Shelter, Support and Housing Administration Response for People Experiencing Homelessness during COVID-19

Re: HL16.2
Current Context

• Toronto has the largest shelter system in Canada, with more than 7,000 individuals provided shelter each night.

• People experiencing homelessness are at a higher risk for severe illness from COVID-19 because of underlying health and socio-economic conditions.

• There have been 259 confirmed positive cases to date with 7 active outbreaks in shelter locations (as of May 4, 2020).
Three-Tier Response Overview

**Prevention**
- Enhanced Infection Prevention and Control guidance
- Physical distancing in the shelter system
- Outreach and encampments

**Mitigation**
- Screening and testing for COVID-19
- Isolation program

**Recovery**
- Recovery site
- Rapid rehousing
- Leveraging investments for permanent housing
- Ensuring housing stability
Tier 1 Prevention

Responses include enhanced Infection Prevention and Control guidance, physical distancing in the shelter system, and focus on outreach and encampments.

- **$6.1 million** to shelters, 24-hour respites and drop-ins for IPAC, PPE and wage increases.
- **23 new facilities opened**
- **1,040 people moved into hotels**
- **13 temporary respite sites and expanded facilities opened for physical distancing**
- **68 people sleeping outdoors moved to interim housing units**
- **10 hotel locations are operational**
- **1,823 people have moved for physical distancing**

497 people moved to temporary respite programs to create more opportunity for physical distancing.
Tier 2: Mitigation

Responses include screening and testing for COVID-19 and implementation of a dedicated isolation program.

More than **150 clients** have been provided space for isolation with medical supports.

**204 clients** transported for testing to date.

Screening in place at all points of entry and active screening and monitoring of clients and staff using Ministry of Health guidelines.
Tier 3: Recovery

Responses include a recovery site, rapid housing, leveraging investments for permanent housing, and ensuring housing stability.

Increased rent bank by $2 million to help 800 households.

Recovery site

143 Clients who are COVID-19 positive provided isolation spaces to recover.

218 people moved into permanent housing through rapid re-housing, housing allowances, and rent-geared-to-income.
### Communication & Partnerships

#### Homelessness Sector Networks
- Toronto Shelter Network
- Toronto Drop-in Network
- Toronto Alliance to End Homelessness

#### Health Sector Partners
- Toronto Public Health
- Inner City Health Associates
- Inner City Family Health Team
- University Health Network
- Toronto Region - Ontario Health

#### City-Community Response Table

#### United Way of Greater Toronto Area