

# CHECKLIST FOR CLIENTS BEING SENT FOR COVID-19 TESTING

## Shelter, Support and Housing Administration

Current as of October 8, 2020

### PURPOSE

Use this checklist to help plan for a client who has been assessed as needing clinical assessment at a Toronto Region COVID-19 Assessment Centre/hospital.

<b>CHECKLIST TO PREPARE CLIENTS FOR COVID-19 TESTING</b>	
<b>DO NOT DISCHARGE A CLIENT YOU SEND FOR TESTING</b> <ul style="list-style-type: none"><li>When clients are tested at the Toronto Region COVID-19 Assessment Centre, it can take a few hours or days to receive back results from test.</li><li>Follow the instructions in the <a href="#">COVID-19 Policy &amp; Procedure: Bed Deactivation for Clients Referred to Isolation/Recovery Sites</a></li><li>Clients who receive a negative test will either a) return to the referring shelter program or b) be required to isolate for a length of time as recommended by Toronto Public Health</li><li>Clients who receive a positive test will be transported to a recovery program and/or hospital where they will remain for a stay as per health guidance</li><li>Do not discharge the client or release their bed on SMIS when sending a client for testing. Recovery program staff will contact you to confirm that you can discharge the client from the program and deactivate the bed on SMIS.</li></ul>	<input type="checkbox"/>
<b>ASSESS IF CLIENT HAS PETS</b> <ul style="list-style-type: none"><li>Follow instructions outlined in SSHA's COVID-19 <a href="#">Pets in Temporary Care Policy and Procedure</a></li><li>When a client with a pet is required to go to a hospital or assessment centre for COVID-19 testing, staff must help the client to arrange care for the pet. Only service animals are to accompany their owners to test sites.</li><li>If client tests negative, the client will most likely be able to return to shelter site and reclaim their pet</li><li>If a client is referred to an isolation/recovery program that is pet-friendly, they will be reunited with their pet at this site</li><li>If a client is referred to an isolation/recovery program that does not accept pets, their pet will be placed in the temporary care of a family member/friend or, as a last resort, a Toronto Animal Services site.</li></ul>	<input type="checkbox"/>
<b>ASSESS IF CLIENT HAS BELONGINGS &amp; STORE IF NECESSARY</b> <ul style="list-style-type: none"><li>If client has belongings on site at shelter, assess the need to secure and store belongings in client's absence.</li></ul>	<input type="checkbox"/>
<b>REVIEW WITH CLIENT THE STEPS IN BEING TESTED FOR COVID-19</b> <ul style="list-style-type: none"><li>Share with the client the <a href="#">Info Sheet for Clients with COVID-19 Symptoms</a></li><li>Explain the process of being tested for COVID-19 including: transportation to the Assessment Centre, the test itself (a swab), the necessity to remain patient as there may be wait times, any phone numbers that the client may need to be in touch with shelter/supports as necessary.</li></ul>	<input type="checkbox"/>

# CHECKLIST FOR CLIENTS BEING SENT FOR COVID-19 TESTING

Shelter, Support and Housing Administration

Current as of October 8, 2020

<b>ASSESS IF CLIENT HAS MEDICATIONS &amp; ARRANGE TO SEND, IF NECESSARY</b> <ul style="list-style-type: none"><li>• If client has medication on site with shelter, send medications with clients for testing. If client tests positive at Toronto Region COVID-19 Assessment Centre, the client will stay for at least 10 days at a recovery program.</li></ul>	<input type="checkbox"/>
<b>SEND CLIENT WITH SNACKS, IF POSSIBLE</b> <ul style="list-style-type: none"><li>• There may be a waiting period at the Assessment Centre before the client is seen. If possible, send with drinks/snacks to make their stay more comfortable.</li></ul>	<input type="checkbox"/>
<b>ASSESS IF CLIENT NEEDS ADDITIONAL SUPPORTS TO REMAIN FOR TESTING</b> <ul style="list-style-type: none"><li>• Assess if client needs additional supports to remain on-site for testing, including managed alcohol or staff support. If available and able, staff may accompany client to Assessment Centre.</li><li>• If client is in Managed Alcohol Program (MAP), send schedule of MAP with client in the event that admission to recovery program is necessary.</li></ul>	<input type="checkbox"/>