
Purpose

This document is to guide the Canadian Mental Health Association (CMHA) Peel Dufferin in operating the Street Outreach Program during the COVID-19 pandemic.

The goals of this document are to:

- Prevent and contain the transmission of the virus within the homelessness population and;
- Provide guidance on when individuals/families need to move to the Isolation Program

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

Facility Details

Address:	7700 Hurontario Street, Brampton ON
Service Provider:	CMHA Peel Dufferin.
Population Served:	People experiencing homelessness.
Program Description:	Responsive, mobile, multi-disciplinary team that supports people who are homeless or who feel they may become homeless. The team works in partnership with community agencies to provide support, advocacy and referrals to help people with their basic needs.

COVID-19

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/>

Screening for COVID-19

Active Screening at Intake:	Screening is conducted over the phone according to the COVID-19 Guidance for Homelessness Service Providers .
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Active Daily Screening:	All active clients who contact Street Outreach are screened according to the protocol outlined in the COVID-19 Guidance for Homelessness Service Providers .
Passive Screening:	Staff educate staff over the phone and in-person on the ways to minimize the risk of transmission, including hand hygiene, cough etiquette, physical distancing, when/how to disclose symptoms, etc. Where possible, staff also provide clients with handouts, hygiene supplies including hand sanitizer, gloves, etc. An inventory of potential handouts can be found here: Region of Peel's Housing Services website .

Protocol for Suspected COVID-19 Cases

Over the Phone	Active Symptoms	<ul style="list-style-type: none"> • Refer the individual to the COVID-19 Isolation Program • Arrange transportation to the COVID-19 Isolation Program through TransHelp
	Asymptomatic, but screened positive	<ul style="list-style-type: none"> • Direct the individual to practice physical distancing • Determine if the individual is unsheltered: <ul style="list-style-type: none"> ○ <i>If yes</i>, then refer the individual to the COVID-19 Isolation Program and arrange transportation through TransHelp ○ <i>If not</i>, advise the individual to immediately self-isolate for 14 days
In Person	Active symptoms	<ul style="list-style-type: none"> • Follow physical distancing recommendations • Determine if the individual is unsheltered: <ul style="list-style-type: none"> ○ <i>If yes</i>, then refer the individual to the COVID-19 Isolation Program and arrange transportation through TransHelp ○ <i>If not</i>, advise the individual to immediately self-isolate for 14 days
	Asymptomatic, but screened positive	<ul style="list-style-type: none"> • Follow physical distancing recommendations • Direct the individual to practice physical distancing • Determine if the individual is unsheltered: <ul style="list-style-type: none"> ○ <i>If yes</i>, then refer the individual to the COVID-19 Isolation Program and arrange transportation through TransHelp ○ <i>If not</i>, advise the individual to immediately self-isolate for 14 days

Risk Mitigation Measures

Intakes	<ul style="list-style-type: none"> • Street Helpline hours expanded to 12 hours per day • Screening for COVID-19 completed by the Street Helpline • Calls are prioritized and triaged based on risk levels • Outreach Team meets daily to assess client needs and determine next steps
Essential Services	<ul style="list-style-type: none"> • Focus is on providing supports to clients remotely, unless face-to-face interactions are necessary based on risk level(s) • Outreach van hours have been reduced and clients with high needs are prioritized for this support • Food and hygiene supplies continue to be provided to clients as required • Staff and clients observe physical distancing for any face-to-face interactions
Programming	<ul style="list-style-type: none"> • Group programming temporarily suspended • In-person case conferencing temporarily suspended
Encampments	<ul style="list-style-type: none"> • Map all existing encampments and record residents, if possible • Provide straightforward communication and awareness to people sleeping outside, including information on: <ul style="list-style-type: none"> – The most recent information about COVID-19 spread in their area – Advice to avoid crowded areas if COVID-19 is circulating in their community – Physical distancing recommendations – Hand hygiene instructions, cough etiquette instructions, and advice not to share personal items – How to recognize the symptoms of COVID-19 and what to do if they are sick – What to do if their friends, family, or community members are sick – How to isolate themselves if they have symptoms – Updated information on where to find food, water, hygiene facilities, regular healthcare, and behavioral health resources if there have been local closures or change • Encourage people staying in encampments to set up their tents/sleeping quarters with at least 12 feet x 12 feet of space per individual • Provide hygiene supplies as required

	<ul style="list-style-type: none"> • Inform residents of nearest available washrooms and/or showers.
Personal Protective Equipment	<ul style="list-style-type: none"> • 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

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

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

Daily and Incident Reporting:

A representative from the service provider will complete the Daily Reporting Template (see [Appendix](#)) and submit it to the Region of Peel Program Supervisor and the Region of Peel Housing Program Analyst by 8:30am daily. The Daily Reporting Template is intended to collect information as of the close of the previous day.

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

- To contact the **Street Outreach Program**, please call 1-877-848-8481
- To contact the **Region of Peel**, please call 905-453-1300

Date:	Values	Detailed Course of Action / Follow-Up / Comments						
Number of Intakes								
Number of Client Referrals	<table border="1"> <tr> <td data-bbox="503 441 966 504">Referred to Secondary Screening*:</td> <td data-bbox="966 441 1047 504"></td> </tr> <tr> <td data-bbox="503 504 966 619">Referred to an Emergency Shelter with COVID-19 Infection Under Investigation or Confirmed*:</td> <td data-bbox="966 504 1047 619"></td> </tr> <tr> <td data-bbox="503 619 966 892">Referred to the Isolation Program with Suspected/Confirmed COVID-19 Infection*: Refused to go to an Emergency Shelter and/or Isolation Program Suspected/Confirmed COVID-19 Infection*:</td> <td data-bbox="966 619 1047 892"></td> </tr> </table>	Referred to Secondary Screening*:		Referred to an Emergency Shelter with COVID-19 Infection Under Investigation or Confirmed*:		Referred to the Isolation Program with Suspected/Confirmed COVID-19 Infection*: Refused to go to an Emergency Shelter and/or Isolation Program Suspected/Confirmed COVID-19 Infection*:		
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Staffing Updates or Reductions (including isolation details)								

Additional COVID-19 Protocols

(Example: *daily assessments, physical distancing measures, staff briefings, cleaning, etc.*)

**Attach any / all literature you are sharing with Staff, Residents, Community*

Required Supplies

(Example: *PPE, hygiene / cleaning, food, etc.*)

Description of Item (s)	Quantity	Other Details <i>*Include Update / Completion of Request</i>