

COVID Assessment Team (call 604.290.3208)

Purpose: The VCH COVID Assessment Team has been formed to provide support for precariously housed and homeless individuals who have symptoms of COVID-19 and/or have had a direct exposure to COVID-19, or are newly diagnosed as COVID-19 positive. Upon referral, this team will rapidly address issues related to support housing, SRO and shelter access while clients await results. Working closely with public health follow-up, emergency departments, and acute care and community sites, the COVID Assessment Team will help with troubleshooting and consultation/education/supplies to help identify short-term housing solutions and to support immediate infection prevention and control to ensure resident, staff and site safety.

Please call us if: You have a client who is precariously housed or homeless, and who has either been instructed by public health to self-isolate, and/or who is symptomatic and waiting for test results, or is newly diagnosed COVID-19 positive.

We will help:

- › Strategize to put immediate protective measures in place to protect clients and staff at housing sites
- › Consult to determine the best way to isolate in place while implementing key protective measures
- › Assist in accessing personal protective equipment (PPE)
- › Identify short-term housing/shelter options

Please call us with the following:

- › Client’s name, birth date, PARIS ID or PHN
- › Details on presenting symptoms or current state clinical presentation
- › Best way to contact client for follow-up (phone, address, hang-out)
- › Information on current housing/shelter/homelessness situation

Contact: **604.290.3208** 7 days a week, 9 a.m. - 6 p.m. *(hours may change to respond to emerging needs)*

COVID Outreach Team (intake via COVID Assessment Team)

Purpose: The VCH COVID Outreach Team supports underhoused, precariously housed or other vulnerable clients who are diagnosed COVID-19 positive.

Services include:

- › Outreach model nursing care for people who are COVID-19 positive
- › Supporting client urgent and primary care needs (nurse practitioners on call)
- › Supporting client access to opioid agonist therapy (OAT) and medications to prevent withdrawal
- › Supporting client complex care coordination and transition planning
- › Supporting access to infection prevention, and control consultation and education

Temporary Housing Referral Team

Purpose: Embedded within MHSU Supported Housing, this team will support referrals into and out of Emergency Response Centers (shelters in community centres) and other housing to support physical distancing within the general homeless population or temporary isolation of individuals who have received COVID-19 positive test results.

Please send us a completed referral form if: Your client is non-symptomatic for COVID-19, with no risk factors, and homeless or in a shelter. They cannot get into a shelter or need to leave their existing shelter.
Anyone looking for housing support for people with COVID-19 symptoms or risk factors should start with the clinical teams below, who will consult with the housing team if necessary.

Please call us if: You have a question or query that is urgent.

