INFO SHEET FOR CLIENTS WITH COVID-19 SYMPTOMS
Shelter, Support and Housing Administration
Current as of May 6, 2020

What is COVID-19 and why are you being screened for it?

COVID-19 is a highly infectious virus. Symptoms can range from mild fever and cough to severe symptoms that require hospitalization and can lead to death.

Staff at this site have a screening tool that asks questions and determines whether people need to go for COVID-19 testing. Screening is done to help protect everyone and prevent spread of the virus.

It is critical if you have been screened and have symptoms of COVID-19, or have been in close contact with someone who has, that you are tested as soon as possible to reduce risks of serious illness to yourself, other clients, staff and the community.

What does the COVID-19 testing process look like?

The process for testing is as follows:

1. Staff will arrange transportation for you to go to a COVID-19 assessment centre or a hospital.

2. When you arrive at a COVID-19 assessment centre, healthcare staff will swab the inside your nose and/or your throat to collect a specimen to test.

3. After your test, you will receive your test results. You should receive results within a few hours.

4. If you receive a negative result, you will be able to return directly to the program you were staying in. Your bed will be held for you and your belongings will be stored.

5. If you receive a positive result, you will be provided transportation to a recovery program where you will remain and receive medical care for 14 days.

What will happen if you refuse to be tested for COVID-19?

It is critical that you go for testing if you have been advised to do so by staff. By refusing, you are putting yourself and people around you at risk of serious illness.

People who refuse testing will not be permitted to remain in a shelter, respite or 24-hour drop-in program.

We want to keep you safe and well! Please work with us to get tested and get back to your normal routine as soon as possible!