This document includes:
- Facility Details
- COVID-19 Background
- Admission to Isolation Program
- Monitoring of Isolation Residents
- Discharge of Isolation Residents
- Referral to the Recovery Program
- Risk Mitigation Measures
- Supplies
- Daily & Incident Reporting
- Key Contacts
- Appendix: Isolation Program Tracking Log
- Appendix: Homelessness Salesforce Procedure

Purpose

This document is to guide the Salvation Army in operating the COVID-19 Isolation Program during the COVID-19 pandemic.

The goals of this document are to:

- Prevent and contain the transmission of the virus within the facility; and,
- Provide guidance on how to support individuals/families in the Isolation Program and when they can be discharged from the Isolation Program.

Service Providers are to use this site-specific guide in conjunction with the COVID-19 Guidance for Homelessness Service Providers.

COVID-19 Isolation Program Facility Details

<table>
<thead>
<tr>
<th>Service Provider:</th>
<th>Salvation Army</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Served:</td>
<td>Homeless individuals and families who are required to self-isolate due to their recent travel, their contact with a COVID-19 case, and/or their experience of symptoms associated with COVID-19.</td>
</tr>
<tr>
<td></td>
<td>Referrals may be received from emergency shelters, transitional and supportive housing programs, street outreach, and hospitals and assessment centres.</td>
</tr>
<tr>
<td></td>
<td>Individuals residing in the Isolation Program may or may not be referred for testing. Referrals for testing are at the discretion of medical professionals</td>
</tr>
</tbody>
</table>

Revised: April 9, 2020
Homelessness Service Provider Pandemic Protocol: COVID-19 Isolation Program

Capacity
(i.e. Peel Paramedics, Peel Public Health, resident’s physician, etc.)
27 units

Description of Facility:
The program is located in Brampton and has 27 rooms spread across 2 floors.

Staffing:
This facility is staffed 24 hours a day, 7 days a week

COVID-19 Background

On March 11, 2020, the World Health Organization (WHO) declared COVID-19 a global pandemic. COVID-19 is a new type of coronavirus that can cause acute respiratory illness. It is spread person-to-person through droplets (e.g., coughing, sneezing) that can travel up to two metres. It may also be possible for a person to get the virus by touching contaminated surfaces and then touching their mouth, nose or eyes. Symptoms have ranged from mild to severe, and commonly include fever, cough and shortness of breath.

For more information on COVID-19, please refer to Peel Public Health’s website: http://www.peelregion.ca/coronavirus/

Admission to Isolation Program

Staff will complete the following steps when admitting an individual to the Isolation Program:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Search for the person in Salesforce</td>
</tr>
<tr>
<td>If the person is…</td>
<td>Then…</td>
</tr>
<tr>
<td>Found</td>
<td>Ensure the Program Enrollment is open (i.e. no Close Date or Reason), and Update Intake Form.</td>
</tr>
<tr>
<td>Not found</td>
<td>Create New Intake.</td>
</tr>
<tr>
<td>2</td>
<td>Assign a Bed to create a Placement record for each Household Member</td>
</tr>
<tr>
<td>3</td>
<td>Create a New Case Note with Subject “Negative COVID Test” for any Household Member that has previously completed testing and been found negative and record the testing date in the body of the case note</td>
</tr>
<tr>
<td>4</td>
<td>Create a New Task with Subject “Isolation” and enter a Due Date which corresponds to the appropriate isolation period follow-up or end</td>
</tr>
</tbody>
</table>

If...
Transmission risk is known (i.e. return from travel or latest encounter with positive COVID-19 case) and individual is asymptomatic
Then...
- Do NOT send for testing unless symptoms present; and,
- Input an end date that corresponds to the
Homelessness Service Provider Pandemic Protocol: COVID-19 Isolation Program

Transmission risk is known (i.e. return from travel or latest encounter with positive COVID-19 case) and individual is symptomatic

15th day following transmission risk.

Note: If symptoms present while in isolation, provide the client with a surgical mask, gloves and follow steps for when transmission risk is known and individual is symptomatic.

Transmission risk is known (i.e. return from travel or latest encounter with positive COVID-19 case) and individual is symptomatic

Refer to Public Health and input an end date that corresponds with anticipated return of test results (4th day following testing)

Note: If Public Health does not recommend testing, follow their direction regarding isolation period.

No transmission risk is known, and an individual is symptomatic

Refer to Public Health and input an end date that corresponds with anticipated return of test results (7th day following testing)

Note: If Public Health does not recommend testing, follow their direction regarding isolation period.

