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Purpose

This document is to guide the *Salvation Army* in operating the COVID-19 Isolation Program 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 how to support individuals/families in the Isolation Program and when they can be discharged from the Isolation Program.

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

COVID-19 Isolation Program Facility Details

Service Provider:	Salvation Army
Population Served:	<p>Homeless individuals and families who are required to self-isolate due to their recent travel, their contact with a COVID-19 case, and/or their experience of symptoms associated with COVID-19.</p> <p>Referrals may be received from emergency shelters, transitional and supportive housing programs, street outreach, and hospitals and assessment centres.</p> <p>Individuals residing in the Isolation Program may or may not be tested for COVID-19. Testing will be at the discretion of the Program medical staff.</p>

Capacity	77 households
Description of Facility:	The program is administered out of a multi-level facility with up to 100 individual rooms with private bathrooms. Note: Some of these rooms are reserved for the Recovery Program and staff offices.
Staffing:	This facility is staffed 24 hours a day, 7 days a week

COVID-19 Background

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/>

Admission to Isolation Program

Staff will leave a key outside of the assigned room for an incoming client. Upon arrival, the client will be directed to their assigned room and advised to contact program staff to complete an intake, as follows:

Step	Action						
1	Complete the COVID-19 Homeless Response Program Intake Form						
2	Search for the person in Salesforce <table border="1" data-bbox="261 1476 1430 1640"> <thead> <tr> <th>If the person is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Found</td> <td>Complete a reapplication or update client information for readmission, as applicable.</td> </tr> <tr> <td>Not found</td> <td>Create a new intake.</td> </tr> </tbody> </table>	If the person is...	Then...	Found	Complete a reapplication or update client information for readmission, as applicable.	Not found	Create a new intake.
If the person is...	Then...						
Found	Complete a reapplication or update client information for readmission, as applicable.						
Not found	Create a new intake.						
3	Assign a Bed to create a Placement record for each Household Member						
4	Add details to the Tracking Log						
5	Arrange regular meal delivery for the new resident						

Monitoring Isolation Residents

Isolation Program staff will check-in with residents daily by phone to ensure their needs are being met and their circumstances have not changed:

If a resident...	Then...
Requires something which can reasonably be obtained (e.g. snack, beverages, fever reducing medication or cough suppressant, additional linens, cleaning supplies, etc.)	Obtain the item(s), and deliver them to the resident's door.
Needs to leave the building (i.e. to get fresh air or smoke)	<ul style="list-style-type: none"> • Ensure they have a mask to wear and disinfecting wipes to disinfect anything they come into contact with • Notify security at front desk that resident will be exiting the building, the purpose for their departure and the expected duration, and • Check-in to confirm that they return to their room in a reasonable amount of time. <p>Notes:</p> <ul style="list-style-type: none"> • Isolation and Recovery staff and security will attempt to coordinate resident departures and outdoor breaks to prevent encounters or interactions that might create exposure risks. • If the resident does not return in a reasonable amount of time, or security reports that the resident is not complying with physical distancing guidelines or is engaging in activities which are disruptive or prohibited, staff will intervene.
A resident is experiencing medical distress	<ul style="list-style-type: none"> • Contact onsite medical staff; • Contact security, if their support is required; and, • Report the incident to the Isolation Program supervisor and the Key Contacts. <p>Note: If resident's safety or well-being appears to be in imminent jeopardy, contact 911 and notify security that first responders are coming and provide security with location to direct first responders accordingly.</p>
A resident's symptoms present or worsen while in isolation	Notify medical staff.
A resident is tested while at the Isolation Program	<p>Update records indicating when testing was completed and capture outcome when test is returned.</p> <p>Note: Tests performed through the Isolation Program or</p>

	at the request of a Region of Peel homelessness service provider will be assigned an investigation number by medical staff.
A resident is awaiting test results while at the Isolation Program	<ul style="list-style-type: none"> • Ensure records reflect when testing was completed; and, • Proceed accordingly when results are returned; <ul style="list-style-type: none"> ○ <i>If positive</i>, discharge and coordinate transfer to the COVID-19 Recovery Program; or, ○ <i>If negative</i>, continue to maintain records and deliver service until medical staff indicate client is cleared for discharge.

