COVID-19 Referral Pathways for People Experiencing Homelessness

Clients are actively screened on a daily basis. If a client shows symptoms of COVID-19,
Shelter staff complete COVID-19 Screening Tool for Homelessness Service Settings for client,
and notify client that they will be sent for COVID-19 testing.

Shelter staff arrange for non-emergency transportation to a COVID-19 assessment centre by emailing completed COVID-19 screening tool to SSHACOVIDtransport@toronto.ca, as per this Instructions Guide.

If client symptoms are severe, shelter staff should call 911 and arrange for transport to an emergency room instead. If a larger group of clients require testing (e.g. 5 or more) consultation may be required to determine the most effective approach to facilitating access to testing.

Shelter staff go through the Checklist for Clients being sent for COVID-19 testing with client, hold client's shelter bed as per the Bed Deactivation Policy and Procedure, and give completed COVID-19 Screening Tool to the client. Client should share the completed screening tool with healthcare provider upon arrival to the COVID-19 assessment centre.

SSHA COVID-19 Transport Staff respond via e-mail or phone within two hours of receipt with details regarding non-emergency transportation, during their hours of operation (8am-8pm, 7 days per week).
If a request is received after hours, it is responded to next day.

If request received **during** assessment centre hours of operation, SSHA COVID-19 Transport Staff transport client to assessment centre. People experiencing homelessness who are symptomatic or who are close contacts of someone who has COVID-19 can go directly to an assessment centre to access testing without an appointment.	If request received **after** assessment centre hours of operation, shelter staff asked to isolate the client on site until the client can be transported to assessment centre the next day. Where possible, shelter staff provide the client with a separate room and bathroom for isolation as per the TPH fact sheet for isolation in place OR self-isolation as per the TPH fact sheet for self-isolation in congregate living settings.
	Shelter staff may also contact the Toronto Public Health (TPH) Shelter Intake Line (416-338-1521) between 8am-6pm, or contact 311 and ask to speak with the COVID-19 on-call manager between 6pm and 8am, for guidance and advice.

COVID-19 assessment centre staff administer COVID-19 test and refer to Inner City Health Associates (ICHA) for assessment and referral to the COVID-19 Recovery Program.

Recovery Program Staff contact SSHACOVIDtransport@toronto.ca to transport **symptomatic** clients from assessment centre to Recovery site. **Clients** can return to shelter site to await test results if they are **asymptomatic** or have been cleared to return by a healthcare provider (e.g., because symptoms are due to a stable chronic condition).

If a client with ongoing symptoms returns to the shelter without discharge documentation, shelter staff can consult with the Recovery Site for further guidance, using the ICHA pager number (see below).

If client tests negative for COVID-19:	**If client tests positive for COVID-19:**
• ICHA completes clinical assessment • Recovery program staff refers client back to shelter and arranges for transportation	• If client is at the shelter, staff can refer directly to the COVID Recovery Site by (1) faxing the ICHA Referral Form to 647-689-7263 or submitting through the Online Portal and (2) paging the number on the form to speak with a clinician. • If at the Recovery site, shelter staff and TPH are notified of positive result. • Client remains at Recovery Program for recommended isolation period. • Shelter staff follow guidance in Info Sheet: What to expect when a client tests positive for COVID-19 • TPH initiates case and contact tracing, and works with shelter staff and clients to identify close contacts.

For further information, please visit: COVID-19 Guidance for Homelessness Services & Congregate Living Settings