5 Update facility staff so to arrange regular meal delivery for the new resident

6 Provide incoming residents with instructions on how they can reach Isolation Program staff

Monitoring Isolation Residents

Isolation Program staff will check-in with residents daily by phone to ensure their needs are being met and their circumstances have not changed:

<table>
<thead>
<tr>
<th>If a resident...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires something which can reasonably be obtained (e.g. snack, beverages, fever reducing medication or cough suppressant, additional linens, cleaning supplies, etc.)</td>
<td>Obtain the item(s), and deliver them to the resident’s door.</td>
</tr>
</tbody>
</table>
| Needs to leave their room (i.e. to get fresh air or smoke) | • Ensure they have a mask to wear and disinfecting wipes to disinfect anything they come into contact with, and  
• Check-in to confirm that they return to their room in a reasonable amount of time. |
| A resident is experiencing medical distress | • Contact 911; and,  
• Report the incident to the Isolation Program supervisor and the Key Contacts. |
| A resident’s symptoms present or worsen while in isolation | Refer the resident to Peel Public Health, and notify the Peel Paramedics when they complete their daily visit. |
A resident is referred for testing while at the Isolation Program

- Arrange transportation to testing;
- Ensure the resident has a mask to wear; and,
- Update the Due Date of the Isolation task to reflect the anticipated return of test results (7th day following testing) and check-in daily until results are received.

A resident is awaiting test results while at the Isolation Program

- Ensure the Due Date of the Isolation task reflects the anticipated date of return of test results (7th day following testing);
- Check-in daily until results are received; and
- Proceed accordingly when results are received:
  - If positive, discharge to the COVID-19 Recovery Program; or,
  - If negative, update Due Date of Isolation Task to reflect end of isolation period according to exposure risk or Peel Public Health direction.

**Discharging Isolation Residents**

Isolation Program staff will discharge a resident and close the follow-up task in Salesforce and arrange transportation to the appropriate location, if required, at the first of the following events:

<table>
<thead>
<tr>
<th>Event</th>
<th>Discharge to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive test results</td>
<td>COVID-19 Recovery Program <em>(Note: follow Referral Steps to the Recovery Program)</em></td>
</tr>
<tr>
<td>Isolation period end</td>
<td>Housing, community, or other residential program</td>
</tr>
<tr>
<td>Self-isolation in community possible (i.e. housing secured or can stay with family/friends)</td>
<td>Housing</td>
</tr>
<tr>
<td>Hospitalization required</td>
<td>Hospital</td>
</tr>
</tbody>
</table>

**Referral to Recovery Program**

Isolation Program staff will complete the following steps to refer an individual to the Recovery Program when COVID-19 positive test result is confirmed:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Complete the Referral Form</td>
</tr>
<tr>
<td>2</td>
<td>E-fax the completed referral form to the Recovery Program Manager</td>
</tr>
</tbody>
</table>
3. The Recovery Program Manager will confirm acceptance of the referral with the Isolation Program staff by phone or email.

4. Contact TransHelp to arrange for transportation to the Recovery Program.

5. Advise the individual of the pick-up time and provide them with surgical mask and gloves.

6. Discharge the individual from the Isolation Program in Salesforce.

7. Arrange for the vacated room to be disinfected and cleaned thoroughly following PIDAC Best Practices document for Environmental Cleaning for Infection Prevention and Control guidelines.

---

**Risk Mitigation Measures**

**Health Screening**

Staff will check-in with residents by phone regularly to ensure their circumstances have not changed and will proceed accordingly based on situation.

In addition, Peel Paramedics will visit the site daily to provide medical screening of residents.

**Cleaning**

Staff will focus additional time on cleaning and disinfecting frequently touched objects and surfaces. Staff will also disinfect shared workspaces including desks, keyboards, etc. before and after using the space. Staff will increase the number of times they disinfect their personal works spaces.

Staff will educate residents on the importance of disinfecting anything they may come into contact with when outside of their room, and ensure that residents have disinfecting wipes if they plan to leave their room for any reason.

Staff will execute the following directions regarding the cleaning of resident rooms and will observe the PIDAC Best Practices document for Environmental Cleaning for Infection Prevention and Control guidelines:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ensure appropriate cleaning agents and equipment are available for each task (page 27-34, Cleaning Agents, Disinfectants, and Cleaning Equipment)</td>
</tr>
</tbody>
</table>
| 2    | Ensure routine practices around hand hygiene and personal protective equipment are observed (page 35-39, Routine Practices)  
  **Note:** gowns/coveralls, respiratory protection (i.e. masks) and eye protection (i.e. goggles, face shields) are NOT required for routine cleaning activities. |
### Physical Distancing

Staff will educate residents on appropriate physical distance and instruct them to remain in their rooms. Staff will conduct walkabouts throughout the facility to ensure that residents are not outside of their rooms unnecessarily.

### Common Areas

There are no common areas that residents are permitted to occupy at this facility.

### Meals

Meals will be delivered directly to rooms by the facility operators.

### Programming

No additional programming is being delivered to residents in isolation.

### Returning from Outside

Staff will educate residents on the importance of sanitizing their hands when returning from outside and disinfecting anything they may come into contact with while outside of their room. Staff will ensure that residents have access to disinfecting wipes and hand sanitizer if they plan to leave their room for any reason.

