BED DEACTIVATION FOR CLIENTS REFERRED TO ISOLATION AND RECOVERY SITES POLICY AND PROCEDURE
Shelter, Support and Housing Administration
Current as of April 29, 2020

POLICY

SSHA has a screening process in place across all shelter, respite and temporary sites to identify clients who require COVID-19 testing. Individuals who are confirmed positive cases are referred to isolation/recovery sites for 14 days.

It is critical that people in isolation/recovery do not lose their regular bed from the program where they were screened. Staff should deactivate beds in the Shelter Management Information System (SMIS) assigned to people who are in isolation/recovery as per procedures outlined below.

PROCEDURE

1. Client is referred to a Toronto Region COVID-19 Assessment Centre:
   - Hold their shelter bed until further notice. Do not discharge the client. (Client should receive results the same day as turnaround time for test results has significantly improved).
   - Notify the client that their bed will be held so they can return to it if they receive a negative result or after they recover from a positive result.
   - Encourage the client to take their essential belongings with them (i.e. medication, identification) in the event that they are admitted to an isolation or recovery site. If the client wishes to leave their belongings on-site, staff will bag and safely store them until their return.
   - Add the client name and bed held to your site’s manual record.

2. Client Receives Test Results:
   - If the client tests negative for COVID-19, Toronto Public Health may recommend one of two outcomes:
     o The client return back to the referring shelter program.
     o The client isolates for 14 days. They will be provided care at an isolation site where they will remain for at least 14 days.
   - If the individual tests positive for COVID-19, they will be provided care at a recovery site and/or hospital, where they will remain for at least 14 days.

3. Client is Admitted to Isolation or Recovery Program:
   - Intake staff at the isolation/recovery site should provide a status update to the referring program.
   - Once you have confirmation that the client has been admitted to an isolation/recovery program, discharge the client from the current program and deactivate the bed on SMIS and state the reason: ‘Client transferred to recovery site with positive COVID-19 test result’ or ‘Client transferred to isolation site with negative COVID-19 test result’.
4. Client is Discharged from Isolation or Recovery Site:
   - Every effort will be made to arrange for an alternative discharge plan for people leaving the recovery program to a hotel program or housing where possible.
   - Clients will not be discharged back to a shelter with an active outbreak.
   - If client is returning to the referring shelter, intake staff should refer to their site’s manual record of beds deactivated for client isolation/recovery and identify the bed connected to the returning client.
   - Activate the bed on SMIS and intake the client into that bed.

Issues/Support
Shift Leads/Site Leads should contact the SSHA DOC at sshadoc@toronto.ca if there are any concerns or questions.