Shelter, Support and Housing Administration

Three Tier Response to COVID-19

**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, wage increases and grants to increase programming to achieve physical distancing
- **32 new facilities opened**
- **1,419 people moved into hotels**
- **13 temporary respite sites and expanded facilities opened for physical distancing**
- **150 people sleeping outdoors moved to interim housing units**
- **16 hotel locations are operational**
- **539 Spaces for physical distancing created at temporary respite sites and expanded facilities**

**Tier 2 Mitigation**
Responses include screening and testing for COVID-19 and implementation of a dedicated isolation program

- **More than 368 clients** have been provided space for isolation with medical supports
- **468 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**
- **468 clients transported for testing to date**

**Tier 3 Recovery**
Responses include recovery sites, rapid housing, leveraging investments for permanent housing, and ensuring housing stability

- **Increased rent bank by $2 million** to help 800 households
- **328 Recovery sites**
  - **328 clients who are COVID-19 positive** provided isolation spaces to recover
- **824 people moved into permanent housing through rapid re-housing, housing allowances, and rent-geared-to-income**

Built on a foundation of strong communication and partnership