### Visitors

No visitors of Isolation Program residents are permitted inside the facility.

### Transportation

No public transportation will be encouraged during this time. Any compulsory transportation between the shelter, Isolation Program and Recovery Program will be arranged via TransHelp.

### Personal Protective Equipment

Protocols for using Personal Protective Equipment as outlined in the COVID-19 Guidance for Homelessness Service Providers will be observed. Personal Protective Equipment supply will be monitored and needs will be reported to zzghousingsupply@peelregion.ca.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Provide direction to residents for regular cleaning of room (page 133-134, Sample Procedure for Routine Daily Cleaning of Resident Room) and washroom (page 135, Sample Procedure for Routine Bathroom Cleaning)</td>
</tr>
<tr>
<td>4</td>
<td>Provide direction to residents to bag all garbage daily and leave it outside of the door to their room for collection by staff</td>
</tr>
</tbody>
</table>
| 5 | Coordinate cleaning of isolation rooms upon resident discharge/transfer (page 136-137, Sample Procedure for Routine Discharge/Transfer Cleaning of a Resident Room), washrooms (page 135, Sample Procedure for Routine Bathroom Cleaning) and laundry (page 70-71, Soiled Linen)  
**Note:** Floors are to be cleaned according to flooring type and available cleaning equipment:  
- Hard floors w/ dry dust mop (page 146)  
- Hard floors w/ wet loop mop and bucket (page 147)  
- Hard floors w/ microfibre mop (page 148)  
- Carpet (page 99) |
Supplies

A daily inventory of all of the following critical supplies must be retained:

- Food
- Masks
- Gloves
- Cleaning Products and Tools
- Sanitizing Wipes
- Personal Hygiene Products
- Fever reducing medications and cough suppressants

Any shortages or anticipated shortages are to be promptly reported to zzghousingsupply@peelregion.ca.

Daily and Incident Reporting:

A representative at the facility will complete the Isolation Program Tracking Log (see Appendix) and upload it to Tempo Box daily before 8:30am.

In the event of an incident related to COVID-19 or a person under investigation for COVID-19 infection, Key Contacts must be notified promptly. Examples of incidents include: any event involving intervention of first responders (i.e. Police, Paramedic or Firefighter); any instance where a service restriction is being recommended for a person under investigation for COVID-19; etc.

Any inquiries from media are to be directed to the Region of Peel program Supervisor for escalation to the Regional Communications Team.

Key Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region of Peel</td>
<td>905-453-1300</td>
<td>peelregion.ca/housing/shelters/</td>
</tr>
</tbody>
</table>
## Appendix: Isolation Program Tracking Log

### COVID-19 ISOLATION PROGRAM MANUAL TRACKING LOG

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date of Birth</th>
<th>Phone Number</th>
<th>Room Number</th>
<th>Referring Facility</th>
<th>Emergency Contact Name</th>
<th>Emergency Contact Phone Number</th>
<th>Date Admitted to Isolation Program</th>
<th>Date Isolation to Conclude (15th day following reported exposure or date of return from travel)</th>
<th>Tested for COVID-19?</th>
<th>Date Test Results Anticipated if applicable (7th day following test date)</th>
<th>Date of Discharge</th>
<th>Discharged To…</th>
<th>Reason for Discharge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27/03/2020
Appendix: Homelessness Salesforce Procedure

Isolation Program Salesforce Intake

1. Referral received
2. Search for client in Salesforce
3. Client found?
   - NO: Click Create New Intake on Home Page
   - YES: Click Update Intake Form in PE

Due Dates for Discharge Review

<table>
<thead>
<tr>
<th>Test Results Pending</th>
<th>7 days after test</th>
</tr>
</thead>
<tbody>
<tr>
<td>No test results pending, transmission risk known</td>
<td>15th day after transmission risk, or as advised by Public Health</td>
</tr>
<tr>
<td>No test results pending, transmission risk unknown</td>
<td>As per Public Health</td>
</tr>
</tbody>
</table>

4. Complete all applicable fields and submit to generate intake form
5. Assign a Bed to create a Placement record for each household member at the Facility
6. Create New Task with Subject “Isolation” and enter the appropriate Due Date for follow-up

Isolation Program Salesforce Case Management

1. If referred for testing during in isolation
2. Ensure “Isolation” task due date is aligned to anticipated test result date
3. Change “Isolation” task Due Date to match appropriate Discharge Review date
4. Proceed to Discharge
5. Create a Case Note entitled “Negative COVID Test” and note the test date in the body
6. Change from Negative to Positive

Isolation Program Salesforce Discharge

1. Discharge the client for the appropriate reason
2. Close the “Isolation” task
3. Discharge Events
   - Positive test results
   - Isolation period end
   - Self-isolation in community possible (i.e. housing secured or can stay with family/friends)
   - Hospitalization required
   - Recovery Program
   - Housing, community, or other residential program
   - Housing
   - Hospital

Revised April 2, 2020