Discharging Isolation Residents

In advance of discharge, Isolation Program staff will ensure all members of the client’s care team are aware that discharge is approaching and are coordinating to attempt to secure the client a safe place to stay, if being discharged to the community, and to ensure service continuity.

At the time of discharge, Isolation Program staff will discharge a resident and arrange transportation to the appropriate location, if required, at the first of the following events:

Event	Discharge to...
Positive test results	COVID-19 Recovery Program (Note: follow Referral Steps to the Recovery Program)
Isolation period end	Housing, community, or other residential program
Self-isolation in community possible (i.e. housing secured or can stay with family/friends)	Housing
Hospitalization required	Hospital

Referral to Recovery Program

Isolation Program staff will complete the following steps to refer an individual to the Recovery Program when COVID-19 positive test result is confirmed:

Note: If you have any questions/concerns about referral, please contact the Recovery Program before sending the referral form at 905-615-3200 ext. 4589

Step	Action
1	Ensure the COVID-19 Homeless Response Program Intake Form is up to date
2	E-fax the completed referral form to the Recovery Program Manager

3	The Recovery Program Manager will confirm acceptance of the referral with the Isolation Program staff
4	Document discharge in Salesforce and on the tracking log
5	Arrange for the vacated room to be cleaned and disinfected

Risk Mitigation Measures

Health Screening	<p>All staff and visitors will enter and exit by the main entrance and will be required to sign-in, respond to health screening questions, and undergo a temperature check upon entry. Individuals who do not pass the screening will not be permitted entry to the facility. Residents will also be required to use the main entrance and sign in and out with security, but will not be required to undergo screening.</p> <p>Program staff will check-in with residents by phone regularly to ensure their circumstances have not changed and will proceed accordingly based on situation. Medical staff will meet with residents regularly to assess their condition and identify any medical needs.</p>
Cleaning	<p>Cleaning will be executed in accordance with the PIDAC Best Practices document for Environmental Cleaning for Infection Prevention and Control guidelines.</p> <p>Staff Work Areas</p> <p>Program Staff</p> <p>Program 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.</p> <p>Program staff will educate residents on the importance of disinfecting anything they may come into contact with when outside of their room, and ensure that residents have disinfecting wipes if they plan to leave their room for any reason.</p> <p>Program staff will maintain a list of rooms requiring cleaning and provide it to cleaning staff daily. If a resident tests positive, program staff will notify Housing Supply to arrange deep cleaning and will exclude this room from the daily cleaning list. Program staff will inspect cleaning of rooms and common areas prior to cleaning staff departure each day.</p> <p>Cleaning Staff</p>

	<p>Cleaning staff will perform the following duties to clean all resident rooms and bathrooms on a weekly basis and upon discharge of a resident:</p> <ul style="list-style-type: none"> • Empty garbage receptacles and replace liners, as applicable, and remove all loose garbage • Vacuum the entire room • Dust fixtures and furniture • Wipe down and sanitize all surfaces • Collect any personal item and deliver to program staff (for turnover cleanings only); • Strip bed linens and replace with fresh linens (i.e. sheets and pillowcases) • Remove any used towels • Clean the shower and bathtub • Scrub and disinfect/sanitize the toilet • Clean mirrors • Clean and sanitize bathroom vanity and sink • Clean floor tiles • Deliver linens and towels to the designated laundry area <p>In addition to the individual rooms, cleaning staff will also clean public spaces and hallways, including sweeping, mopping and/or vacuuming floors, and wiping and sanitizing surfaces.</p> <p>Isolation Program cleaning staff will not visit or perform any cleaning in the Recovery Program area; separate cleaners will work exclusively with the Recovery Program to avoid contamination of other areas in the facility.</p> <p>Laundry</p> <p>Residents will bag all personal laundry and leave it outside the door to their room on the designated day(s). Program staff will collect and label bags with the applicable room number or resident initials. Facility staff collect the labelled bags and launder the items. Program staff will collect the completed laundry and distribute it to the applicable rooms.</p>
<p>Physical Distancing</p>	<p>Program staff will educate residents on appropriate physical distance and instruct them to remain in their rooms. Program staff will conduct walkabouts throughout the facility to ensure that residents are not outside of their rooms unnecessarily.</p> <p>Program staff will ensure they are observing physical distancing guidelines in interactions with residents and other staff. It is recommended that Program staff do not take meals together.</p>

