CITY OF THUNDER BAY
COVID-19 SEVERE WEATHER RESPONSE PLAN

June 2021

CITY OF Thunder Bay
Superior by Nature

Contents

Preface

This response plan is published as an action plan under the Thunder Bay Municipal Emergency Response to COVID-19. The custodian of this plan shall be the Community Emergency Management Coordinator (CEMC), who will be responsible for amending the plan as required over the duration of the COVID-19 pandemic.

Purpose

The goal of this Severe Weather Response Plan (Plan) is to aid in preventing negative health impacts of severe weather conditions on the residents of Thunder Bay, during the COVID-19 pandemic response. The Plan includes a particular focus on preventing direct impacts of cold and heat exposure on people experiencing homelessness. This plan will supplement community partners' plans, and be utilized to coordinate responses at each activation level.

The Plan provides a framework for implementing and co-ordinating severe weather preparedness and response activities. The Plan's main objectives are to:

- Alert those most vulnerable to severe weather conditions that are either expected or currently exist;
- Enable those most vulnerable to take appropriate precautions; and to
- Outline stages of response with pre-determined thresholds, for action by agencies who are in a position to provide or alter services and operations to protect the vulnerable population.

Under the Vulnerable Populations COVID-19 Planning Table, a task force (Task Force) will be established to monitor and evaluate the implementation of this plan.

Background

Due to the COVID-19 pandemic, formal (shelters) and informal (libraries, malls, and vestibules) day-time warming and cooling facilities that are typically locally available during severe weather for vulnerable populations, especially people experiencing homelessness or precarious housing, have been limited. During the winter of 2021, a COVID-19 Cold Weather Response Plan was implemented in response to gaps identified in daytime warming services and the ability to respond to winter weather extremes. The Plan was developed collaboratively with community partners and the Vulnerable Populations COVID-19 Planning table, and Task Force. The Plan was deemed successful, and it was determined that a continuation of severe weather response actions beyond the cold weather season would be beneficial for those most vulnerable during the continuing pandemic.

It is anticipated that severe weather will create significant risks for residents experiencing homelessness or precarious shelter because of formal and informal service restrictions due to COVID-19. In April, 2021, the Emergency Response Team approved an expansion to the COVID-19 Cold Weather Plan to include severe weather, such as extreme heat. In addition to personal impacts of cold and heat illness, affected residents seeking care could exacerbate capacity concerns of healthcare providers as the pandemic progresses. This concern has been identified as requiring action under the City's COVID-19 emergency response, and may require allocation of City resources.

Activation of Plan

The Plan will be active for the duration of the COVID-19 municipal state of emergency. The transition between levels will be determined by the On Call Chief Fire Officer when the current or expected situation meets the various thresholds, including weather and COVID-19 triggers.

The CEMC (or designate) will inform self-identified stakeholders (see appendix 4) of a change in activation status, and request community partners to implement their response plans.

Communication

Communication throughout the levels of the Plan is critical to promote a collaborative response by stakeholders and to help inform vulnerable populations.

Emergency dispatch will monitor for weather alerts and inform the On Call Chief Fire Officer of conditions that may present a high risk of weather exposure health impacts. This may be triggered through a severe weather alert or warning issued by Environment and Climate Change Canada. Subsequently, a decision to elevate the active level will be made. As levels change, the On Call Chief Fire Officer will alert the MECG and partner stakeholders of the change in activation level and cause. The Chair of the Vulnerable Populations Table will provide an update on the plan at MECG meetings.

Partner stakeholders are responsible to collectively distribute information to the Community with the goal of:

- Identifying that hazardous weather conditions are expected or currently exist;
- Providing guidance to vulnerable populations to take additional measures to protect their health (see appendix 1); and by
- Providing emergency shelter options available (see appendix 5).

The City of Thunder Bay Corporate Communications Section will inform the Public of severe weather alerts through media releases, social media outlets, and the City's website. Partner Stakeholders will utilize their own media outlets and outreach capabilities to further the chain of information.

