

# INSTRUCTIONS FOR ARRANGING NON-EMERGENCY TRANSPORTATION FOR SHELTER, 24-HOUR RESPITE AND 24-HOUR DROP-IN CLIENTS TO COVID-19 ASSESSMENT CENTRES

Shelter, Support and Housing Administration  
Current as of March 18 2020

## Purpose

This document provides an overview of the guidelines for arranging non-emergency transportation to health care facilities and/or [Toronto Region COVID-19 Assessment Centres](#) from City administered shelters, 24-hour respite sites and 24-hour drop-ins.

## When to Use

The information in this document should be used to secure non-emergency transportation for individuals who have been administered the "COVID-19 Screening Tool for Homelessness Service Settings" and have been assessed as needing clinical testing for COVID-19 at a Toronto Region COVID-19 Assessment Centre.

**! NOTE ! IF YOU HAVE CALLED 911 FOR TRANSPORTATION ASSISTANCE DUE TO SEVERE RESPIRATORY ISSUES/DIFFICULTY BREATHING, INFORM PARAMEDICS.**

Protocol for Arranging Non-Emergency Transportation to COVID-19 Assessment Centres		
#	Step	Detailed Instructions
1	<b>Administer the COVID-19 Screening Tool for Homelessness Service Settings to client</b>	<p>Use the 'COVID-19 Screening Tool for Homelessness Service Settings' to assess if a client should be sent for COVID-19 testing at a Toronto Region COVID-19 Assessment Centre.</p> <p>Based on responses in the COVID-19 Assessment Tool, client should be referred to the closest Toronto Region COVID-19 Assessment Centre for testing.</p>
2	<b>Take Preventative Measures – Use PPE (face masks, hand sanitizer, practice social distancing)</b>	<p>Have client put on a face mask (if available) and wash/sanitize hands.</p> <p>If client is in a room with other individuals, <u>practice social distancing</u> by keeping all other individuals at a distance of two (2) meters.</p>
3	<b>Arrange for non-emergency transportation to a Toronto Region COVID-19 Assessment Centre.</b>	<ul style="list-style-type: none"> <li>• Scan or take a picture of the completed COVID-19 Screening Tool including client name and SMIS ID</li> <li>• Contact the SSHA DOC to request non-emergency transportation to a Toronto Region COVID-19 Assessment Centre                             <ul style="list-style-type: none"> <li>○ Subject line should read: REQUESTING NON-EMERGENCY TRANSPORTATION TO COVID-19 ASSESSMENT CENTRE</li> <li>○ Attach the completed COVID-19 Screening Tool (scan or .jpg) to the email</li> <li>○ Provide an on-site phone number for SSHA DOC staff to utilize to communicate via telephone, if necessary</li> <li>○ Email to <a href="mailto:sshadoc@toronto.ca">sshadoc@toronto.ca</a></li> </ul> </li> </ul>
4	<b>Receive response from SSHA DOC</b>	<ul style="list-style-type: none"> <li>• SSHA DOC staff will aim to <u>respond within 2 hours of receipt of email</u> with further details regarding non-emergency transportation</li> </ul>

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## What to Expect When Requesting Non-Emergency Transportation

### SERVICE PROVIDERS

#### *Logistics*

- SSHA DOC staff are working hard to provide timely responses to requests for non-emergency transportation to Toronto Region COVID-19 Assessment Centres
- SSHA DOC staff will aim to respond with further instructions for transportation within two (2) hours of receipt of the email requesting non-emergency transportation
- Based on availability of transportation vehicles, there may be a delay
- [Toronto Region COVID-19 Assessment Centres](#) hours of operation vary between sites.

#### *Remain Calm & Exercise Patience*

- The SSHA DOC email is being monitored by SSHA staff who are responding to transportation requests in a timely manner
- All requests for non-emergency transportation will receive a response within 2 hours of the email being sent, either via email or through the telephone number provided by referring agency

### CLIENTS

- If not already wearing a facemask, clients will be asked to wear a facemask for the duration of the drive to the closest Toronto Region COVID-19 Assessment Centre.
- Clients will be asked to travel with the windows open, as per advice from Toronto Public Health.