
Purpose

This document is to guide the Salvation Army in operating the Shelter Overflow Facilities 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 Recovery Program

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

Facility Details

Address:	Various locations
Service Provider:	Salvation Army
Population Served:	Individuals and families experiencing homelessness
Capacity	N/A
Description of Facility:	As the Region of Peel has a no turn away policy for emergency shelters, the Salvation Army has contracted with local motels to accommodate individuals and families when at capacity
Staffing:	Staff are not onsite 24 hours per day, but complete daily check-ins 7 days per 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 appropriate emergency shelter according to the COVID-19 Guidance for Homelessness Service Providers . If an individual is admitted to an emergency shelter at capacity, they will be referred to an overflow facility following similar protocols.
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:	Residents at the overflow facilities will be provided with handouts instructing them 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

		<p>Program by:</p> <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
During Residence	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

		<p>Program by:</p> <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
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Protocol for 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 upon resident discharge/transfer (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>)

	<p>Note: Clean floors according to flooring type and available cleaning equipment:</p> <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)
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The duration of a resident'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 the Recovery Program; 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 the Recovery Program; 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	Residents are responsible for cleaning their own units. Residents will be asked to clean bedding at least once per week. Staff will ensure bedding is laundered upon discharge. Motel staff will continue to clean and disinfect commons areas.
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	Common areas at the motel may continue to be available through the outbreak. Residents will be encouraged to avoid these areas and practice physical distancing.
Meals	Meals will be delivered directly to resident units.
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	Residents will be encouraged to sanitize their hands when returning from outside. Staff will repeat messaging when meals are delivered.
Visitors	No visitors should be permitted within resident units.
Transportation	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

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:	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>	