Activation Levels

The Plan is divided into four levels:

- **Level 1** is in effect during normal weather conditions that are not associated with alerts or warnings, but when elevated safety risks due to severe weather exposure or COVID-19 exposure may still be present. This level remains in effect until the end of the Municipal COVID-19 state of emergency; or until it is superseded by an elevated response level.

- **Level 2** is in effect when severe weather conditions present high risk of cold or heat illness or COVID-19. It may be triggered when a severe weather alert or warning has been issued by Environment and Climate Change Canada; or at the determination of the On Call Chief Fire Officer, when current or forecast weather risks in combination with current COVID-19 risk would appropriately be addressed by the elevated response level. Level 2 stays in effect until the On Call Chief Fire Officer determines conditions have returned to normal winter condition; or until it is superseded by an elevated response level.

- **Level 3** comes into effect when responding to emergent or exceptional severe weather risks, and is triggered at the determination of the On Call Chief Fire Officer when continuous emergency response coordination between stakeholders is required. This may be due to severe weather conditions, high COVID-19 risk, and/or other emergent hazards.

- **Debrief** comes into effect when the plan is no longer active, and is intended to review the performance of the plan.

The On Call Chief Fire Officer is expected to communicate with Task Force members to identify when a return to a lower response level is appropriate.

Community organizations, health care agencies, or City of Thunder Bay departments may decide to extend weather protection services, regardless of present or forecasted weather conditions or activation level.

Stakeholder Roles

Stakeholders involved in the Task Force will support the Plan by providing direct services to populations vulnerable to weather, and/or providing specialized expertise on health and safety, weather, or funding to support the delivery of services to vulnerable populations. The Task Force will be comprised of internal and external stakeholders listed in Appendix 4. Once established, a Task Force mandate will be developed and added to this document as an appendix.

The CEMC will act as custodian of the Plan and convene Task Force meetings as required; the Chair of the Vulnerable Populations COVID-19 Planning Table will assume the role of Chair for the Task Force meetings. Individual stakeholders have specific responsibilities during different stages of the Plan as outlined in Table 1. All partner stakeholders' responsibilities include, but not limited to:

- Subscribing to receiving weather warnings from the Environment and Climate Change Canada App through *EC Alert Me* or the *WeatherCAN App;*
- Creating and maintaining their own plans for responding to such warnings;
- Notifying the CEMC of changes in contact information or service delivery; and by
- Participating in Task Force meetings, consultations, evaluations, and communications.

While it is not required for every partner stakeholder representative to attend every meeting, it is important for every partner stakeholder to contribute to developing, implementing, and improving the Plan. It is also expected that stakeholders support communication with the public, sharing information on prevention and response actions for people experiencing homelessness and the community at large, using word of mouth, graphics, media relations, and social media.

Table 1: Stakeholder Roles During Activation Levels

Stakeholder	Debrief	Level 1	Level 2	Level 3
CEMC or Designate (As part of the MECG)	Convene a debrief outside of response activation.	Email stakeholder reminders Convene stakeholder meetings Support communication with stakeholders on Severe Weather Response Plan	If needed, host debrief once activation level is deescalated	Host debrief once activation level is deescalated
On Call Chief Fire Officer (As part of the MECG)	Advise Municipal Emergency Control Group on the Severe Weather Response Plan	Notify Municipal Emergency Control Group of plan activation	Determine start and termination of Level 2 activation Communicate with or consult Task Force as needed to coordinate planned and emergent responses	Determine start and termination of Level 3 activation As needed, convene emergency meeting of Task Force to coordinate responses
City of Thunder Bay	Participate in debrief Advise Municipal Emergency Control Group on the Severe Weather Response Plan	Share weather preparedness information via news and social media Monitor service delivery	Relax loitering policies in facilities/on transit Consult with Task Force to identify any need for increased capacity, cooling or warming space	If a local weather state of emergency is declared, display the emergency notification on the City of Thunder Bay website

