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homelessness

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Greater Victoria COVID-19 Vulnerable Populations Response Plan

Last Updated: June 26, 2020

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Find latest COVID-19 updates here: <https://victoriahomelessness.ca/covid19/>

May 2020 – Current

Victoria

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current				
LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Medical Assessment				
Victoria Public Health Unit	<ul style="list-style-type: none"> General Population 	<p>COVID-19 mobile swabbing is available through the Victoria Public Health Unit.</p> <p>The mobile team can be contacted by phone or email for referrals.</p>	Current	<p>Island Health</p> <ul style="list-style-type: none"> Mobile Team: Island Health medical staff
<p>Park Outreach with Health Supports Outdoor sheltering locations</p>	<ul style="list-style-type: none"> All populations experiencing homelessness 	<p>Park outreach and health services to outdoor and high-needs locations.</p> <p>Health Supports:</p> <ul style="list-style-type: none"> Outreach Nursing Access to CAMICO physicians (primary care) Wound care Harm reductions supplies General health assessments 	Current	Island Health

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		<ul style="list-style-type: none"> Health services information Referrals 		
Mobile Intake and Community-Based Coordinated Access: Outdoor and Indoor Sheltering Locations	<ul style="list-style-type: none"> All populations experiencing homelessness 	Census process was governance for access to sites acquired for fulfilment of the Provincial Order. Additional assessments in progress. Health Assessments and Social Housing Registry Applications.	Established March 27	Provincial Order Co-Leads: BC Housing and Island Health Teams: Designated persons from current outreach service providers and additional designated organizations.
Doctors of the World Outdoor and indoor locations	<ul style="list-style-type: none"> All populations experiencing homelessness 	Providing outreach services, health information and medical care to outdoor and high-needs locations.	Current	On-Site Support: Doctors of the World medical staff Community Partnerships in high-need locations
Indoor Facilities Phase 2				
Save-On-Foods Memorial Centre – Indoor Bed Shelter <ul style="list-style-type: none"> 45 People 	<ul style="list-style-type: none"> Population Experiencing Homelessness 	Level 3: Indoor Bed & Basic Needs <ul style="list-style-type: none"> Emergency Response Bed Washrooms & Showers Meals 	Current	BC Housing and PHS Community Services Society On-Site Support:

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		<ul style="list-style-type: none"> Personal Belongings Storage Information <p>Health Supports:</p> <ul style="list-style-type: none"> Addiction treatment Harm reduction Nursing Access to Physicians for PPRM Overdose Prevention Service (OPS) (injection and inhalation) 9 hrs/day Peer Support 7 hrs/day, 7 days a week 		<ul style="list-style-type: none"> 24/7 PHS Community Services Society <p>Health Support Services:</p> <ul style="list-style-type: none"> SOLID staffing the OPS including inhalation: hours of operation 12:00-21:00 Umbrella Society – Harm reduction Peer Support Island Health nursing support: 7-days a week from 10:00-18:00 Support from CAMIOC (Victoria Cool Aid) Doctors 7-days a week
<p>Hotel #1 Paul’s Motor Inn 35 Rooms - Full</p> <ul style="list-style-type: none"> 41 People (varying) 	<ul style="list-style-type: none"> Population Experiencing Homelessness: Self sufficient with low needs 	<p>Level 3: Indoor Bed & Basic Needs</p> <ul style="list-style-type: none"> Room/Bed assigned at registration Washrooms & Showers Food delivered 2x daily 10:00 am and 6:00 pm Information <p>Support:</p> <ul style="list-style-type: none"> Daily check-in 3x per day during meal delivery Organization in-reach support provided by designated organization dependent upon existing casework. Health and harm Reduction Services (shared with Capital City Center) 	Current	<p>BC Housing and GVCEH</p> <p>Coordinated Community-based Access process</p> <p>On-site Support:</p> <ul style="list-style-type: none"> Medical model CAMIOC (Victoria Cool Aid Society) Medical doctor support. <ul style="list-style-type: none"> - in progress Island Health GVCEH Peer Housing Support Staff 2-3 days a week

