

# Implementation and (Re) Evaluation of Program in Shelters During COVID-19 Pandemic

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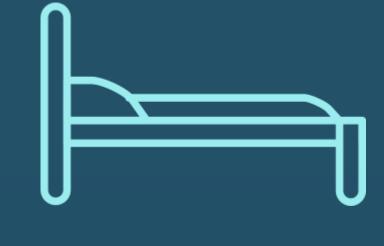
#### TORONTO HOUSING & HOMELESS SUPPORTS



2 women's shelters3 men's shelters1 co-ed senior's shelter



3 pandemic programs in 2 hotels 1 social enterprise training ground 1 street outreach team 1 drop-in space



Over 715 beds



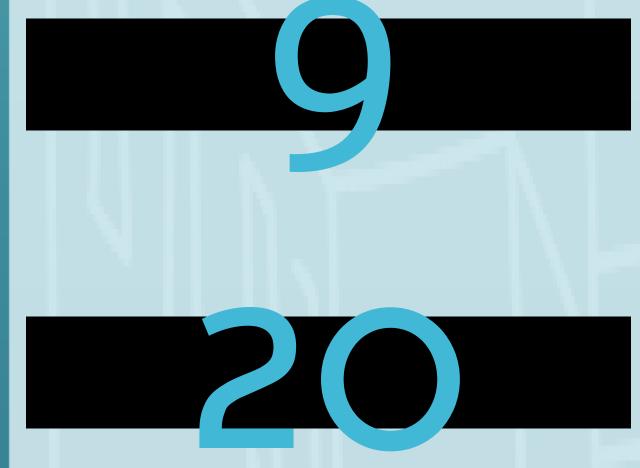
Two IPAC Managers

# ISSUE

Toronto Housing & Homeless Supports serve a vulnerable population with complex needs. COVID-19 has identified challenges within the systems which led to increased pressure on staff and clients. There have been numerous outbreaks reported over the course of the pandemic, requiring IPAC guidance. City of Toronto and Public Health Ontario (PHO) provide detailed manual and guidance documents covering all aspects of Infection Prevention and Control (IPAC) best practices, however the implementation was dependent on front-line staff. During 2021/2022, decision was made to hire Program Managers for each site. Since April 2022, two IPAC Managers were hired to oversee IPAC Program at six permanent shelter sites and two hotel sites (opened in response to COVID-19).

### PROJECT

Since the inception in May 2022 the IPAC team has overseen over 20 investigations and 9 confirmed COVID-19 outbreaks.