	Review City of Thunder Bay plans for severe weather hazards		Share prevention and response information via news and social media Share weather safety information with residents Monitor Service Delivery Allocate transit tickets to support transportation to shelter facility	Add supports at non-dedicated facilities to provide shelter from weather events Utilize emergency first responders to address urgent needs Share response updates via news and social media Share weather safety information with residents Allocate transit tickets to support transportation to shelter facility
Emergency Shelters (Shelter House, Salvation Army, Grace Place-Out of the Cold, Isolation & Overflow Shelter, PACE Safe Place)	Participate in debrief Review internal plans for severe weather, including staffing, supplies and procedures	Inform clients about risks and prevention of cold illness and COVID-19 Inform staff and volunteers about operating plans for severe weather	Activate severe weather response plans Collaborate with other shelters and community organizations to redirect guests to any available beds	Collaborate with first responders, emergency shelters, and community organizations on any necessary interventions and responses

		Share information and monitor capacity to support guests redirected to another shelter	Alert CEMC and other shelters of capacity issues and collaborate to establish additional spaces Share prevention and response information via available communication channels	Share prevention and response information via available communication channels
Community Organizations (TBDSSAB, NorWest CHC, St. Joseph's Care Group, Urban Abbey, Outreach Worker Network)	Participate in debrief Review internal plans for severe weather responses	Inform clients about risks and prevention of weather-related health impacts and COVID-19 Prepare messages to inform staff and volunteers about severe weather responses Share information and resources to support and monitor clients at higher risk of weather-related health impacts or COVID-19	Activate severe weather response plans Reach out to vulnerable populations to identify and address needs Circulate messages to inform staff and volunteers about winter weather responses Share prevention and response information via available communication channels	Collaborate with first responders, emergency shelters, and community organizations on any necessary interventions and responses Share prevention and response information via available communication channels

Thunder Bay District Health Unit	Advise on revisions to plan Advise Task Force on health system changes and on health prevention and responses for weather related health impacts and COVID 19	Advise Task Force on health system changes Provide updated health communication resources to stakeholders	Advise Task Force of emergent health system pressures or changes Provide updated health communication resources to stakeholders	Collaborate with first responders, emergency shelters, and community organizations on any necessary interventions and responses Advise Task Force of emergent health system pressures or changes Provide updated health communication resources to stakeholders
External Funding Partners (United Way, TBDSSAB, LSPC, TBIFC)	Inform Task Force and stakeholders of funding opportunities and changes. Collaborate with other funders on strategies for weather resilience	Gather and share funder stories of severe weather response and resilience Inform Task Force and stakeholders of funding opportunities and changes. Collaborate with other funders on strategies for weather resilience	Consult with Task Force to identify emergent resourcing needs	Consult with Task Force to identify emergency resourcing needs

Appendix

Appendix 1: Severe Weather Overview

Winter Weather

Winter weather poses a significant risk to all individuals. The information below has been taken from Environment and Climate Change Canada.

Blizzards

A blizzard is characterized by reduced visibility from falling and/or blowing snow and strong winds, which may be accompanied by low temperatures and/or a severe wind chill. A blizzard may persist for a period of time on their own or be part of an intense winter storm.

Freezing Rain and Ice Pellets

Freezing rain is rain that freezes on impact and forms a coating of clear ice on the ground and exposed objects. Ice pellets are formed when raindrops freeze as they fall through air that is below the freezing point, before reaching the ground. Both can create unsafe walking and travelling conditions.

Snowfall Warning

A snowfall warning is issued when the expected snowfall may be heavy enough to cause significant inconvenience and hazardous conditions.

Snow Squall

A snow squall is moderate to heavy snow, driven by strong, gusty winds, with poor visibility. Snow accumulation and drifts may be significant during a snow squall. Heavy snowfall can create hazardous road conditions, knock down trees, and damage power lines. It can create unsafe walking conditions.

Wind Chill

Wind chill is a combination of wind speed and air temperature, expressed by the loss of body heat. A wind chill index is used to determine the relative discomfort and effect on the human body. Exposed skin can freeze very quickly during cold temperatures with wind chill leading to frostbite, and potentially fatal conditions such as hypothermia.

Winter Storms

Winter storms are characterized as a major snowfall or significant snowfall combined with freezing rain, strong winds, blowing snow, and/or severe wind chill. The combination of these conditions pose a significant threat to the safety of the public and property.