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May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		<ul style="list-style-type: none"> General in-reach by Outreach Staff from BC Housing and existing health support teams as identified for specific individuals. <p>Medical In-reach – not established.</p>		Food Program: GVCEH Boxes of Hope
<p>Hotel #2 Capital City Center 80 rooms</p> <ul style="list-style-type: none"> 100 People 	<ul style="list-style-type: none"> Population Experiencing Homelessness 	<p>In development</p> <p>Level 3: Indoor Bed & Basic Needs</p> <ul style="list-style-type: none"> Room/Bed assigned at registration Washrooms & Showers Food delivered 2x daily 10:00am and 6:00pm Information Showers <p>Health Services:</p> <ul style="list-style-type: none"> Health and harm Reduction Services (shared with Paul’s Motor Inn) Access to doctors Peer Support In Reach Harm Reduction Services and Episodic Overdose Prevention Service (OPS) 	Current	<p>BC Housing and Pacifica Housing</p> <p>On-Site Support:</p> <ul style="list-style-type: none"> BC Housing and Pacifica Housing Outreach <p>Health Support Services:</p> <ul style="list-style-type: none"> Medical supports and Harm reduction support in development. Nursing Staff Support from CAMIOC (Cool Aid) Doctors: 7-days a week In Reach Harm Reduction Services and Episodic OPS Peer Support: 7 hrs/day, 7-days a week

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
<p>Hotel #3 Howard Johnson 80 rooms</p> <ul style="list-style-type: none"> 80 - 90 People 	<ul style="list-style-type: none"> Youth – Dry and/or Substance Use Support 	<p>Level 3: Indoor Bed/ Basic Needs /Harm Reduction/ Medical In-Reach</p> <ul style="list-style-type: none"> Bed assigned Washrooms Food delivered 3x per day Information Showers <p>Health Supports:</p> <ul style="list-style-type: none"> Harm Reduction- Indigenized or otherwise COVID-19 Medical In-reach OPS Nursing Access to Physicians for PPRM 	<p>Current</p>	<p>BC Housing and Pacifica Housing</p> <p>On-site Support:</p> <ul style="list-style-type: none"> PEERS on site: 2 staff, 7 hrs/day, 7-days a week Cool-Aid Nursing: 6 hrs/day, 7-day a week In reach for MHSU clients OPS including inhalation staffed by SOLID: 7-days a week 12:00-21:00
<p>Indigenous Culturally Supportive House (Shelter) Mason Street 10 beds</p> <ul style="list-style-type: none"> 11 People 	<ul style="list-style-type: none"> Indigenous population experiencing homelessness and requiring the Indigenous Alcohol Harm Reduction Program (IAHR) 	<p>Level 3: Indoor Bed & Basic Needs Indigenized Harm Reduction, MAP/ Medical In-Reach</p> <ul style="list-style-type: none"> Private units - Bed assigned Washrooms Food on site/Traditional Food – 3x per day Information Showers Laundry 	<p>Current</p> <p>Established May 11</p>	<p>Aboriginal Coalition to End Homelessness</p> <p>Indigenous Alcohol Harm Reduction Program (IAHR)</p> <p>On-site Staff:</p> <ul style="list-style-type: none"> Aboriginal Coalition to End Homelessness Cultural Support 7-days a week

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		Health Supports: <ul style="list-style-type: none"> • Indigenous Alcohol Harm Reduction Program (IAHR) • COVID-19 Medical In-reach • Weekly Island Health Nursing Supports ICMT • CAMICO physician support • ICMT iMAP Nursing Support • Peer Support daily: 7 hrs/day 		<ul style="list-style-type: none"> • 2 Support Workers: 24/7 • Part-time registered nurse
Hotel #4 Travel Lodge 90 rooms <ul style="list-style-type: none"> • 109 People General Population Target population – Youth Aging Out of Care <ul style="list-style-type: none"> • 25- 35 Youth (19-30yrs) (reviewing data of registrants after move in) 	<ul style="list-style-type: none"> • Youth experiencing homelessness 	Level 3: Indoor Bed & Basic Needs Medical In-Reach <ul style="list-style-type: none"> • Bed assigned • Washrooms • Food delivered 2x per day • Information • Showers Health Supports: <ul style="list-style-type: none"> • Harm Reduction • COVID-19 Medical In-reach • OPS • Nursing • Access to Physicians for PPRM • Overdose Prevention Service (OPS) (injection and inhalation): 9 hrs/day • Peer Support: 7 hrs/day, 7-days a week 	Current Established May 11	BC Housing and GVCEH <p>On-Site Staff:</p> <ul style="list-style-type: none"> • BC Housing and GVCEH • Site Manager • Outreach staff: 3 FTE 24/7 <p>Outreach:</p> <ul style="list-style-type: none"> • AVI - Overdose Prevention Site • Umbrella Society – Harm reduction Peer Support • GVCEH – Peer Housing Support • Under Development – Research and Peer Support Model integration • OPS including inhalation services staffed by AVI <p>Health Support Services:</p>

