

BED DEACTIVATION FOR CLIENTS REFERRED TO ISOLATION AND RECOVERY SITES POLICY AND PROCEDURE

Shelter, Support and Housing Administration

Current as of October 8, 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 stay at a recovery program for the number of days as per health guidelines.

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.
- 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 the recovery program. 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:
 - The client return back to the referring shelter program.
 - The client isolate for a period of time as per health guidelines.
- If the individual tests positive for COVID-19, they will be provided care at the recovery program and/or hospital, where they will remain for a period of time as per health guidelines.

3. Client is Admitted to Recovery Program:

- Intake staff at the recovery program should provide a status update to the referring program.
- Once you have confirmation that the client has been admitted to a recovery program, discharge the client from the current program and deactivate the bed on SMIS and state the reason: 'Client transferred to recovery program with positive COVID-19 test result' or 'Client transferred to recovery program with negative COVID-19 test result'.

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4. Client is Discharged from Recovery Program:

- 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 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 Duty Office at SSHADutyOffice@toronto.ca if there are any concerns or questions.