Summer Weather

Extreme Heat

Prolonged periods of very high temperatures that may cause health issues. In Northern Ontario, a heat warning is issued when two (2) or more consecutive days of daytime maximum temperatures are expected to reach 29°C or warmer and nighttime minimum temperatures are expected to fall to 18°C or warmer; or when two (2) or more consecutive days of humidex values are expected to reach 36°C or higher.

Extreme Rain

A high amount of rainfall within a period of time. A rainfall warning is issued by Environment and Climate Change Canada for a hazardous, prolonged or intense short-duration of rainfall. It may be a major factor in the cause of disasters, such as floods, flash floods, and landslides.

Thunderstorms

A thunderstorm is a local storm produced by a cumulonimbus cloud. It is an event of relatively short duration and is always accompanied by lightening and thunder and lightning, usually with strong gusts of wind, heavy rain and sometimes hail.

Hail

Precipitation of small balls or pieces of ice with a diameter ranging from 5 to 50 mm or more. Hail is generally observed during heavy thunderstorms.

Windstorm

Severe windstorms contain gusty winds of 90 kilometres per hour or greater. A wind warning is issued when sustained winds are expected to be 70km/h or more, and/or gusts are expected to be 90km/h or more.

Tornado

A tornado is a violently rotating column of air that extends from a cumuliform cloud to the surface. The pressure deficit in a tornado often results in the formation of a funnel cloud that extends fully or partially from the cumuliform cloud to the surface. A tornado is typically also made visible by rotating debris near the ground or a spray ring near the water surface.

A tornado can be tens to hundreds of metres wide and have a lifespan of minutes or hours. In terms of size and area, it is one of the least extensive of all storms, but in terms of how violent storms can be, it is the world's most severe.

Weather Warning

A generic weather warning may be issued for extreme weather events for which there is no suitable warning type, because they rarely occur.

A generic weather warning may also be issued for other weather events during situations where the environment is vulnerable due to pre-existing conditions and any further weather could result in a significant hazard. For example: 50 km/h winds following an ice storm which could cause structural wind damage.

A generic weather warning may also be issued for situations where the event is not expected to reach warning criteria values, but there is a special reason for the warning. For example: the first event of the season, or an off-season event.

Appendix 2: Recognizing and Responding to Weather Related Illness

Health Risks in Cold Weather

Exposure to cold weather can cause serious or life-threatening health problems. People experiencing homelessness are especially at risk due to increased exposure. In addition, COVID-19 restrictions mean that there are fewer locations open to the public to warm up and escape the elements. Wind burn, trench foot and frost nip are not uncommon during cold weather. In extreme cases, frostbite and mild or severe hypothermia may occur.

It is essential to also consider the COVID-19 prevention measures listed below when preventing cold exposure and deciding how to respond to various cold weather health problems. For example, a cold weather prevention recommendation is to go into a heated building. When doing so, it is also important to wear a face mask and ensure 2m physical distancing with others in the building to protect against COVID-19.

Wind Burn: Wind burn occurs when exposure to wind or cold air removes the top layer of oil from the skin.

Signs of wind burn include:

- Skin that is excessively dry, red, sore or itchy
- Skin may peel as it starts to heal

Response:

- Try not to not scratch or rub the affected area(s)
- Apply a protective skin care product (e.g. therapeutic moisturizer) to the affected area(s) as needed to help relieve symptoms
- Use a protective lip balm to treat lips

Trench Foot: Trench foot results from prolonged exposure of the feet to a damp and/or cold environment. People that are outside with inadequate footwear (quality boots and dry socks) are especially at risk for developing trench foot. Although no freezing occurs, there can be permanent damage.

Signs of trench foot include:

- Tingling or itchiness that can progress to numbness or pain
- Feet that are reddish or bluish in colour
- Smell of decay
- Swelling of feet
- Advanced trench foot may involve blisters or open sores

Response:

- Take off shoes/socks
- Clean the feet and dry thoroughly
- Apply heat packs or immerse feet in warm (not hot) water for up to five minutes
- If symptoms of trench foot fail to improve, see a health care provider.

Frostnip: Frostnip is an early stage of frostbite, where only the skin (and not the inner tissue) freezes. Toes, fingers, ears and nose are at the greatest risk for getting frostnip.