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
				<ul style="list-style-type: none"> Nurses and doctor in-reach Nurses on site Support from CAMICO (Victoria Cool Aid) Doctors: 7-days a week
<p>Hotel #5 Comfort Inn 90 rooms</p> <p>Our Place Society: 60 Units</p> <p>Victoria Cool Aid Society: 30 Units</p>	<ul style="list-style-type: none"> General population experiencing homelessness 	<p>Level 3: Indoor Bed & Basic Needs Medical In-Reach</p> <ul style="list-style-type: none"> Bed assigned Washrooms Food delivered 3x per day Information Showers Harm Reduction COVID-19 Medical In-reach <p>Health Supports:</p> <ul style="list-style-type: none"> On-Site Prevention OPS Nursing Access to Physicians for PPRM9 hours/day Overdose Prevention Service (OPS) (injection and inhalation): 9 hrs/day Peer Support: 7 hrs/day, 7-days a week 	<p style="color: green;">Current</p> <p style="color: green;">Established May 20</p>	<p>BC Housing</p> <p>Victoria Cool Aid Society and Our Place</p> <p>Health Support Services:</p> <ul style="list-style-type: none"> Our Place OPS including inhalation services staffed by AVI Umbrella Society – Harm reduction Peer Support Support from CAMICO (Victoria Cool Aid) Doctors: 7-days a week

Sidney

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current				
LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Sidney Response Plan <ul style="list-style-type: none"> MOTEL TBA 	<ul style="list-style-type: none"> General Population Experiencing Homelessness 	Assessment underway by Outreach Teams from BC Housing; Ministry of Social Development and Poverty Reduction (MSDPR). Food: TBA Showers: Iroquois Park – ENDING JUNE 30 th Hygiene Services: Tulista Park	TBA	TBA <ul style="list-style-type: none"> Proposed 24/7 support at Motel site for 4-12 rooms In-reach MHSU & Primary Care Supports In-reach - MSDPR

Sooke

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current				
LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Outdoor Facilities Phase 2 –				
ARENAS Sooke – SEAPARC Leisure Complex <ul style="list-style-type: none"> 22 People 	<ul style="list-style-type: none"> People Experiencing Homelessness in Sooke 	Level 2: Basic Needs /Harm Reduction / Medical In-Reach Proposed: <ul style="list-style-type: none"> Tenting sites set up Washrooms Showers Food Services on-site Medical Education and COVID Information Hygiene Handwashing Stations Health Services <ul style="list-style-type: none"> Harm Reduction & Safe Supply Safe Consumption On Site Tent COVID-19 Medical Support 	<p>Closed June 20</p> <p>Currently tenting at Ed Macgregor Park</p>	Sooke Region Communities Health Network, BC Housing and Island Health On-site Staff: <ul style="list-style-type: none"> 3 Outreach FTE 24/7 Positions Maintenance Health Support Services: <ul style="list-style-type: none"> AVI Harm reduction

Salt Spring Island

Greater Victoria COVID-19 Vulnerable Populations Response Plan May 2020 - Current				
LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Salt Spring Island Motel Block Rental <ul style="list-style-type: none"> 6 - 10 People 	<ul style="list-style-type: none"> General Population Experiencing Homelessness 	Level 3: Indoor Bed & Basic Needs Medical In-Reach <ul style="list-style-type: none"> Bed assigned Washrooms Showers Information 	Current	Salt Spring Island Community Services

- Hotel sites have been integrated into the **Coordinated Access and Assessment (CAA)** model.
 - Learn more: <https://victoriahomelessness.ca/caa/>
- Community COVID-19 Service Updates:** In acknowledgement of the good work being done in community please refer to the [Street Community Survival Services: What's Open / Closed in Lkwungen Territory \(aka 'victoria'\)](#) a living document compiled by the [Indigenous Harm Reduction Team \(IHRT\)](#). The Indigenous Harm Reduction Team (IHRT), or I-Heart, is a group of Indigenous (Native / Aboriginal) folks who do harm reduction by and for Indigenous people. - *Updated Regularly*

Appendix A.

