Program Overview: Portable Washrooms & Shower Facilities

**Purpose**

This document is to outline the administration of portable washroom/shower facilities for public use during the COVID-19 pandemic.

**Portable Washroom Location Details**

<table>
<thead>
<tr>
<th>Service Provider:</th>
<th>The Salvation Army</th>
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</thead>
<tbody>
<tr>
<td>Population Served:</td>
<td>This service is intended for homeless individuals in our community whose access to public washroom and shower facilities has been affected by the closure of non-essential businesses and facilities related to the COVID-19 epidemic.</td>
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</tbody>
</table>
| Locations | Royal Canadian Legion Branch 82 35 Front Street N, Mississauga *(Front St N and Mississauga Rd)*  
Mississauga City Hall 300 City Centre Dr, Mississauga *(City Centre Dr and Duke of York Blvd)* |
| Hours of Operation | 10:00 am to 4:00 pm  
**Note:** Units will be cleaned and supplies will be packed up between 4:00pm and 5:00pm, Monday to Friday |
| Capacity | Can accommodate up to 40 uses until the unit requires service and a water change.  
**Note:** This service is performed by the vendor and needs to be scheduled. Contact coordinator to schedule service when required according to water reading on unit. |
| Staffing: | The washrooms are staffed from 10am-5pm Monday-Friday by at least one staff person and by one security guard. |

**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/

Responsibilities

<table>
<thead>
<tr>
<th>Site Staff</th>
<th>Site staff will be responsible to perform the following duties between 10:00am and 5:00pm daily, from Monday to Friday:</th>
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<tr>
<td></td>
<td>• Maintain supply stock and report any shortages to the Region of Peel coordinator</td>
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<td>• Unlock the units at the start of each day and set up site/supplies</td>
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<td>• Screen clients for COVID-19 risks and refer anyone presenting with a risk factor to the COVID-19 Isolation Program – Call the <strong>Street Helpline</strong></td>
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<td>• Sign clients in and out</td>
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<td></td>
<td>• Explain guidelines to clients and provide physical distancing reminders</td>
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<td></td>
<td>• Manage the queue</td>
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<td></td>
<td>• Provide shower supplies and two towels to each client (one towel is to be used as a bath mat on the floor and the other is for drying themselves)</td>
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<td></td>
<td>• Check each unit between uses to</td>
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<tr>
<td></td>
<td>• Ensure toilet is clear</td>
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<tr>
<td></td>
<td>• Ensure floor is dry and not a slip hazard</td>
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<tr>
<td></td>
<td>• Ensure any garbage is picked up</td>
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<td></td>
<td>• Ensure used towels are deposited in the laundry bin</td>
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<td></td>
<td>• Ensure washroom is stocked with basic supplies, including: toilet paper, hand soap, paper towels.</td>
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<td>• Wipe down sink and/or toilet between uses, if required</td>
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<td>• Provide service navigation supports to clients, as required – the Compass food bank is an approximate 12 minute walk away, located at 310 Lakeshore Rd W, Mississauga (Lakeshore and Hurontario)</td>
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<tr>
<td></td>
<td>• Dispense food items or vouchers to clients, as required</td>
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Additionally, staff will be responsible to perform the following duties are outside of the standard operating requirements for individuals using the facilities:

• Check the condition of the unit after the daily cleaning has occurred to ensure the cleaning has been done up to the **standards expected**
• Put away all site supplies, locked into washroom units before leaving the site
• Ensure the facility is locked after deep cleaning has been completed for the day
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</tr>
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</table>

- Provide daily count of service users to the Region of Peel
- Report any incidents or notable events to the Region of Peel promptly
- Be responsible to keep the unit key and provide to staff who be onsite daily (if different staff members are attending)

**Security**

Security will be responsible to perform the following duties between 10:00am and 5:00pm daily:

- Patrol in the area of the washroom units
- Ensure that only one individual enters a unit at a time
- De-escalate situations as required
- Provide physical distancing reminders to individuals using the facilities
- Assist site staff with packing up site supplies daily and locking them into washroom units before site is vacated
- Contact emergency services, if required (i.e. Fire, Paramedic, Police)

**Cleaning**

Cleaners will attend site daily, from Monday to Friday, at 4:00pm to perform deep-cleaning of all portable washroom units, observing all recommended practices outlined in the [PIDAC Best Practices document for Environmental Cleaning for Infection Prevention and Control](https://example.com) guidelines.

Cleaners are required to:

- Remove all trash from each independent shower/washroom unit
- Wash/wipe down inside of shower stall, including walls, ceiling, floors and shower taps, then wipe all down with a clean dry cloth
- Clean and sanitize all toilet components; including toilet seat, lid and handle
- Scrub and disinfecting the toilet bowl
- Clean and sanitize the entire sink, including the faucets
- Wipe down and sanitize all surfaces; including unit walls
- Mop floors of each unit

**Region of Peel Staff**

Region of Peel staff will perform the following duties:

- Coordinate rental of portable washroom units, including maintenance, delivery and return
- Fulfill any supply requests identified by site staff
- Coordinate towel supplies and laundering services
- Coordinate security services
- Coordinate daily cleaning services
- Collect daily use data from site staff
- Respond to any media requests
- Arrange access for site staff to Tempo Box workspace for secure sharing of sensitive information
**Supplies**

Site staff will maintain an inventory of supplies and notify the Region of Peel when stock requires replenishing:

- Disposable gloves for use by staff and security
- Basic cleaning products and supplies
- Sanitizing Wipes
- Hand sanitizer
- Individual-sized soap, shampoo and conditioner
- Toilet paper
- Paper towel
- Bath towels
- Non-perishable food items and food vouchers
- Water levels of the unit – to be provided to Sheila Parashar so water change and maintenance can be scheduled with the vendor

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

**Daily and Incident Reporting:**

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>
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<tbody>
<tr>
<td>Street Helpline</td>
<td>1-877-848-8481</td>
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