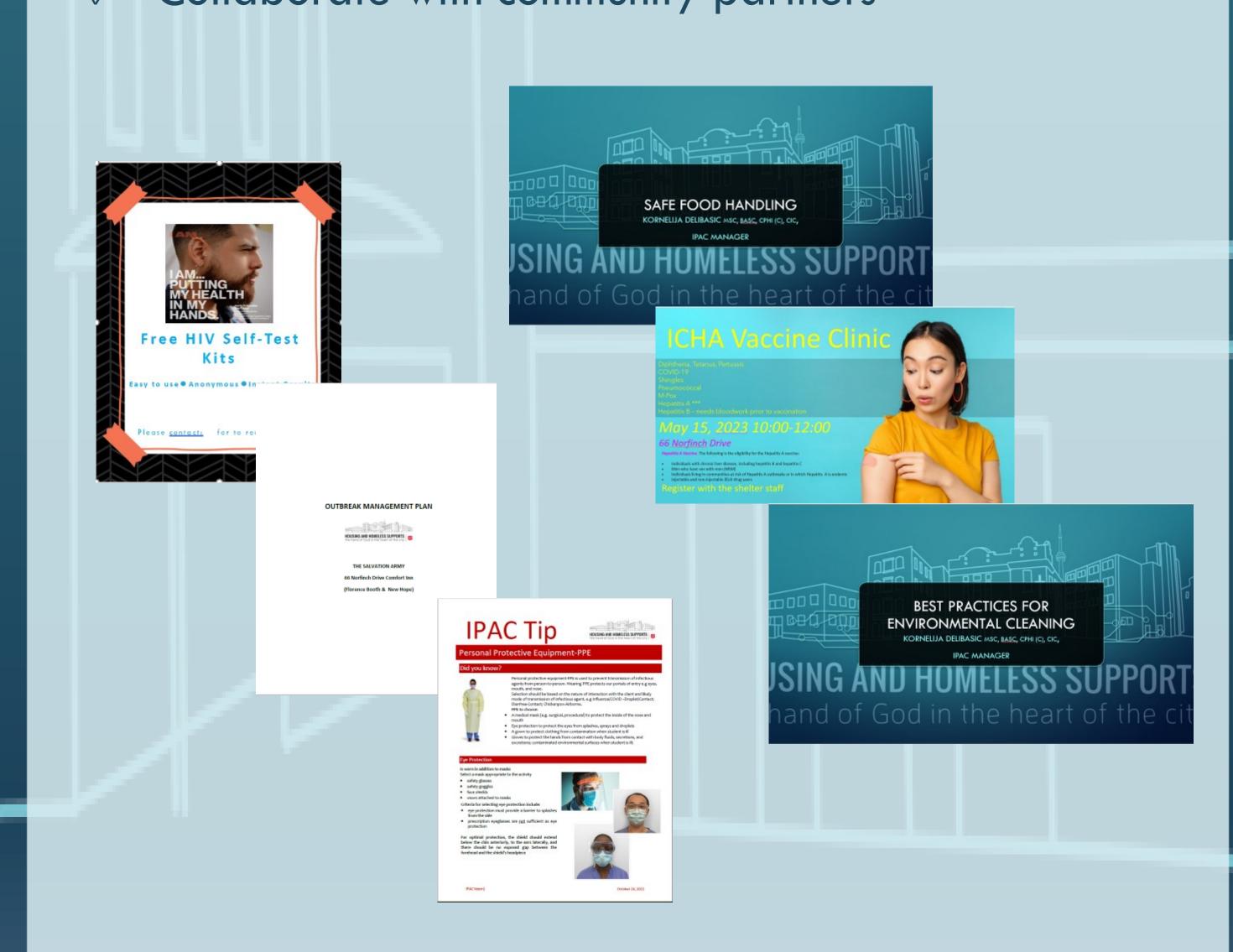




The IPAC Managers have created numerous documents and presentations and are continuously constantly collaborating with community partners on multi-interventional strategies intended to mitigate further viral transmission and prevent outbreaks.

#### IPAC team:

- Created instructional materials to educate the frontline staff regarding prevention strategies
- Organized over 50 vaccination clinics (delivered by external partners on monthly basis)
- Conducts monthly site audits to ensure compliance with set regulations work on performance improvement with the front line staff and leadership
- Collaborate with community partners



# VACCINES

Over fifty vaccination clinics are a result of efforts of the IPAC team and community partners to bring vaccines directly to residents and staff at shelters on a monthly basis, in order to make vaccines accessible to those who may not have otherwise been able to receive them.

This initiative is especially crucial during the COVID-19 pandemic, as access to healthcare services can be a challenge to many shelter residents.

Monetary incentives were offered to those who received COVID-19 and flu vaccines as an important step toward achieving herd immunity.

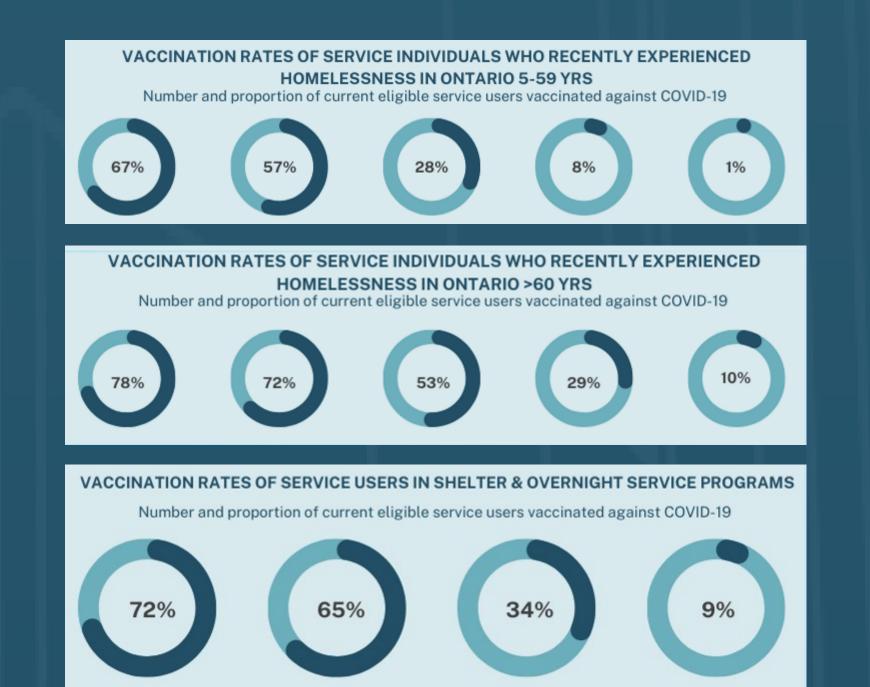


Available vaccines:

