

Purpose

This document is to guide Our Place Peel in operating their 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 move to the COVID-19 Isolation Program

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

Facility Details

Address:	3579 Dixie Road, Mississauga ON
Service Provider:	Our Place Peel
Population Served:	Youth aged 16-24
Capacity:	10 beds
Description of Facility:	Emergency shelter and street outreach program for youth
Staffing:	24 hours a day, 7 days a 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:	As per the COVID-19 Guidance for Homelessness Service Providers , all intakes are done over the phone and the Screening Tool is used to screen and triage prospective residents.
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<p>Active Daily Screening</p>	<p>Check-ins are completed daily with residents. Any residents returning to the shelter are re-screened. Staff are screened upon arrival for shifts</p>
<p>Passive Screening:</p>	<p>Physical distancing guides are located throughout the building Signage is posted throughout the shelter for education and support to practice hygiene, etc.</p>

Protocol for Suspected COVID-19 Cases

<p>Prior to Admission</p>	<p>Active Symptoms</p>	<ul style="list-style-type: none"> • Do not admit the individual to the facility • Observe recommended practices for isolation, hygiene and disinfection, if required • Refer the individual to the COVID-19 Isolation Program • Arrange transportation to the COVID-19 Isolation Program by: <ul style="list-style-type: none"> ○ Contacting TransHelp at 905-791-1015 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), client ID (70395), passenger name, location, entrance area if applicable, and pick-up/drop-off time ○ Advise client of pick-up time and direct them where to wait, depending on pick-up time
	<p>Asymptomatic, but screened positive</p>	<ul style="list-style-type: none"> • Do not admit the individual to the facility • Refer the individual to the COVID-19 Isolation Program • Arrange transportation to the COVID-19 Isolation Program by: <ul style="list-style-type: none"> ○ Contacting TransHelp at 905-791-1015 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), client ID (70395), passenger name, location, entrance area if applicable, and pick-up/drop-off time ○ Advise client of pick-up time and direct them where to wait, depending on pick-up time

<p>During Residence</p>	<p>Active Symptoms</p>	<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 ● Collect information from the individual regarding people and items/surfaces they may have interacted with so that precautionary measures can be taken ● Refer the individual to the COVID-19 Isolation Program if suspected and the COVID-10 Recovery Program if confirmed ● Arrange transportation to the COVID-19 Isolation Program by: <ul style="list-style-type: none"> ○ Contacting TransHelp at 905-791-1015 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), client ID (70395), passenger name, location, entrance area if applicable, and pick-up/drop-off time ○ Advise client of pick-up time and direct them where to wait, depending on pick-up time ● Notify individuals who may have been affected ● Clean any items/surfaces the individual may have come in to contact with ● Discharge the client in the technology
	<p>Asymptomatic, but screened positive</p>	<ul style="list-style-type: none"> ● Isolate the individual in a separate room, away from any other residents or staff ● Collect information from the individual regarding people and item/surfaces they may have interacted with so that precautionary measures can be taken ● Refer the individual to the COVID-19 Isolation Program ● Arrange transportation to the COVID-19 Isolation Program by: <ul style="list-style-type: none"> ○ Contacting TransHelp at 905-791-1015 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), client ID (70395), passenger name, location, entrance area if applicable, and pick-up/drop-off time ○ Advise client of pick-up time and direct them where to wait, depending on pick-up time ● Notify individuals who may have been affected

- Clean any items/surfaces the individual may have come in to contact with
- Discharge the client in the technology

Risk Mitigation Measures

Cleaning	<p>Our Place Peel has a cleaner on-site 7 days a week. On a temporary basis, an additional cleaner is on-site daily from 9:00am to 1:00pm daily</p> <p>Staff follow routine practices and complete wipe downs of frequently touched surfaces every 2 hours. Rooms and common areas are cleaned and disinfected daily.</p>
Physical Distancing	<p>Staff educate residents on appropriate physical distance. Signage reminding people to physically distance are posted throughout the facility. Staff work in separate offices</p>
Common Areas	<p>Common areas are open to residents. They are cleaned daily. Room capacities to allow suitable space for physical distancing have been determined and are posted in each area.</p>
Meals	<p>Staff prepare all meals. Residents are required to use hand sanitizer before and after eating. Residents may eat together but are asked to maintain appropriate distance from one another.</p>
Programming	<p>Internal programming continues with risk mitigation measures in place. External programming is on hold. The Outreach Team has increased virtual supports to youth.</p>
Returning from Outside	<p>Individuals returning from outside after 6 hours or more will be re-screened.</p>
Visitors	<p>No visitors are permitted inside the facility. All auxiliary staff and service persons are required to observe the same protocols.</p>
Transportation	<p>Any compulsory transportation will be arranged via taxi. Transportation to the 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.</p>

Staff will wear masks at all times while inside the facility. When performing service that requires them to be within 2 meters of another person, they will also wear a face shield and gloves.

Personal Protective Equipment supply will be monitored and needs will be reported to [Housing Supply](#).

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
- Thermometer

Any shortages or anticipated shortages are to be promptly reported to [Housing Supply](#).

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
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Christy Upshall, CEO, OPP	905-238-1383 ext. 201	cupshall@ourplacepeel.org
Leslie Moreau, Manager, ROP	905-793-9200 ext. 8629	leslie.moreau@peelregion.ca

Region of Peel Daily COVID-19 Update

FACILITY NAME:		DATE:	2020-##-##
ITEM	VALUE	DETAILS	
Number of Residents			
Number of Rooms/Units Occupied			
Number of Rooms/Units Available			
Number of Residents in Isolation on Site			
Number of Residents referred to Isolation Program			
Number of Residents Discharged to Housing <i>(Note: Includes staying with friends or family)</i>			
Staffing Updates/Reductions*			
NUMBER OF RESIDENTS IN OVERFLOW*			
Facility Name:	Number of Residents	Comments	
	0		
	0		
	0		
Total Residents in Overflow:	0		
ADDITIONAL COVID-19 PROTOCOLS**			
<i>(Example: daily assessments, social distancing measures, staff briefings, cleaning, etc.)</i>			
REQUIRED SUPPLIES*			
<i>(Example: PPE, hygiene / cleaning, food, etc.)</i>			
ITEM	QUANTITY	DETAILS	

* Complete only if applicable

** Attach any literature you have created or collected to distribute to staff, residents, and/or the community