

COVID-19 Client Screening Tool for Homelessness Service Settings



Shelter Support & Housing Administration

Current as of March 15, 2023

All new clients should be actively screened using this tool on admission/intake. Use of Rapid Antigen Testing is encouraged for all new admissions as an additional screening measure. Existing clients should be passively screened (using signage). Clients should not be restricted from service if they decline to participate in screening but should be isolated where possible. Staff asking these questions should be behind a barrier (i.e., Plexiglass). If a barrier is not available, the screener should stay 2 metres from those entering the facility. All staff are required to wear an approved mask. Clients on site are required to wear a medical mask as per the [Shelter Directive](#). In general, shelters, respites, and 24-hour drop-ins are considered high risk congregate living settings, and should follow Public Health guidance for congregate living settings.

If the client is having severe difficulty breathing, severe chest pain, feeling confused, losing consciousness or experiencing other severe symptoms, call 9-1-1.

SCREENED CLIENT INFORMATION

First Name
Last Name
<input type="checkbox"/> Check this box if First Name and Last Name do not apply to you because you have either a registered Birth Certificate or Change of Name Certificate bearing a Single Name. Provide your name below.
Single Name
Date (yyyy-mm-dd)
Time

Step 1 – COMPLETE COVID-19 SCREENING TOOL WITH YOUR CLIENT

<p>A) Are you currently experiencing ONE or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.</p> <ul style="list-style-type: none"> • Fever and/or chills • Cough or barking cough (croup) • Difficulty breathing or shortness of breath • Decrease or loss of taste or smell 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>B) Do you have any TWO or more of the following new or worsening symptoms? Symptoms should not be chronic or related to other known causes or conditions:</p> <ul style="list-style-type: none"> • Extreme tiredness* • Sore muscles or joints* • Nausea, vomiting, and/or diarrhea • Sore throat or trouble swallowing • Runny or stuffy nose • Headache* • Pink eye • Abdominal pain • Decreased or lack of appetite <p>See Management of Cases and Contacts of COVID-19 in Ontario for full updated list of symptoms.</p> <p>*If symptoms of mild headache, tiredness, sore muscles or joints occur within 48 hours after getting a vaccine, select "NO" and wear an approved mask when on site. If your symptoms last longer than 48 hours or worsen, stay home and self-isolate.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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Individuals with any of the above symptoms are recommended to self-isolate until fever is resolved and their symptoms have been improving for at least 24 hours		
C) Have you been told to stay home and self-isolate by a doctor, health professional or public health unit in the last 5 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
D) In the last 5 days, have you tested positive on a PCR or rapid antigen test?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

STEP 2 – READ THE RESULTS OF THE SCREENING TOOL

- If the clients answered **NO** to all questions from A through D they should continue to follow public health measures including masking, maintaining physical distance and hand hygiene.
- If the client answered **YES** to questions **A** and/or **B**, they must self-isolate from the onset of symptoms and should be **assessed for COVID-19**. See STEP 3 below for referral instructions to a PCR test or use a rapid antigen test. If a person experiencing symptoms yields a negative rapid antigen test they should be referred for a diagnostic PCR test. In case of an outbreak, Toronto Public Health may co-ordinate onsite testing for those who require testing.
- If the client answered **YES** to question **C**, they **MUST** self-isolate for 5 days or as directed by Public Health.
- If the client answered **YES** to question **D** they may be required to self-isolate for 5 days from the onset of symptoms and may be [referred to the Recovery and Isolation program if they meet eligibility criteria](#). If the client has since received a negative PCR test or two consecutive negative rapid antigen tests, they may not be required to self-isolate.

If the client is interested in more information. Refer to the [Public Health Ontario](#) website for general referral information or contact Telehealth 1-866-797-0000.

STEP 3 - ACCESS TO TESTING AND REFERRAL TO THE COVID-19 ISOLATION AND RECOVERY PROGRAM

A Rapid Antigen Test for COVID-19 assessment can be conducted on site. A positive result from a Rapid Antigen Test does not need to be confirmed with a PCR test.

People experiencing homelessness continue to be eligible to access PCR testing as needed. If the client screens 'YES' to any of questions (A) and/or (B) they may be referred for PCR testing for COVID-19 at a [Toronto Region COVID-19 Assessment Centre](#). (Check website for updates to locations and hours).

Effective June 11, 2022, transportation services are only provided for referrals to and discharges from the COVID-19 Isolation and Recovery program. To make a referral to this program, complete the [paper](#) or [electronic](#) Referral Form for Shelter, Support and Housing Administration COVID-19 Isolation and Recovery Program for People Experiencing Homelessness. Once the client is accepted into the program, transportation will be arranged by SSHA staff on site.

A rapid antigen or PCR test result confirming that an eligible client has tested positive for COVID-19 is required for admission into the COVID-19 Isolation and Recovery program.

Shelter, Support and Housing Administration collects personal information on this form under the legal authority of the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, SO 2020, Chapter 17, section 2, the City of Toronto Act, 2006, SO 2006, Chapter 11, Schedule A, section 136(c), the Housing Services Act, 2011, SO 2011, Chapter 6, Schedule 1, section 6 and the Toronto Municipal Code, Chapter 59, Emergency Management. The information is used to record information related to the health, safety and well-being of staff, clients and visitors to enhance safety in the Homelessness Service Settings. Information will only be shared with Toronto Public Health when requested. Questions about this collection can be directed to the Manager, Homelessness Initiatives & Prevention Services (HIPS), Metro Hall, 55 John Street, 9th Floor, Toronto, M5V 3C6, or by telephone at 416-392-8741.