

**PROTOCOL FOR NON-COMPLIANCE
RELATED TO COVID-19 TESTING, ISOLATION AND RECOVERY**
Shelter, Support and Housing Administration
Current as of October 8, 2020

PROTOCOL

This protocol outlines the procedures for situations of non-compliance related to COVID-19 in shelters, respites and 24-hour drop-in sites. It includes:

- When client is currently in shelter and is unwilling to go for testing;
- When client is referred for testing and returns to shelter without test results;
- When client is currently in shelter and is unwilling to go to isolation; and
- When client tests positive and refuses to go to the recovery program or hospital.

PROCEDURE

In all of the above scenarios, staff should:

- Strongly encourage the client to go for testing, return to obtain results, or go to the recovery program or hospital
- Communicate the risks the client is posing to them self, other clients and staff at the current site, and the community.
- Where possible, using rapport and interpersonal skills to address/de-escalate conflict and issues of non-compliance is strongly encouraged.

For clients who refuse to go for testing or to obtain test results, staff should:

- Provide the client with **Info Sheet for Clients with COVID-19 Symptoms** letter, which communicates the importance of testing and the consequences of refusing.

For clients who return to shelter without test results:

- Hospitals and assessment centres are required to hold clients until test results have been confirmed.
- If a client returns to the shelter without their test results, they should return to the hospital or assessment centre.
- If the client refuses, staff should contact the hospital or assessment centre or Toronto Public Health to confirm the client's results before being admitted.
- Staff should provide the client with **Info Sheet for Clients with COVID-19 Symptoms** letter, which communicates the importance of testing and the consequences of refusing.

For clients who have tested positive for COVID-19 or been identified as a close contact of a confirmed COVID-19 case by Toronto Public Health and are refusing to go to isolation, recovery or hospital, staff should:

- Provide the client with the **Toronto Public Health Fact Sheet: COVID-19 Class Order: April 1, 2020** which provides information on how and why people are required to isolate, and the consequences of refusing.

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Escalation step #1:

If the client continues to refuse, the staff should:

- Communicate that it is not possible for the client to enter/stay in the building
- Escalate to Program Manager or Designate for guidance on next steps and resolution.
- If there is no resolution, escalate the case to SSHA Duty Office
SSHADutyOffice@toronto.ca

While working through the process above/until a resolution is found:

- Place client in a separate room where possible to avoid contact with other clients.
- Ensure frequent cleaning and disinfection of the setting.
- Maintain physical distance at all time when monitoring and providing assistance. Staff should wear appropriate personal protective equipment.

Escalation step #2:

SSHA Duty Office may:

- Escalate the case to Toronto Public Health for guidance
- Ask to speak with the client directly
- Request assistance from Toronto Paramedics or Toronto Police Services, as needed and appropriate to the specifics of the individual circumstances

The client will not be admitted to shelter and/or will not be allowed to remain in shelter if they are identified as having COVID-19, in accordance with the requirements for isolation outlined in the Class Order.

If the client leaves the shelter without going to hospital or the recovery program, notify SSHA Duty Office. An alert will be placed in SMIS for the individual.

Attachments:

Info Sheet for Clients with COVID-19 Symptoms

Toronto Public Health Fact Sheet: COVID-19 Class Order: April 1, 2020