♦ Influenza
♦ Shingles
♦ Pneumovax
♦ Hepatitis A
♦ M-Pox
♦ Tdap



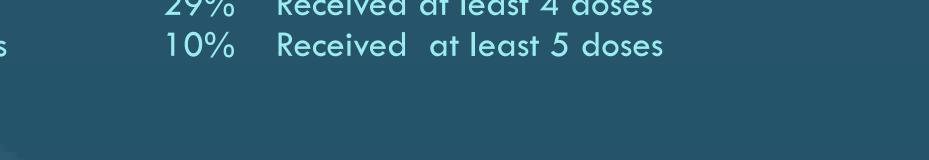
#### TORONTO HOUSING & HOMELESS SUPPORTS



Institute for Clinical Evaluative Sciences In Ontario as of April 2023 reports 10, 748 vaccine eligible service users in Ontario shelters.



>60 years of age
78% Received at least 1 dose
72% Received at least 2 doses
53% Received at least 3 doses
29% Received at least 4 doses



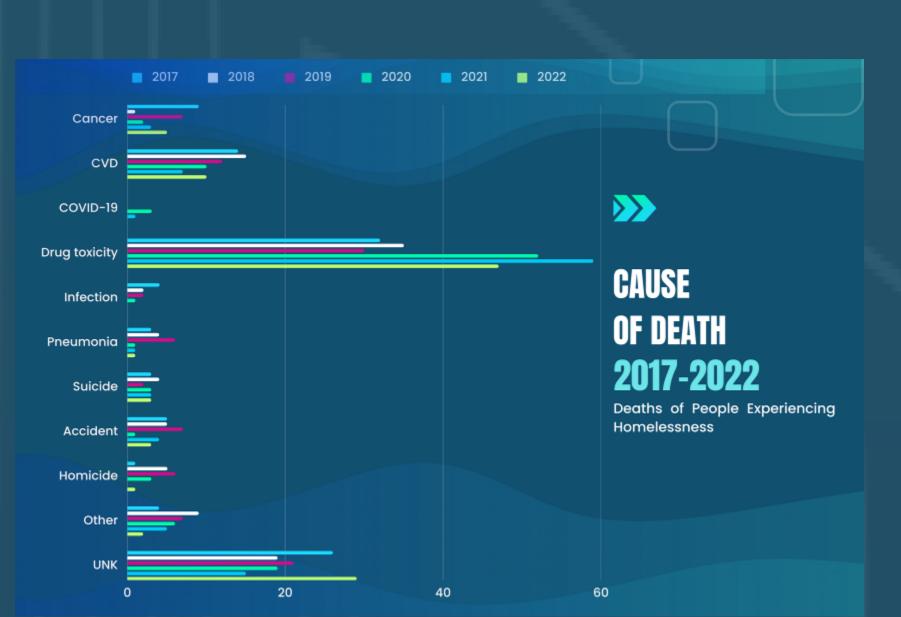
Shelter, Support & Housing Administration, Programs Reports > 180 people at the shelters received the bivalent booster.

72% Received at least 1 dose 65% Received at least 2 doses 34% Received at least 3 doses

9% Received 4 doses

The City of Toronto reported an in-

crease in death among the homeless population from 101 in 2017 to 140 in 2020. The four-year period documents the reported cases to be male (72%-80%) with median age 56.



# LESSONS LEARNED

An accessible IPAC team with demonstrated expertise and experience in the IPAC field has been essential resource not only in managing COVID-19 outbreaks, as well as other types of outbreaks with a standardized approach to outbreak management, education, and program management. IPAC team continues working on IPAC best practices implementation utilizing project management expertise; enhancing support for frontline staff and residents; considering involvement of shelter residents; and ensuring senior management support evaluation is in place before proceeding with implementation.

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