Signs of frostnip include:

- Irritation, tingling or burning sensation in the affected area
- Yellowish, reddish or white skin for those with fair skin
- Skin that is soft to the touch (unlike frostbite where skin becomes hard)

Response:

- Passive warming: move to a warming room, remove wet clothing and wrap in dry blankets or clothing
- If there is no further risk for refreezing, consider warming the affected area(s) by immersing in warm (not hot) water
- Do not:
    - Thaw skin if there is a risk that it can refreeze (e.g. further risk of exposure)
    - Apply direct heat or place near a heat source.
    - Rub, massage or shake injured skin as this can cause more damage
    - Walk on frost-nipped feet

Frostbite: Frostbite is a severe injury that occurs when skin and body tissues freeze due to prolonged exposure. The combination of poor circulation and extreme cold can lead to frostbite. Frostbite can cause permanent damage to the affected areas.

Signs of frostbite include:

- Numbness or loss of feeling in affected area
- Skin that is hard or waxy to the touch
- Fair skin may appear white or grayish-yellow; frostbitten skin is discoloured and black
- Blistering after thawing

Response:

- Severe frostbite requires immediate medical attention. Call 911.
- While waiting for help to arrive, begin treating with passive warming: move to a warm room, remove wet clothing and wrap in dry blankets or clothing

- If moving to a warmer space, try to pad or splint affected areas to minimize further damage
- Do not rub, massage or shake injured skin as this may cause more damage

Hypothermia: Hypothermia is a life-threatening condition that requires immediate medical attention. It occurs when the body loses heat faster than it can produce it, causing a dangerously low body temperature. Normal body temperature averages 37 °C. Hypothermia occurs when the body temperature drops below 35°C.

Signs of mild hypothermia include:

- Uncontrollable shivering, drowsiness or exhaustion, confusion, fumbling hands, memory loss, slurred speech
- Lips, ears, fingers and toes may turn blue

Signs of severe hypothermia include:

- Shivering stops
- Unconsciousness
- Decreased pulse or breathing; cardiac arrest

Response:

- Mild and severe hypothermia require immediate medical attention. Call 911.
- While waiting for help to arrive:
    - Find shelter
    - Keep muscles moving, if possible
    - Dry and gradually warm the body, especially the centre of the body. Wrap in blankets or dry clothing or warm by skin-to-skin contact with another person (preferably a close contact).
    - Drink warm, sweet liquids (e.g. honey)
    - Don't fight shivering, as this is one way the body increases its core temperature.
    - If the person in unconscious, lay them down and avoid shaking them or handling them roughly as this can affect the heart and create an irregular heartbeat.

Preventing Health Problems Related to Cold Exposure

- Wear appropriate clothing for the weather
    - Dress in layers of loose-fitting clothing and cover all exposed skin in extreme temperatures
    - Keep feet warm, clean and dry with proper socks and footwear
    - If you get wet, change into dry clothing as soon as possible

- Know the weather conditions and forecast
    - Check weather forecasts often and stay alert for weather watches and warnings
    - Plan ahead for extreme weather conditions as much as possible

- Stay in heated buildings as much as possible
    - Be aware of safe places you and others can go to warm up. Ask an emergency shelter or outreach worker about possible warming locations.
    - If you are caught outside in extreme cold weather conditions, look for shelter. Even if you find shelter, keep moving to maintain your body heat.

- Keep moving, but avoid strenuous exercise (sweating) while out in the cold as much as possible

- Eat warm meals and drink warm beverages when possible
    - Avoid consuming alcohol before going out in the cold as it increases blood flow to the body's extremities and can increase the risk of hypothermia

- Be aware of the signs of frostbite and hypothermia, and who to call if you need help

For more information on cold weather health risks and prevention, please visit the following websites:

- Public Health Agency of Canada: https://www.canada.ca/en/health-canada/services/healthy-living/your-health/environment/extreme-cold.html
- Ontario Ministry of Health: http://www.health.gov.on.ca/en/public/programs/emu/emerg_prep/et_cold.aspx

Hot Weather

Health Risks in Hot Weather

Exposure to hot weather can cause serious or life-threatening health problems. People experiencing homelessness are especially at risk due to increased exposure as well as other challenges that can increase their risk (e.g. inadequate clothing, lack of shelter from the sun or malnutrition). In addition, COVID-19 restrictions mean that there are fewer locations open to the public to cool down and escape the elements. Health risks due to prolonged heat exposure include sunburns, heat exhaustion and heat stroke.

