How does the COVID-19 Screening Process Work for Shelters, 24-hour Respites, and 24-hour Drop-in Clients?

Shelter, Support and Housing Administration
Based on Ontario Public Health Criteria and Inner City Health Associate Guidelines
Current as of March 19, 2020

Use “COVID-19 Screening Tool for Homelessness Service Settings” to screen clients

Continue providing normal service delivery
- Client does not have any new presenting symptoms and has no risk factors (i.e. travel, underlying health conditions and etc.)
- Client only has underlying health conditions, practice social distancing

Client self-isolates
- Client is homeless, has no presenting symptoms, but has been out of the country in the last 14 days and/or has been exposed to someone with/ suspected COVID-19 diagnosis, follow process below:

Is there a place for clients to self-isolate?
- Yes
  - Client self-isolates
  - Use preventative measures
  - Notify Divisional Operation Centre (DOC)
  - Subject Line: Notification of Client in Self-Isolation
  - Include a copy of the screening tool
  - Monitor for symptoms for 14 days from date of arrival
  - Is the client presenting any symptoms?
    - No
      - Client can be moved from self-isolation
    - Yes
      - Notify Divisional Operation Centre (DOC)
      - Subject Line: Requesting Transportation to COVID-19 Assessment Centre
      - Include a copy of the screening tool

- No
  - Contact Divisional Operation Centre (DOC)

Client needs an clinical assessment
- Client is homeless and has new presenting symptoms, regardless of any risk factors (i.e. travel, underlying health conditions), follow process below:

Use preventative measures
- Put on mask on yourself and sanitize hand
- Ask client to sanitize hands and put on mask
- Use isolation and/or social distancing

Is client refusing an assessment?
- No
  - Continue providing normal service delivery
  - Uses preventative measures
  - Notify Divisional Operation Centre (DOC)
  - Subject Line: Requesting Transportation to COVID-19 Assessment Centre
  - Include a copy of the screening tool

- Yes
  - Notify Divisional Operation Centre (DOC)
  - Subject Line: Client Refusing Assessment
  - Include a copy of the screening tool
  - Hold bed for client until notification of test result

DOC can be contacted as sshadoc@toronto.ca