

Purpose

This document is to guide the *Salvation Army* 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 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:	1767 Dundas Street East, Mississauga ON
Service Provider:	Salvation Army
Population Served:	Families experiencing homelessness
Capacity	60 units plus capacity for overflow
Description of Facility:	Peel Family Shelter provides emergency housing for families experiencing homelessness. It is designed with 60 units which can accommodate up to 225 people. The program operates 24 hours a day, 7 days a week on a year-round basis.
Staffing:	This facility is staffed 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:	Screening is conducted over the phone and upon arrival at the
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<p>Active Daily Screening</p>	<p>facility according to the COVID-19 Guidance for Homelessness Service Providers. All individuals residing in the shelter at the time of the outbreak have also been screened according to the protocol outlined in the COVID-19 Guidance for Homelessness Service Providers.</p>
<p>Passive Screening:</p>	<p>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 Protocol for Suspected COVID-19 Cases.</p> <p>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.</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 • Provide the individual with a surgical mask • 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 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), 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 and arrange transportation by taxi, if required • Arrange transportation to the COVID-19 Isolation Program by: <ul style="list-style-type: none"> ○ Contacting TransHelp anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), passenger name, location,

During Residence		<p>entrance area if applicable, and pick-up/drop-off time</p> <ul style="list-style-type: none"> ○ Advise client of pick-up time and direct them where to wait, depending on pick-up time
	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 ● 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 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), 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
	Asymptomatic, but screened positive	<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 anytime between 6am and 12am ○ Provide the dispatch with the following information: trip type (special request COVID-19 trip), passenger name, location,

		<p>entrance area if applicable, and pick-up/drop-off time</p> <ul style="list-style-type: none"> ○ 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
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Risk Mitigation Measures

Cleaning	<p>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 on a daily basis. Residents will be 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>
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. Residents, however, will be encouraged to remain in their rooms.</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 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</p>

Returning from Outside	outlined in the COVID-19 Guidance for Homelessness Service Providers .
Visitors	Individuals returning from outside will be required to sanitize their hands upon entry to the building.
Transportation	No visitors are permitted inside the facility. No bus transportation will be encouraged during this time. Transportation to the Isolation Program 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. Personal Protective Equipment supply will be monitored and needs will be reported to zzghousingsupply@peelregion.ca .

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 (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>