It is essential to also consider the COVID-19 prevention measures listed below when preventing heat exposure and deciding how to respond to various hot weather health problems. For example, a hot weather prevention recommendation is to go into an air-conditioned building. When doing so, it is also important to wear a face mask and ensure 2m physical distancing with others in the building to protect against COVID-19.

Sun Burn: A sun burn is skin damage from the sun's ultraviolet (UV) rays.

Signs of sun burns include:

- Red or reddish skin that is hot to the touch or painful
- General fatigue and mild dizziness
- For severe burns, skin may blister, peel, swell and/or itch

Response:

- Prevent sunburns by wearing sunscreen and sun-protective clothing including a head covering and avoiding direct sunlight exposure for extended periods of time
- For pain relief, take cool baths or showers
- Apply soothing moisturizers that contain aloe vera
- Keep hydrated and drink extra water
- Protect sunburned skin with loose clothing when going outside to prevent further damage

Heat Exhaustion: Heat exhaustion is caused by exposure to high temperatures as well as excessive loss of water and salt.

Signs of heat exhaustion include:

- Cool, pale clammy skin
- Muscle cramps
- Dizziness, fainting, weakness, tiredness

- Nausea or vomiting
- Heavy sweating
- Headache
- Rapid breathing and heartbeat
- Extreme thirst
- Dark yellow urine colour and increased urination

Response:

- Move to a cool place (in the shade or inside an air conditioned building)
- Drink liquids (water is best)
- Take a cool shower or use cold compresses
- Rest
- Remove or loosen clothing as much as possible and apply cool, wet cloths or towels to the skin
- Monitor for worsening symptoms. If the person's condition does not improve or if they refuse water, have a change in consciousness, or vomit, call 911.

Heat Stroke: Heat stroke occurs when a person has a core body temperature above 40 °C. Heat stroke is a medical emergency: the longer a person's body is above 40 °C, the greater the likelihood of permanent effects or death.

Signs of heat stroke include:

- Red, hot, dry skin
- No sweating
- Dizziness and confusion
- Complete or partial loss of consciousness
- Headache
- Nausea
- Rapid pulse

Response:

- Call 911 immediately
- While waiting for help cool the person by:
    - Moving them to a cool place, if you can
    - Applying cold water to large areas of the skin
    - Fanning the person as much as possible
    - If the person is conscious, giving them small amounts of cool fluid

Preventing Health Problems Related to Hot Exposure

- Prevent dehydration. Drink more water and more frequently in hot weather. Drink before you feel thirsty.

- Reduce exposure to the direct sun and heat.
    - Go to an air-conditioned space, if possible, or shaded space. If you can't spend the whole day inside, be sure to take breaks from being outside during the day.
    - If you sleep outside during the day, try to sleep in the shade and make sure to choose a space that will be shady for a couple of hours.
    - If indoors, close windows and blinds during the hottest part of the day and open windows and blinds when it is cooler in the evening.

- Wear loose, light-coloured, breathable clothing and a wide-brimmed hat. Avoid dark colours.

- Avoid intense or moderately intense physical activity, especially during the hottest part of the day.

- Take cool showers or baths or use cool wet towels to cool down.

- Check-in on friends and family to make sure they are drinking plenty of fluids and keeping cool.