	<p>If Program staff or security observes individuals at the facility (residents, staff, or visitors) not adhering to physical distancing guidelines, they will intervene and encourage them to change behaviour.</p> <p>Isolation residents will not be permitted access to the Recovery Program area of the facility.</p>
Common Areas	There are no common areas that Isolation residents are permitted to occupy at this facility.
Meals	Meals will be delivered directly to rooms by Program staff.
Programming & Support Services	<p>Program staff will document all members of a resident’s care team and capture this information on the Intake Form, including names and contact details.</p> <p>Social Supports</p> <p>Residents who are not working with a housing worker will be referred to the Region of Peel’s Housing Stability program. Program staff will work with the resident’s care team and keep them apprised of any developments or changes. Program staff will notify the resident’s care team when discharge is scheduled.</p> <p>Health Supports</p> <p>Residents or medical staff will indicate if the resident’s care team will include health-related service providers and provide contact information for these individuals/organizations.</p> <p>Program staff will work with the resident’s care team and keep them apprised of any developments or changes. Program staff will notify the resident’s care team when discharge is scheduled.</p>
Returning from Outside	Staff will educate residents on the importance of sanitizing their hands when returning from outside and disinfecting anything they may come into contact with while outside of their room. Staff will ensure that residents have access to disinfecting wipes and hand sanitizer if they plan to leave their room for any reason.
Visitors	No visitors of Isolation Program residents are permitted inside the facility.
Transportation	No public transportation will be encouraged during this time. Any compulsory transportation while COVID-19 status is under investigation will be arranged via TransHelp.

<p>Personal Protective Equipment & Hygiene</p>	<p>Protocols for using Personal Protective Equipment as outlined in the COVID-19 Guidance for Homelessness Service Providers and Guidance on the Use of Personal Protective Equipment will be observed. Staff and visitors will be required to wear a non-medical mask for the duration of their shift.</p> <p>Medical staff will take care to doff contaminated PPE, wash hands, and disinfect supplies between resident visits.</p> <p>All persons will be required to use hand sanitizer upon entry to the building or prior to entering the elevator on the main floor.</p> <p>Personal Protective Equipment and hygiene supplies will be monitored and needs will be reported to Region of Peel Housing Supply.</p>
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Supplies

Inventory of the following critical supplies must be retained and tracked on the inventory form:

- Food
- Masks
- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes
- Personal Hygiene Products
- Medical supplies
- Sharps containers

Any requests for supplies must be submitted on Mondays for mid-week deliveries (Wednesday/Thursday) by sending the inventory form to Region of Peel Housing Supply.

Daily and Incident Reporting:

A representative at the facility will complete the Isolation Program Tracking Log (see [Appendix](#)) and upload it to Tempo Box daily before 8:30am.

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.

