

BED DEACTIVATION FOR CLIENTS REFERRED TO COVID-19 ISOLATION AND RECOVERY SITE POLICY AND PROCEDURE

Shelter, Support and Housing Administration

Current as of March 21, 2022

POLICY

SSHA has a COVID-19 screening and testing process in place across all shelter, respite and temporary sites. Individuals who are confirmed positive cases are required to self-isolate for a number of days as per health guidelines.

Most clients will isolate in situ following the guidance of Toronto Public Health. [Eligible clients](#) can be referred to the COVID-19 Isolation and Recovery Site using the [electronic referral form](#).

It is critical that people who go to the COVID-19 Isolation and Recovery Site do not lose their regular bed from the program where they were referred. Staff should deactivate beds in the Shelter Management Information System (SMIS) as per procedures outlined below to people who are in isolation/recovery as per procedures outlined below.

PROCEDURE

Client is experiencing COVID-19 symptom(s) completes or is referred for testing (Rapid Antigen Test or PCR):

1. For clients who have been referred to a 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 COVID-19 Isolation and 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 negative test result:

- If the client experiencing COVID-19 symptoms tests negative on a RAT, they should be referred to a CAC for a PCR test.
- If the client tests negative for COVID-19, Toronto Public Health may recommend one of two outcomes:
 - The client return/remain at the referring shelter program.
 - The client isolate for a period of time as per health guidelines.

3. Client receives positive test result:

- If the individual tests positive for COVID-19, they will be required to self-isolate for the number of days as per health guidelines. Eligible clients can be referred to the COVID-19 Isolation and Recovery Site using the [electronic referral](#) or by faxing the [paper referral](#) to 416-696-3463. Clients admitted to the COVID-19 Isolation

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and Recovery Site can access medical care and harm reduction supports as needed.

4. Client is admitted to COVID-19 Isolation and Recovery Site:

- Intake staff at the COVID-19 Isolation and Recovery Site should provide a status update to the referring program.
- Once you have confirmation that the client has been admitted to the COVID-19 Isolation and Recovery Site, 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 recovery program with negative COVID-19 test result'.

5. Client is discharged from COVID-19 Isolation and Recovery Site:

- COVID-19 Isolation and Recovery Site staff will work with clients to create a discharge plan for people leaving the recovery program to a hotel program or housing where possible.
- 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.