For more information on hot weather health risks and prevention, please visit the following websites:

- Public Health Agency of Canada: https://www.canada.ca/en/health-canada/services/sun-safety/extreme-heat-heat-waves.html
- Ontario Ministry of Health: https://www.health.gov.on.ca/en/public/programs/emu/emerg_prep/et_heat.aspx
- Thunder Bay District Health Unit: https://www.tbdhu.com/health-topics/sun-safety-tanning/extreme-heat

Appendix 3: Recognizing and Responding to COVID-19

COVID-19 is a respiratory virus caused by a newly discovered (novel) coronavirus. The virus was first discovered at the end of 2019 and in March 2020, the World Health Organization declared a global pandemic. The risk of COVID-19, like the cold and flu, increases in the winter months. Additionally, people experiencing homelessness or people that are under-housed are at a greater risk for COVID-19 as it may be challenging to follow all infection prevention and control measures.

Symptoms of COVID-19:

- A new or worsening cough
- Difficulty breathing
- Shortness of breath
- Difficulty swallowing
- Sore throat
- Runny nose / nasal congestion
- Chills
- Unexplained fatigue / muscle aches
- Headache
- Nausea/vomiting, diarrhea, abdominal pain
- Loss or decrease of sense of taste or smell
- Pink eye (conjunctivitis)

Response:

- Screen for symptoms and possible exposure to COVID-19. Use the TBDHU shelter client screening tool (see Appendix 3).
- People with symptoms of COVID-19 should self-isolate immediately
    - Individuals experiencing homelessness who are symptomatic can be referred to the isolation shelter through the Emergency Shelter System, the Emergency Department, or the Street Nursing Program.
    - Testing for COVID-19 will be completed upon entry to the isolation shelter
- Anyone with severe symptoms should be immediately transported to the hospital via EMS

Prevention:

- Maintain a physical distance of at least 2 metres between others
    - Avoid crowded, indoor locations
    - When physical distancing is not possible or when indoors, wear a face mask

- Avoid close contacts with anyone outside of your household or social circle. Limit your close contacts to a maximum of 10 people
- Wash your hand frequently and thoroughly with soap and water, or with alcohol-based hand sanitizer if soap and water is not available
- Cover coughs and sneezes with your elbow or sleeve
- Know the symptoms of COVID-19. If you have any of the symptoms, immediately self-isolate and get tested for COVID-19

For more information on COVID-19, please visit the following pages:

- Public Health Agency of Canada: https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html
- Ontario Ministry of Health: https://covid-19.ontario.ca/index.html
- Thunder Bay District Health Unit: https://www.tbdhu.com/coronavirus

Appendix 4: Shelter Client Screening Tool for COVID

To access a PDF copy, please visit www.tbdhu.com/resource/shelter-client-screening-tool.
Current as of June 11, 2021.

STOP

SHELTER CLIENT SCREENING FOR COVID-19

Use the questions below to screen shelter clients.

Use infection prevention and control measures (hand washing, physical distancing, PPE, etc.) when screening clients.
If someone has severe symptoms, call EMS (807) 625-3259 for transfer to hospital.

SCREENING QUESTIONS	YES	NO
Do you have a fever (37.8 C or higher)? (get a no-touch temperature reading if possible)		
Are you experiencing ONE or more of the following symptoms, NOT related to an underlying medical condition? • A new or worsening cough • Difficulty breathing • Shortness of breath • Difficulty swallowing • Sore throat • Runny nose / nasal congestion • Chills • Unexplained fatigue / muscle aches • Headache • Nausea/vomiting, diarrhea, abdominal pain • Loss or decrease of sense of taste or smell • Pink eye (conjunctivitis)		
In the last 14 days have you had a positive COVID-19 test, or have been in close contact with a confirmed case of COVID-19?		
Have you travelled outside of Canada in the last 14 days?		
Have you travelled outside of Northwestern Ontario in the last 14 days? (E.g. Travel West of Kenora or East of Marathon)		
In the last 14 days, have you been to a facility or community that is currently in a COVID-19 outbreak?		

Note to screeners: A recent swab for COVID-19 does *not* on its own lead to a positive screen / referral to isolation. Individuals who do not have symptoms who have been tested for COVID-19 and are awaiting results, and have no known exposure risk should self-monitor for symptoms.

If you checked "yes" to ONE or more of the above, follow procedures for a positive screen.

