

COVID-19+ Recovery Site

Thank you for getting tested for COVID-19.

We understand this can be a difficult & stressful time. This info sheet provides information about what happens next.

Isolating at a Recovery Site

It is important that you isolate to stop the virus from spreading if you have:

1. **Tested positive for COVID-19**
2. **Been in close contact with someone who has tested positive**
3. **Have possible COVID-19 symptoms and are waiting for test results**

A **recovery site** is a place where people experiencing homelessness can go to isolate and recover. They are spaces where you will have your own private room and regular health check-ins.



COVID-19+



A spot at a recovery site will be arranged for you by a health care worker



A driver will pick you up to go to the recovery site



When you arrive, staff will greet you, answer questions, and show you around

Medical & Social Support Staff on Site



Nurses & Doctors



Peer Workers



Community Workers

Personal Needs

Staff will make sure you have what you need. They can help with clothing, personal care items, as well as baby and child related items.

Staying Connected

Staff will make sure you are able to stay connected with workers and family using technology. They can also help you apply for benefits & social programs.

Health Concerns

Staff can help you with COVID-19 symptoms and other health concerns, including your medications. They can also help if you feel worried or lonely.

Supports for people who use substances

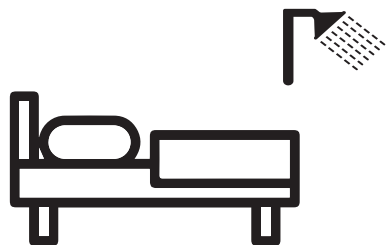
The site can provide cigarettes and managed alcohol. Harm reduction supports (new supplies, overdose prevention & supervision) and safe supply prescribing are also available.

Special Health & Safety Precautions

Staff working at the site will be wearing equipment like gowns, masks and gloves to stay protected. You are also required to wear a mask in the common areas and when you are near staff.

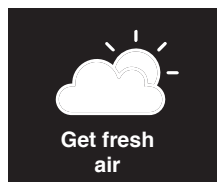
A Private Room

You will have your own private room with a bathroom

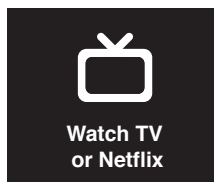


Bed
Phone
Internet
Toilet
Shower
Regular cleaning

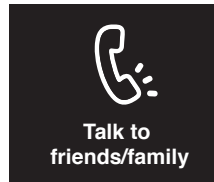
Even though you're in isolation, you will still be able to:



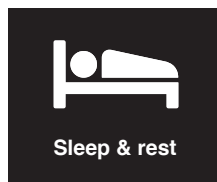
Get fresh
air



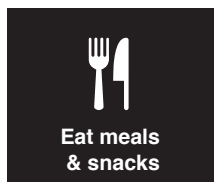
Watch TV
or Netflix



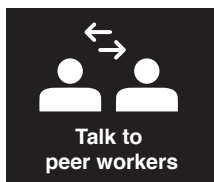
Talk to
friends/family



Sleep & rest



Eat meals
& snacks



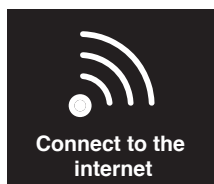
Talk to
peer workers



Read



Crossword
puzzles



Connect to the
internet



Designed in collaboration with
Health Commons Solutions Lab

Commonly Asked Questions

How long will I have to stay?

- Your care team will talk to you about how long you will need to stay.
- Most people stay for 1-2 days while they wait for test results.
- People who test positive, or have been in close contact with someone who tests positive may need to stay up to 14 days longer.
- Families may need to stay longer.

Will I be able to get my belongings? What if I need something?

- Your belongings are held for you if you are unable to get them.
- Staff will make every effort to make sure you have what you need (clothing, toiletries, etc).

Who will be staying at this site?

- People will be coming from shelters across Toronto to stay at the recovery and isolation sites.
- Every person/family will have their own private space.
- We are committed to making this an inclusive and safe space.

Can my family come with me?

- Every effort is made to keep family members together including children and parents.
- Decisions are made on a case-by-case base to ensure the safety of all individuals.

Can I bring a pet?

- All locations will accept service animals.
- Some of the sites are able to accept pets.
- We can arrange care for your pet if you will be staying at a site that does not allow them.

What happens when it's time to leave?

- You will move on to one of our programs within the shelter system or you will be able to return to the program where you were staying.
- We will also make sure you stay connected to your support workers and health care services.



The Peer Support Team is here to help you, 24/7.

Peers have lived experience of homelessness, addictions and/or mental health. We're available to help make your time here as comfortable as possible.

Our goal is to provide you with support so you can remain in your room during your isolation period. If you're feeling uncomfortable for any reason, please give us a call. We would love to chat.



Just press "0" on your phone

Let us know what you need.

We'll come and meet you directly by your room.

Things we can help you with



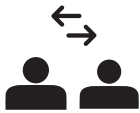
Snacks, juice/pop



Hygiene items & clothing



Stationary items & toys for kids



Communicating with medical staff & social workers



Smoke/fresh air breaks



Sharing what is on your mind and how you're feeling

Storing Valuables

We suggest keeping any valuables with you when stepping outside your room. Some rooms also have safes where you can lock your items.

Room Cleaning

Your room will be cleaned regularly. You will be accompanied to a waiting area for 20 minutes while it is being cleaned.

Meals & Food

Breakfast	8:15 a.m. – 9:15 a.m.
Lunch	12:00 p.m.– 1:00 p.m.
Supper	5:00 p.m. – 6:00 p.m.

Meals will be left in front of your room once they are ready.

Limited snacks are available at select times throughout the day. Please reach out to us for more information.

Deliveries: If you need to receive deliveries or order food items yourself online, the address can be found on your phone. Please let the delivery person know to mark your bag with your room number.

Harm Reduction Supports

If you use, please feel free to call us and let us know how we can support you. We can help with harm reduction supports, such as:

- new supplies
- being available to you should you choose to use and would like support

Laundry

We can help you with laundry if you need to wash clothes. This is an outside service and we are not responsible for loss or damaged items.

Emergency Exits

Please note that emergency exits/staircases are located at both ends of the hallway. In the event you are required to leave your room in an emergency, an announcement will be made on the loudspeakers. You may be instructed to leave carefully through the emergency exit.

We kindly ask that you put on a mask and wash your hands before leaving your room to prevent the spread of the virus.