This appendix explains and diarises the options and innovations that were explored to meet the needs of the vulnerable populations experiencing homelessness in Greater Victoria at the onset of the COVID-19 pandemic from March 15, 2020 to May 1, 2020.

Table 1. Progress of the Greater Victoria Vulnerable Populations Response Plan from March 15, 2020 to April 1, 2020

COVID-19 Vulnerable Populations Response Plan March 15th – April 2020				
LOCATION	Clientele/ Cohort	SERVICES	LEADS	STAFFING MODEL
Intake & Registration				
Indigenous Culturally Supportive Shelter Mason Street Building 938 Mason Street	Population Experiencing Homelessness	Medical Assessment & Facility Referral Separate spaces required 1. Medical Upstairs Medical assessment, screening, initial isolation Substance Use Services 2. Housing/Shelter Registration/Referral Downstairs	BC Housing Island Health Coalition	TBA

COVID-19 Vulnerable Populations Response Plan March 15th – April 2020

LOCATION	Clientele/ Cohort	SERVICES	LEADS	STAFFING MODEL
		Housing/Shelter Sites referral Development in-process for an intake form		
Outdoor Facilities Phase 1				
Topaz Park SE Corner, Topaz & Blanshard Street Beacon Hill Park Closed Proposal March 28 Multipurpose Field off Douglas Street	Population Experiencing Homelessness People in Vehicles RVs Tents	Level 1: Basic Needs <ul style="list-style-type: none"> • Sheltering allowed • Washrooms • Food will be delivered • Information • Hygiene Station <ul style="list-style-type: none"> ▪ Handwashing stations 	TBA	TBA

COVID-19 Vulnerable Populations Response Plan March 15th – April 2020

LOCATION	Clientele/ Cohort	SERVICES	LEADS	STAFFING MODEL
Outdoor Facilities Phase 2				
Royal Athletic Park <ul style="list-style-type: none"> • Caledonia Ave 	Pandora Population 900 Block	Level 2: Basic Needs /Harm Reduction / Medical In-Reach <ul style="list-style-type: none"> • Shelter allowed • Washrooms • Food will be delivered • Information • Hygiene – Showers & Handwashing • Harm Reduction & Safe Supply • Safe Consumption On Site Tent • COVID-19 Medical In-reach 		TBA BC Housing Dandelion Society Island Health
Indoor Facilities Phase 2				
Victoria Curling Club	Pandora Population 900 Block	Level 3: Indoor Bed/ Basic Needs /Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • Bed assigned 		PHS Community Services Society BC Housing Island Health

COVID-19 Vulnerable Populations Response Plan March 15th – April 2020

LOCATION	Clientele/ Cohort	SERVICES	LEADS	STAFFING MODEL
		<ul style="list-style-type: none"> • Washrooms • Food will be delivered (served) • Information • Showers • Harm Reduction- Indigenized or otherwise • COVID-19 Medical In-reach 		
James Bay Community Centre	Indigenous Street Community/Cultural Supports	Level 3: Indoor Bed/ Basic Needs /Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • Bed assigned • Washrooms • Food will be delivered (served) • Information • Showers • Harm Reduction- Indigenized or otherwise • COVID-19 Medical In-reach 		Aboriginal Coalition to End Homelessness
Oaklands Community Centre	Youth – Dry and/or Substance Use Support	Level 3: Indoor Bed/ Basic Needs /Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • Bed assigned • Washrooms • Food will be delivered (served) • Information 		BC Housing

COVID-19 Vulnerable Populations Response Plan March 15th – April 2020

LOCATION	Clientele/ Cohort	SERVICES	LEADS	STAFFING MODEL
		<ul style="list-style-type: none"> • Showers • Harm Reduction- Indigenized or otherwise • COVID-19 Medical In-reach • 		
HOTEL ROOMS	Population Experiencing Homelessness	Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • COVID 19 SELF-ISOLATION 		BC Housing Island Health Medical Staff
Proposed: Therapeutic Recovery Centre	Population Experiencing Homelessness	Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • COVID 19 SELF-ISOLATION 		Island Health Medical Staff

