



MEMO

Date: April 16, 2020

To: WRHA Operations Leaders

From: Gina Trinidad, WRHA Planning Chief

cc:

Re: **UPDATED** COVID-19 - Response for Shelter Sector in Winnipeg

Agencies such as Main Street Project that support and care for the homeless population have consulted with WRHA, End Homelessness Winnipeg and Manitoba Housing to create an isolation space for individuals experiencing homelessness to follow through with the 14-day self-isolation if they are tested positive for COVID-19 or if they are suspected to have it.

This self-isolation opened to clients, Friday, April 10, 2020, and is located in the Downtown/ Point Douglas Area. To protect the privacy of individuals using the service the address is not being shared publicly.

Please share this memo as appropriate to ensure all care providers at testing sites and acute facilities throughout Winnipeg are aware of this resource and should refer clients/patients to the facility by calling the intake line at 204-306-7857 between 9 a.m. and 5 p.m. to arrange intake and transportation. **Please note the facility does not offer 24 hour intake.**

Please refer those who meet the following criteria to the Shelter Sector COVID-19 response number above:

- Clients who are experiencing homelessness and require isolation while
 - awaiting test results or
 - isolating while recovering from COVID-19.
- Clients who may require some additional support with health or social services who would benefit from the resources available at the Shelter Sector Isolation Site.
- The following resources are/ will be available on site this week: daytime nursing services, daytime case coordination services, 24-hour security



services, harm reduction resources (such as clean needles). Staff are trained to support potentially violent clients.

Any staff referring a client to the centre must provide the intake nurse with the following information: current medical condition, mental health status, addictions and/or physical/mobility challenges. This information is required to determine if the candidate can be cared for in this venue and what supports are necessary. Once the site has accepted the individual and a care plan has been established, the isolation site will connect back with the care provider to offer a scheduled intake time for the patient.

The isolation site will work with acute care or other referring agents to arrange transportation admission and transport for clients. Shared Health transport will be available between 9 a.m. and 5 p.m. daily with the **final client pickup being scheduled for 4 p.m.** to ensure for proper handoff of care.

Please share this information as appropriate within your department/ unit/ clinic etc.

We will continue to monitor this situation going forward and are discussing the possibility of increasing capacity to this sector as needed going forward.

For Emergency/ Urgent Care Department Use:

These units are ONLY open for referral during the on-site nurses' working hours. Intake can be arranged between 9 a.m. and 5 p.m. every day with the last transportation pickup available at 4 p.m. each day.

Any member of the care team may call to arrange intake of an individual who is appropriate for the isolation site provided they are able to provide the medical information outlined above.

Security services are available and staff on site are trained to address the needs of clients who struggle with mental health and addictions.

For individuals who are approved but decline to go to an isolation unit, a request can be made for WRHA community outreach staff to attend and further support the individual to consider accessing an isolation unit. Hospital staff can call 204-792-3052 between 8:30-4:00 Monday-Friday to request assistance. If concerns are identified that can be mitigated, supports will be offered to plan in collaboration with the Isolation site.