
Purpose

This document is to guide The Salvation Army in operating the Brampton Queen Street Youth Shelter 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 move to the COVID-19 Isolation and/or Recovery Programs.

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

Facility Details

Address:	3458 Queen Street East, Brampton, ON
Service Provider:	The Salvation Army
Population Served:	Youth (aged 16-24)
Capacity	40 beds
Description of Facility:	The Brampton Queen Street Youth Shelter provides emergency housing to youth between the ages of 16 and 24 years old. The facility has 19 shared unit
Staffing:	24 hours per day, 7 days per week

COVID-19

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

Active Screening at Admission:	Screening is conducted over the phone and upon arrival at the facility. Prospective residents are asked whether they are experiencing any fever or new cough or shortness of breath, or whether they have had close contact with any confirmed cases of COVID-19 or have travelled within the previous 14 days.
Active Daily Screening:	Check-ins are performed with all residents daily.
Passive Screening:	Signage posted at entrance to facility and in common areas throughout building to provide residents with details of symptoms to self-identify. All residents instructed to cover their nose and mouth with a tissue when coughing and sneezing.

Protocol for Suspected COVID-19 Cases

Prior to Admission	Active Symptoms	<ul style="list-style-type: none"> • Do not admit the individual to the facility • Provide the individual with a surgical mask • Refer the individual to the COVID-19 Isolation Program, and arrange for transportation through TransHelp •
	Asymptomatic, but screened positive	<ul style="list-style-type: none"> • Do not admit the individual to the facility • Provide the individual with a surgical mask • Refer the individual to the COVID-19 Isolation Program, and arrange for transportation through TransHelp •
During Residence	Active Symptoms	<ul style="list-style-type: none"> • Provide the individual with a surgical mask • Isolate the individual in a separate room, away from any other residents or staff • Refer the individual to the COVID-19 Isolation Program and arrange for transportation through TransHelp • Collect information from the individual regarding people and item/surfaces they may have interacted with so that precautionary measures can be taken • Notify individuals who may have been affected • Clean any items/surfaces the individual may have come in to contact with
	Asymptomatic, but screened positive	<ul style="list-style-type: none"> • Provide the individual with a surgical mask • Isolate the individual in a separate room, away from any other residents or staff • Refer the individual to the COVID-19 Isolation Program and arrange for transportation through TransHelp

		<ul style="list-style-type: none"> • Collect information from the individual regarding people and item/surfaces they may have interacted with so that precautionary measures can be taken • Notify individuals who may have been affected • Clean any items/surfaces the individual may have come in to contact with
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Protocol for Self-Isolating Onsite

If a resident is required to self-isolate onsite, then these guidelines should be followed by facility staff:

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>) Note: 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/area (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 Note: Clean floors according to flooring type and available cleaning equipment: <ul style="list-style-type: none"> • Hard floors w/ dry dust mop (page 146) • Hard floors w/ wet loop mop and bucket (page 147) • Hard floors w/ microfibre mop (page 148) • Carpet (page 99)

The duration of a resident’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"> • Do NOT send for testing unless symptoms present; and, • Isolate for 14 days from transmission risk. <p>Note: 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"> • Refer to Public Health and isolate pending test results <ul style="list-style-type: none"> ○ <i>If positive</i>, transfer to the Recovery Program; or, ○ <i>If negative</i>, continue isolation for 14 days from transmission risk, unless directed otherwise by public health. <p>Note: If Public Health does not recommend testing, follow their direction regarding isolation period.</p>
No transmission risk is known, and an individual is symptomatic	<ul style="list-style-type: none"> • Refer to Public Health and isolate pending test results <ul style="list-style-type: none"> ○ <i>If positive</i>, transfer to the Recovery Program; or, ○ <i>If negative</i>, discontinue isolation, unless directed otherwise by public health. <p>Note: If Public Health does not recommend testing, follow their direction regarding isolation period.</p>
A resident is in medical distress	<ul style="list-style-type: none"> • Call 911

Risk Mitigation Measures

Cleaning	Staff will focus additional time on cleaning and disinfecting frequently touched objects and surfaces. 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 works spaces. Residents are responsible for cleaning their own rooms. Residents will be
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	<p>asked to clean bedding at least once per week. Staff will ensure bedding is laundered upon discharge.</p> <p>The Region has contracted outside cleaning services for 8 hours each day. Supplementary cleaning staff will clean all common areas thoroughly and frequently during their scheduled shift.</p>
Physical Distancing	<p>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.</p> <p>Staff will instruct residents sharing bunk beds to sleep head-to-foot in an effort to create additional distance.</p>
Common Areas	<p>Common areas will continue to be available through the outbreak. Common areas will be cleaned frequently. They will be monitored regularly to ensure compliance with physical distancing measures and for identification of anyone who might have become symptomatic.</p>
Meals	<p>Mealtimes will be organized to ensure that there is a minimum of 2 metres space between residents while lined up to retrieve their meals, and while seated in the dining area. Residents will be permitted to take meals outside of the designated eating area or will be required to stagger mealtimes to ensure sufficient space is available during mealtimes.</p>
Programming	<p>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 COVID-19 Guidance for Homelessness Service Providers.</p>
Returning from Outside	<p>Individuals returning from outside will be required to sanitize their hands upon entry to the building.</p>
Visitors	<p>No visitors are permitted inside the facility.</p>
Transportation	<p>No public transportation will be encouraged during this time. Any compulsory transportation between the shelter and Isolation Program should be arranged via TransHelp.</p>
Personal Protective Equipment	<p>Protocols for using Personal Protective Equipment as outlined in the COVID-19 Guidance for Homelessness Service Providers will be observed. Personal Protective Equipment supply will be monitored and needs will be reported to zzghousingsupply@peelregion.ca.</p>

Supplies

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

- Food
- Masks
- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes
- Personal Hygiene Products
- Fever reducing medications and cough suppressants

Any shortages or anticipated shortages are to be promptly reported to zzghousingsupply@peelregion.ca

Daily and Incident Reporting:

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.

Key Contacts

Name	Phone Number	Email Address
Region of Peel	905-453-1300	peelregion.ca/housing/shelters/

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	Name of Motel	Number of Residents	Number of Rooms/Units Occupied	
	Total:			
Rooms/Units Occupied				
Rooms/Units Available				
Staffing Updates or Reductions <i>(including isolation details)</i>				
Additional COVID-19 Protocols (Example: <i>daily assessments, physical distancing measures, staff briefings, cleaning, etc.</i>) <i>*Attach any / all literature you are sharing with Staff, Residents, Community</i>				
Required Supplies (Example: <i>PPE, hygiene / cleaning, food, etc.</i>)				
Description of Item (s)	Quantity			Other Details <i>*Include Update / Completion of Request</i>