Table 2. Progress of the Greater Victoria Vulnerable Populations Response Plan from April 1, 2020 to May 1, 2020

<p style="text-align: center;">Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020</p>				
LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Medical Assessment				
<p>Mobile COVID Outreach Assessment Team (COAT) ALL Locations listed below will have access to the mobile team.</p>	<ul style="list-style-type: none"> Population Experiencing Homelessness who are COVID positive. Populations Experiencing Homelessness who are symptomatic but have not been tested. 	<p>Health Response: COVID-19 positive medical isolation Persons who have tested positive will be moved to hospital if necessary.</p> <p>Isolation in place at each location for 14 days with monitoring through medical in-reach Medical assessment, screening, initial isolation</p>	<p>Established April 16</p> <p>Closed May 29</p>	<p>Island Health</p> <p>On-Site Support:</p> <ul style="list-style-type: none"> Island Health medical staff on site <p>Island Health staff medical in-reach to identified persons</p>
<p>The Summit and Holly House</p>	<ul style="list-style-type: none"> Population Experiencing Homelessness who are COVID positive. 	<p>Health Response: COVID 19 positive medical isolation Persons who have tested positive will be moved to the Summit location for isolation, monitoring and medical support. Patients will be moved to hospital beds if needed.</p>	<p>5 rooms available immediately</p>	<p>Island Health</p> <p>On-Site Support: Medical staff on site</p>

Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
ALL Locations listed below will be working to establish an onsite room or space designated for persons who present with symptoms but have not been tested.	<ul style="list-style-type: none"> Populations Experiencing Homelessness who are symptomatic but have not been tested. 	<p>Isolation in place at each location for 14 days with monitoring through medical in-reach Medical assessment, screening, initial isolation</p>	32 rooms available as of April 16	Island Health staff medical in-reach will be provided to identified patients
<p>Mobile Intake and Community-Based Coordinated Access: All outdoor and indoor Sheltering Locations</p>	All populations experiencing homelessness	<p>Intake form and registration for all sites.</p> <p>Team leads and teams designated by BC Housing and GVCEH for each location as indoor and outdoor locations come on board.</p>	Established March 27	<p>BC Housing and GVCEH</p> <p>Teams: Designated persons from current outreach service providers and additional designated organizations.</p>
Outdoor Facilities Phase 1				
<p>Topaz Park</p> <ul style="list-style-type: none"> SE Corner, Topaz & Blanshard Street 200 people 	<ul style="list-style-type: none"> Population Experiencing Homelessness 	<p>Level 1: Basic Needs – This location is being set up as a Shelter ‘Camp Ground’ with numbered sites and services.</p> <ul style="list-style-type: none"> Coordinated Access On-site Intake and Registration initiating April 2, 2020 	<p>Established March 31</p> <p>Closed May 20</p>	<p>Lead Timeline:</p> <ul style="list-style-type: none"> City of Victoria Licensed to BC Housing Dandelion Society start-up. Transitioned to Greater Victoria Coalition to End Homelessness

Greater Victoria COVID-19 Vulnerable Populations Response Plan

April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		<ul style="list-style-type: none"> • Sheltering allowed tent sites numbered and grid established (April 1) with 10 foot designated parameter spacing for each site. • Hygiene Station <ul style="list-style-type: none"> ▪ Handwashing stations by main bathroom on site • Onsite Washrooms open dawn to dusk • Porta-potties open 24/7 • Food delivered 2x per day • Breakfast/lunch delivery at 9:30/12:30 • Hot dinner delivery at 5:00 • First Aid supplies • New tents and approved tarps for wet weather available on site • Sleeping bags provided • Laundry - available • Showers – available 10:00am-4:00pm <p>Health Services:</p> <ul style="list-style-type: none"> • Medical Education Information & In-reach Once per week mobile • Harm Reduction In reach supplies and support Daily site In-reach <p>Process for moving to indoor locations:</p>		<p>On-site Staff:</p> <p>1 First Aid Person</p> <p>5 FTE Outreach Workers:</p> <ul style="list-style-type: none"> • 24/7 (will be multiple persons) • Maintenance Contract: Daily 8-hour shift spread throughout the day. <p>Safety & Security Support:</p> <ul style="list-style-type: none"> • Paladin - 3 Persons <p>Health Support Services:</p> <ul style="list-style-type: none"> • Doctors of the World • VICCR Doctors in reach • Island Health nurses • AVI Harm Reduction and Overdose Prevention On-Site • SOLID - Peer support • Umbrella Society – Harm reduction Peer Support • PEERS • St John’s First Aid • Hero Works • Medical In-reach Safe Supply • Narcotics Anonymous Circle Meetings

Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		Coordinated Community- Based Access process is in place. Transitioning persons sheltering on site to appropriate indoor locations as they become available.		Food Services: <ul style="list-style-type: none"> • GVCEH Peer Support • Greater Victoria Coalition to End Homelessness Food Program (GVCEH Boxes of Hope): • 2 Food Services Coordinators
Outdoor Facilities Phase 2 – In planning stage				
Royal Athletic Park - Closed Proposal April 8 <ul style="list-style-type: none"> • Caledonia Ave 	Pandora Population 900 Block	Level 2: Basic Needs /Harm Reduction / Medical In-Reach Proposed: <ul style="list-style-type: none"> • Tent sites will be set up • Washrooms & showers • Food Services on site • Medical Education and COVID Information • Hygiene Handwashing Stations Health Services: <ul style="list-style-type: none"> • Harm Reduction & Safe Supply • Safe Consumption On-Site Tent 	TBA Site Planning to be complete by Friday April 3, 2020 Coordinated Community Based Access: TBA (estimated within a few days of the finalized site preparation)	TBA

Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
		<ul style="list-style-type: none"> COVID-19 Medical Support 		
Indoor Facilities Phase 2				
HOTEL ROOMS Hotel #1 Established Coordinated Access Lead: Kelly Roth	Population Experiencing Homelessness: Self sufficient with low needs	Level 3: Indoor Bed and Basic Needs <ul style="list-style-type: none"> Room/Bed assigned at registration Washrooms & Showers Food delivered 2x daily 10:00am and 6:00pm <ul style="list-style-type: none"> Information Showers Peer Support Support: Daily check 2x per day during meal delivery Organization In-reach support provided by Designated Organization that completed Intake Registration and referral to organization for needs as assessed. Regular Medical In-reach – not established yet	Established Hotel 1: 35 rooms Full	BC Housing and GVCEH Coordinated Community-based Access process On-site Support: TBA Peer Support Team connected to rooms. Food Program: GVCEH Boxes of Hope
HOTEL ROOMS Hotel #2 Acquired and in progress	Population Experiencing Homelessness	In development Level 3: Indoor Bed & Basic Needs	Established Hotel 2: 80 Rooms,	TBA

Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
Coordinated Access Lead: Lois Gabbitous		<ul style="list-style-type: none"> • Room/Bed assigned at registration • Washrooms & Showers • Food delivered 2x daily 10:00am and 6:00pm • Information • Showers 	Intake began March 31st	
Women’s Shelter Victoria Cool Aid Society Yates Street Hostel 38 – 40 beds 4 People	Women Experiencing Homelessness	Full services TBA – in development and in transition	Closed	Victoria Cool Aid Society
TBA	Youth – Dry and/or Substance Use Support	Level 3: Indoor Bed/ Basic Needs /Harm Reduction/ Medical In-Reach <ul style="list-style-type: none"> • Bed assigned • Washrooms • Food will be delivered (served) • Information • Showers • Harm Reduction- Indigenized or otherwise • COVID-19 Medical In-reach 	BC HOUSING Lead Supervisor:	TBA

Greater Victoria COVID-19 Vulnerable Populations Response Plan April – May 2020

LOCATION	Clientele/ Cohort	SERVICES	Timeline	STAFFING MODEL
<p>TBA Indigenous Culturally Supported Temporary Location</p>	<ul style="list-style-type: none"> Indigenous population experiencing homelessness and requiring harm reduction supports 	<p>Level 3: Indoor Bed & Basic Needs Indigenized Harm Reduction, MAP/ Medical In-Reach</p> <ul style="list-style-type: none"> Bed assigned Washrooms Food Information Showers Harm Reduction- Indigenized or otherwise substance use support/ managed alcohol COVID-19 Medical In-reach 	<p>TBA</p>	<p>TBA</p>