2021/06/11

Appendix 5: Task Force Membership List

The following are stakeholders that comprise the Task Force:

Organization	Representative & Contact Information *
District of Thunder Bay Social Services Administration Board	
City of Thunder Bay CEMC	
City of Thunder Bay Coordinator, Drug Strategy	
City of Thunder Bay Corporate Communications	
Grace Place – Out of the Cold	
Isolation & Overflow Shelter	
Lakehead Social Planning Council	
NorWest Community Health Centres	
PACE	
Salvation Army	
Shelter House	
St. Joseph's Care Group	
Superior North EMS	
Thunder Bay District Health Unit	
Thunder Bay Indigenous Friendship Centre	
Thunder Bay Police Service	
United Way	
Urban Abbey	

*Contact information was removed due to confidentiality reasons.

Appendix 6: Thunder Bay Warming/Cooling Locations (As of June 3, 2021)

This document will be updated as needed throughout the winter. For the latest version or for any updates/changes, please contact Samantha Read (Samantha.read@tbdhu.com) or Champagne Thomson (champagne.thomson@tbdhu.com).

South End of Town

Location	Hours	Notes
Norwest CHC (525 Simpson Street)	Monday to Friday: 8:30am – 6:00pm Saturday and Sunday: 10:00am – 3:00pm	Only available for people that need to use the telephone or the washroom (cannot sit / stay in waiting area). Active COVID screening upon entry.
Grace Place / Out Of The Cold (235 Simpson Street)	Overnight 7 days/week from 9:00pm – 8:00am **(Last night was May 31, 2021)**	Overnight shelter is only available for people that are restricted or overflow from all other shelters. Active COVID screening upon entry.
PACE (510 Victoria Ave E.)	Mondays, Wednesdays, Fridays and Sundays: 8:00am – 8:00pm Tuesdays, Thursdays: 8:00am – 4:00pm Saturdays: Closed	People can go in and use computers, use washrooms and shower, do laundry and access food bank. Active COVID screening upon entry.
Shelter House (420 George Street)	24 hours/day, 7 days/week, EXCEPT mealtimes	Clients that are staying overnight at Shelter House can stay inside during the day (except at meal times). Active COVID screening upon entry.

Overflow Shelter Spaces are only accessed through an emergency shelter

North End of Town

Location	Hours	Requirements
Elevate NWO (106 Cumberland Street N.)	Monday to Friday: 9:00am – 12:00pm and 1:00pm – 4:00pm. Accessible through parking lot entrance only.	Anyone can go to reception to access harm reduction supplies, washroom, phone and/or HIV/HCV rapid testing. Active COVID screening upon entry. Can only stay in reception area while using these services (cannot sit / stay in reception area) and drop in space is closed.
Salvation Army (545 Cumberland Street N.)	24 hours/day, 7 days a week	Day services and hot meals are for clients only (24/7 access). For emergency shelter, clients that have accessed services in the past 6 months should come after 5:30pm. Active COVID screening upon entry.

Overflow Shelter Spaces are only accessed through an emergency shelter

Transportation

Organization	Hours of Operation	Contact Information
SOS Van	7 days / week: 2:00pm – 2:00am	(807) 620-7678

Hot Meals

Location	Meals Times	Notes
Salvation Army Soup Van (Mobile)	7 days per week: 6:00pm – 6:30pm in Minnesota Park 7:00pm – 7:30pm in Wilson Parkette	Take away soup and sandwiches
Dew Drop Inn (294 Red River Road)	7 days per week: Cold take-away lunch: 9:00am – 3:30pm Hot take-away lunch: 12:30pm – 3:30pm	No dine-in option. One meal per person. No requirements.
Urban Abbey (308 Red River Road)	Monday – Friday: Hot take-away lunch: 12:30pm – 1:30pm Saturdays only: Hot take-away dinner : 5:30pm – 6:30pm	No dine-in option during lockdown. One person can enter the building at a time to pick up meals.
Shelter House (420 George Street)	7 days per week: Hot take-away lunch: 1:30pm – 2:30pm Hot take-away dinner: 7:00pm – 8:00pm	No requirements
Grace Place (235 Simpson Street)	Hot take-away lunch services resuming starting on June 1, 2021: Sundays, Mondays and Tuesdays from 1:00pm – 4:00pm	No requirements