

OUTBREAK BED DEACTIVATION POLICY AND PROCEDURE

Shelter, Support and Housing Administration

Current as of January 19, 2021

POLICY

SSHA is committed to providing up to date information regarding bed availability in the shelter system. Ensuring real-time, accurate information is available in SMIS about bed availability will help to ensure improved customer service for clients seeking shelter, reduce staff effort in making accurate referrals and improve efficiency of use of available beds.

Service providers are required to deactivate vacant beds in the Shelter Management Information System (SMIS) when advised by Toronto Public Health to suspend admissions due to COVID-19 outbreaks or suspected outbreaks in shelters, as per the procedures outlined below.

PROCEDURE

1. If Toronto Public Health declares a COVID-19 outbreak or suspected outbreak in a shelter program:

- Shelter providers must follow all direction from Toronto Public Health
- Hold beds for all clients moved to the recovery program consistent with the [Bed Deactivation for Clients Referred to Isolation and Recovery sites Policy and Procedure](#)
- Deactivate all vacant beds in SMIS when advised by TPH to suspend new admission: a staff with Supervisor Rights in SMIS should deactivate all vacant beds (refer to SMIS tip sheet [Adding/Editing Rooms and Beds](#))

2. When Toronto Public Health declares the COVID-19 outbreak or suspected outbreak resolved and/or that new admission can resume:

- A staff with Supervisor Rights in SMIS will activate all vacant beds (refer to SMIS tip sheet Adding/Editing Rooms and Beds) as per current confirmed capacity that meets physical distancing requirements.

Issues/Support: Shift Leads should contact the SSHA Duty Office at sshadutyoffice@toronto.ca if there are any concerns or questions.