
Purpose

This document is to guide Oliver House 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 need to be isolated.

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

Facility Details

Address:	18186 Heartlake Rd., Caledon, ON
Service Provider:	Oliver House Corbett Residential Care Inc.
Population Served:	Adults between 18 – 65 years old who require a supportive housing environment/
Capacity	53 individuals.
Description of Facility:	Residential group home offering 24hr supervised and supportive housing program for community residents
Staffing:	Staffing is 24 hours. Any staffing shortages that arise during the COVID-19 outbreak will be reported to the Region of Peel through the Daily Reporting Template.

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:	Individuals who call providers requesting service must be screened over the phone with the Screening Tool before they (or staff) arrive onsite
Active Daily Screening:	<p>Daily health checks are conducted with all residents to determine if they are experiencing any symptoms of COVID-19.</p> <p>The following screen questionnaire must be used at intake and with current residents on an ongoing basis:</p> <ul style="list-style-type: none"> • Do you have any flu-like symptoms? Fever, new or worsening cough or difficulty breathing (shortness of breath), or a combination? • Have you travelled anywhere outside of Canada in the last 14 days? • Does someone you are in close contact with have a confirmed case of COVID-19 (coronavirus)? • Have you been in contact with anyone who has flu-like symptoms and has recently travelled outside of Canada?
Passive Screening:	<p>Signage will be posted for clients with symptoms to self-identify, perform hand hygiene, wear a mask (if applicable), and have access to tissue and a waste receptacle.</p> <p>All residents/clients should be instructed to cover their nose and mouth with a tissue when coughing and sneezing. Cough or sneeze into sleeve if a tissue is not available. Perform hand hygiene every time.</p>

Protocol for Suspected COVID-19 Cases

Immediate Action	<ul style="list-style-type: none"> • Residents are to immediately self-isolated within their unit • Provide the individual with a surgical mask • Collect information from the individual regarding people and items/surfaces they may have interacted with so that precautionary measures can be taken • Direct the individual to contact Peel Public Health • Notify individuals who may have been affected • Clean any items/surfaces the individual may have contacted
Isolation in Facility	<ul style="list-style-type: none"> • Residents can self-isolate within their units as long as they have access to a private washroom • Wellness checks are completed by staff • Residents are required to clean their room and staff provide residents

	with necessities such meals and/or groceries
Testing Required	<ul style="list-style-type: none"> If Public Health instructs a resident to visit an Assessment Centre for testing, staff can arrange transportation on their behalf through TransHelp

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>) 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 (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 an individual's isolation period should be determined as follows:

If...	Then...
Transmission risk is known (e.g., return from	<ul style="list-style-type: none"> Do NOT send for testing unless symptoms present

travel or latest encounter with positive COVID-19 case) and individual is asymptomatic	(unless messaging from Public Health changes); and, <ul style="list-style-type: none"> • 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 and/or direction from Public Health.
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 and/or direction from Public Health.
The 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 work spaces
Social Distancing	Staff will educate residents on appropriate social distance and visually verify throughout their shift that residents in view are maintaining 2 metres distance from one another where possible.
Common Areas	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 social distancing measures and for identification of anyone who might have become symptomatic.
Meals	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.
Programming	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 .
Returning from Outside	Individuals returning from outside will be required to sanitize their hands upon entry to the building.
Visitors	No visitors are permitted inside the facility.
Transportation	No public transportation will be encouraged during this time. Any compulsory transportation to an Assessment Centre will be arranged via

	TransHelp.
Personal Protective Equipment	Protocols for using Personal Protective Equipment as outlined in the COVID-19 Guidance for Homelessness Service Providers will be observed.

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 throat lozenges

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 <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>				
Required Supplies <i>(Example: PPE, hygiene / cleaning, food, etc.)</i>				
Description of Item (s)	Quantity		Other Details <i>*Include Update / Completion of Request</i>	