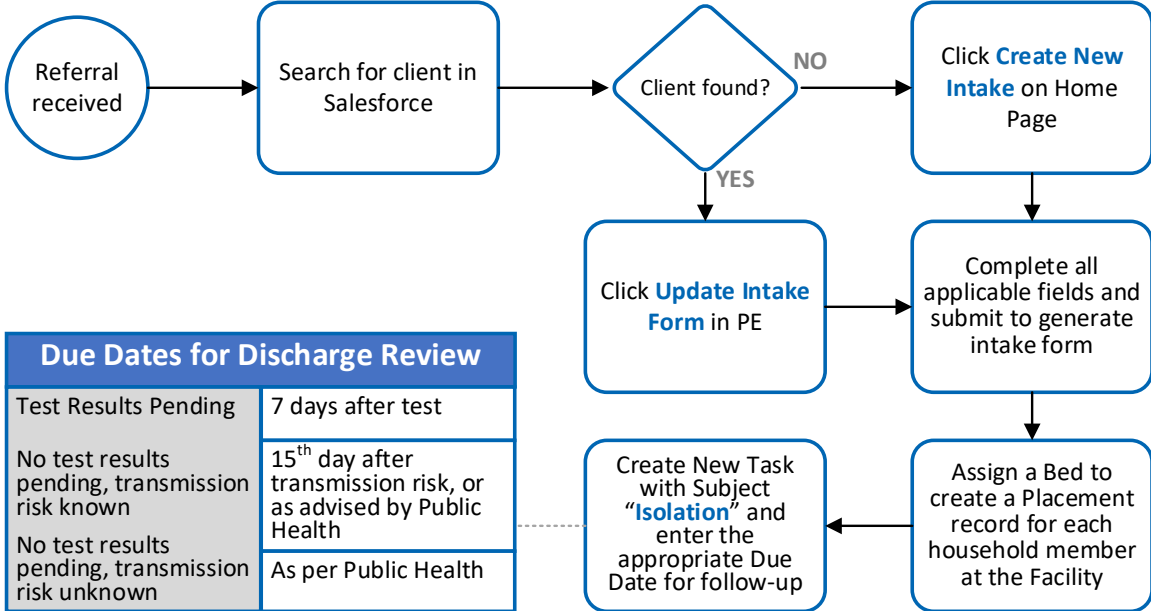
For any issues related to the facility/building (e.g., plumbing, heating), Housing Supply must be notified promptly.

Any inquiries from media must be directed to the Manager of Housing Client Services for escalation to the Regional Communications Team.

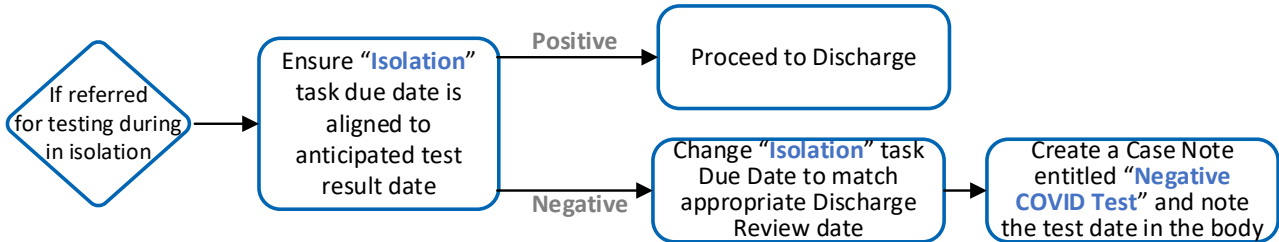
Appendix: Isolation Program Tracking Log

Homeless COVID-19 Response Program: Isolation Program Tracking Log																						
Room	First Name	Last Name	Date of Birth	Phone Number	Referring Facility	Emergency Contact Name	Emergency Contact Phone Number	Date Admitted to Isolation Program	Date of Exposure Risk/Date of Return from Travel	Tested for COVID-19?	Date of Conducted Test	Date Test Results Anticipated, if applicable (up to 7 days following test date)	Expected Isolation End Date	Date Test Results Returned	Testing Outcome	Date of Discharge	Discharged To...	Reason for Discharge	Comments	Care Team: Social Supports (Hover for Details)	Care Team: Clinical Supports (Hover for Details)	

Isolation Program Salesforce Intake



Isolation Program Salesforce Case Management



Isolation Program Salesforce Discharge

