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 and wage increases

20 new facilities opened
963 people moved into hotels
13 hotels have been secured with more than 1,508 rooms

Plus 200 room isolation hotel

10 hotel locations are operational

1,440 people have moved for physical distancing

477 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

Standard screening processes using Toronto Public Health guidelines at all points of entry by phone or in-person

Sites using active ongoing screening and monitoring of clients and staff

Dedicated isolation program with medical supports

More than 150 clients have been provided space for isolation while waiting for test results

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

Recovery site planning

137 clients who are COVID-19 positive provided isolation spaces to recover

Up to 100 people moved into housing by end of April through Rapid Housing initiative

Built on a foundation of strong communication and partnership