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## Purpose

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This document is to guide Regeneration staff in operating enhanced and additional drop-in services during the COVID-19 pandemic.

The goals of this document are to:

- Prevent transmission of the virus within the facility; and,
- Provide guidance on when individuals need to be referred 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](#).

Regeneration is offering enhanced drop-in services during the COVID-19 pandemic:

Address	Service Hours	Service Details
Regeneration Outreach Community, 156 Main St N, Brampton	Personal Care Service Hours: 7:00am to 5:00pm, Monday to Friday	<ul style="list-style-type: none"> <li>• Showers</li> <li>• Laundry</li> <li>• Service navigation</li> </ul>
	Breakfast: 8:00am to 9:30am, Monday to Sunday	Take Out Meals
	Lunch: 11:30am to 12:30pm, Monday to Thursday	Take Out Meals

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## COVID-19

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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:

[peelregion.ca/coronavirus/](https://peelregion.ca/coronavirus/)

## Screening for COVID-19

<b>Active Screening Upon Arrival:</b>	Screening is conducted upon arrival at the facility according to the <a href="#">COVID-19 Guidance for Homelessness Service Providers</a> .
<b>Active Screening During Visit:</b>	Health checks are conducted with clients who are demonstrating any symptoms of COVID-19. Symptomatic individuals are triaged according to the <a href="#">Protocol for Suspected COVID-19 Cases</a> .
<b>Passive Screening:</b>	Signage will be posted instructing clients to self-identify, perform hand hygiene, and follow physical distancing protocols. All clients should be instructed to cover their nose and mouth with a tissue or with their elbow when coughing and sneezing and have access to tissues and individual garbage receptacles.

## Protocol for Suspected COVID-19 Cases

<b>Prior to Admission</b>	Active Symptoms	<ul style="list-style-type: none"> <li>Do not permit the individual to enter the facility</li> <li>Employ mitigation practices, as applicable (e.g. isolation, PPE, cleaning/disinfecting)</li> <li>Contact the Regional Outreach Team via the Street Help Line at 877-848-8481 for next steps.</li> </ul>
	Asymptomatic, but screened positive	<ul style="list-style-type: none"> <li>Do not permit the individual to enter the facility</li> <li>Employ mitigation practices, as applicable (e.g. isolation, PPE, cleaning/disinfecting)</li> <li>Contact the Regional Outreach Team via the Street Help Line at 877-848-8481 for next steps.</li> </ul>

## Risk Mitigation Measures

<b>Cleaning</b>	Program staff will perform all cleaning and sanitization of the space. They 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.
<b>Physical Distancing</b>	<p>Program staff will perform setup and maintenance of space for service delivery and compliance with physical distancing recommendations.</p> <p>Staff will educate clients on appropriate physical distance and visually verify throughout their shift that clients in view are maintaining 2 metres distance from one another where possible. Visual markers are to be used where appropriate.</p>

<b>Common Areas</b>	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.
<b>Food</b>	Meals, snacks and beverages must be individual and prepackaged.
<b>Returning from Outside</b>	Individuals returning from outside will be required to wash or sanitize their hands upon entry to the building.
<b>Personal Protective Equipment</b>	Protocols for using Personal Protective Equipment are included in the <a href="#">COVID-19 Guidance for Homelessness Service Providers</a> .
<b>Signage</b>	<p>The site must have the following information posted at their facility:</p> <ul style="list-style-type: none"> <li>• <a href="#">Entrance sign (PDF)</a></li> <li>• <a href="#">Physical distancing (PDF)</a></li> <li>• <a href="#">Physical distancing tips (PDF)</a></li> <li>• <a href="#">Physical distancing in common eating areas (PDF)</a></li> <li>• <a href="#">Keep healthy in common eating areas (PDF)</a></li> <li>• <a href="#">Hand washing (PDF)</a></li> <li>• <a href="#">Harm reduction tips (PDF)</a></li> <li>• <a href="#">How to self-monitor (PDF)</a></li> <li>• <a href="#">How to self-isolate (PDF)</a></li> <li>• <a href="#">Overdose response tips (PDF)</a></li> </ul> <p>These can be found on the regional site at <a href="https://peelregion.ca/coronavirus/housing/">peelregion.ca/coronavirus/housing/</a></p> <p>Please follow the site for additional or updated material.</p>

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## Supplies

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Each facility should retain a supply of the following items:

- Food
- Masks
- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes and liquid
- Personal Hygiene Products

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## Daily and Incident Reporting:

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In addition to reporting required by the contract the program will log the number of referrals made to the Outreach Team and the outcome of each call. A representative at the facility will log these daily and submit it to the Region of Peel Program Supervisor and the Region of Peel Housing Program Analyst by 8:30am daily.

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, such as any event involving intervention of first responders (i.e. Police, Paramedic or Firefighter)

Any inquiries from media regarding COVID-19 are to be directed to the Region of Peel program Supervisor for escalation to the Regional Communications Team.