
Purpose

This document is to guide Services and Housing in the Province (SHIP) in operating Peel Youth Village 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/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:	99 Acorn Place, Mississauga, ON
Service Provider:	Services and Housing in the Province (SHIP)
Population Served:	Youth
Capacity	48 individuals
Description of Facility:	This facility is a 4-story building in the Acorn community. It has 48 “dorm” style rooms for youth. On the residential floors there are gender-based bathrooms and communal kitchens. On the main floor there is a resource centre and community café. In the basement there is a community centre with basketball courts and gym. There are also administrative offices throughout the building.
Staffing:	This building 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	Admissions are currently on hold.
Active Daily Screening	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 .
Passive Screening:	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.

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 • 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
	Asymptomatic, but screened positive	<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

<p>During Residence</p>		<p>information: trip type (special request COVID-19 trip), passenger name, location, 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
	<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 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
	<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 anytime between 6am and 12am ○ Provide the dispatch with the following

		<p>information: trip type (special request COVID-19 trip), passenger name, location, 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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Protocol for Self-Isolating Onsite

If isolation in place is required, follow the guidelines below:

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 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 recovery; 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 recovery; 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>

Risk Mitigation Measures

Cleaning	SHIP will increase office cleaning and focus additional time on cleaning and disinfecting frequently touched objects and surfaces, such as toys and door handles and common space in the building. 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. Residents are responsible for cleaning their own units. SHIP staff will ensure families have the supplies they need to accomplish this. The Region has contracted outside cleaning services for 8 hours each day.
Physical Distancing	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.
Common Areas	All common spaces will be closed: communal kitchen, basement recreation space and outdoor playground.
Meals	No joint meals will be prepared. Residents are to prepare their own meals in their individual units and request assistance from staff where needed.
Programming	All group and non-essential programming are 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 at this time.
Transportation	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 the following critical supplies must be retained:

- Food
- Masks

- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes
- Personal Hygiene Products

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/
SHIP	905-795-8742	shipshey.ca/

**Homelessness Service Provider Pandemic Protocol:
Peel Youth Village**

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>