

# Memo

**To:** GTA COVID-19 Assessment Centres, Emergency Departments, Inpatient Units, Shelter, Support & Housing Administration

**From:** COVID-19 Recovery Site Project Partners: Inner City Health Associates, University Health Network, Parkdale Queen West CHC, The Neighbourhood Group, City of Toronto and Toronto Public Health

**Date:** December 22, 2020

**Re:** Updated Referral form & Process for COVID-19 Recovery Site for those experiencing homelessness or living in shelters

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We wanted to provide an update and some reminders regarding the COVID Recovery Site for people experiencing homelessness as we approach winter and with an increasing incidence of COVID-19.

**Key Takeaways:**

- 1) **Updated referral form & process to streamline access to the recovery site from community providers**
  - Note there are TWO pages to this referral form - please read below carefully
  - The form is e-fillable and you can submit it ELECTRONICALLY (preferred if possible)
- 2) **Key reminders when referring individuals to the recovery site (more details below) including:**
  - Sharing the attached brochure about the Recovery Site with the client
  - Ensuring clients bring medications and sufficient belongings for their Recovery Site stay
  - Eligibility criteria
  - Isolation options for people NOT experiencing homelessness

1) **Updated referral form** - Version November 27, 2020

- Clients who are identified at a Shelter or Clinic as requiring testing and possibly Isolation
  - **Service/Shelter staff, community or shelter healthcare provider should complete page 1.** This will accompany the client to the CAC/ED and will be faxed to ICHA.
- Emergency departments and Covid-19 Assessment Centres:
  - Ensure both Pages are completed. Emergency departments and Covid-19 Assessment Centres will assess the client for determining need for testing and isolation and will complete and fax **PAGE 2 of the form, IF PAGE 1 has already been filled out.**
  - If the client does not have a completed PAGE 1 with them, please fill and submit **BOTH PAGES to ICHA.**
- Return to Shelter: A failed screen at the shelter site is an indication for an assessment by a healthcare provider. Some clients may not require isolation after the healthcare assessment and can return to shelter. This will be indicated on **PAGE 2.**



**To make a referral to the COVID Recovery Site:**

- Complete the attached referral form and submit to ICHA electronically via the link on the referral form or at 647-689-7263. Include the COVID result if applicable. Referrals should be faxed one at a time.
- If possible and applicable, please also fax the emergency department face sheet with the referral.
- Referrals are accepted **between 7am and 11pm, 7 days a week**

**Once a referral is made:**

- The ICHA physician on-call will determine eligibility
- The site Charge Nurse will call to confirm acceptance
- Once acceptance is confirmed, ICHA will work with the City of Toronto to arrange transfer of the patient to the isolation shelter. The referring site is responsible for the disposition of the client until they have been transferred

**Questions regarding referrals:** Contact the ICHA physician on-call at: **289-212-6843** or Dr. Kate Hayman at [kate.hayman@uhn.ca](mailto:kate.hayman@uhn.ca)

**2) Key Reminders when referring clients to the COVID Recovery Site**

➤ Eligibility criteria

- Clients must be medically stable for an outpatient setting, and independent for activities of daily living including transfers, feeding, and toileting. They must be able to safely isolate in their own hotel room for up to 14 days.
- **Asymptomatic** individuals who are tested for Covid-19 **may return back to their shelter and do not require isolation** as long as they are a) not a Close Contact of a confirmed Covid positive individual, or b) travelled internationally recently.

➤ Isolation for people **NOT** experiencing homelessness (or the Indigenous definition of homelessness)

- If someone is *unable* to isolate in their home and are **NOT** experiencing homelessness, they can self-refer through the COVID-19 Hotline operated by Toronto Public Health 416-338-7600. Upon calling the hotline, agents complete an eligibility assessment and assess their ability to isolate in the home and refer to the TVIC
- Service Providers can also **directly refer individuals** that they feel cannot safely isolate in their home by contacting the TVIC Management to arrange a follow up assessment: [Sandy.Zidner@toronto.ca](mailto:Sandy.Zidner@toronto.ca) (Manager) or [Rachael.Markovsky@toronto.ca](mailto:Rachael.Markovsky@toronto.ca) (Supervisor)