Fax: 604.675.3899 with all referrals

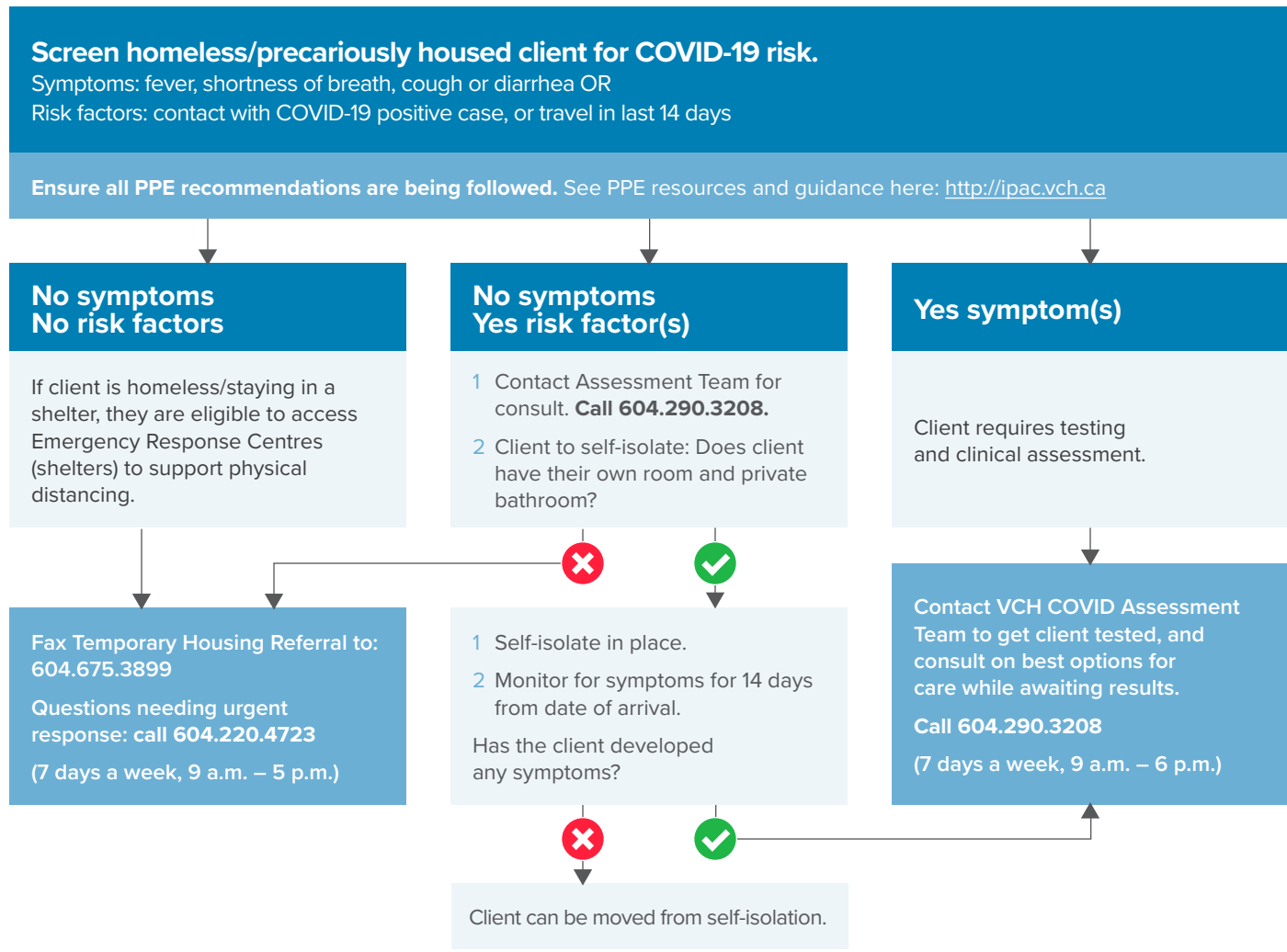
Phone: **604.220.4723** 7 days a week, 9 a.m. – 5 p.m.

Referral form online <https://sneezesdiseases.com/covid-19-community-resources>

Monitor and call 911 if clients develop extreme difficulty breathing, bluish lips or face, persistent pain or pressure in chest, severe dizziness or lightheadedness, new confusion, or seizures.

COVID-19 Screening Process Workflow for Outreach, Shelters, SROs and Supported Housing

Based on PHAC Guidance for providers of services for people experiencing homelessness (in the context of COVID-19). Current as of April 3, 2020.



NEGATIVE TEST RESULT

Client returns to shelter/unit.

- > Monitor clients at higher risk for complications (older or underlying health conditions).
- > Support physical distancing: sleeping areas at least 6 feet apart.

POSITIVE TEST RESULT

Client self-isolates.

- > Staff and volunteers at high risk of severe COVID-19 should not be designated as caregivers for sick clients who are staying in the shelter.

If client cannot self-isolate in place, contact VCH COVID Assessment Team.

VCH COVID Outreach Team will provide case management to COVID-19 positive clients in isolation facility.

DISCHARGE FROM SELF-ISOLATION

Clients with mild respiratory symptoms should isolate for 10 days after the initial onset of their symptoms. After 10 days, if their temperature is normal and they feel well, they can return to routine activities. A cough alone does not mean they need to continue to self-isolate beyond 10 days. On day 10, if clients continue to have symptoms other than a cough, advise them to continue self-isolating until symptoms have resolved. Advise clients to seek medical care if symptoms worsen or do not resolve.

Monitor and call 911 if clients develop extreme difficulty breathing, bluish lips or face, persistent pain or pressure in chest, severe dizziness or lightheadedness, new confusion, or seizures.