Supplies</b> <i>(Example: PPE, hygiene / cleaning, food, etc.)</i>				
<b>Description of Item (s)</b>	<b>Quantity</b>		<b>Other Details</b> <i>*Include Update / Completion of Request</i>	