

COVID Outreach Team (COT)

Referral line: 604-290-3208

PURPOSE

Purpose: The VCH COVID Outreach Team (COT) was established at the beginning of the COVID-19 pandemic to provide support to under-housed, precariously housed or other vulnerable clients who live in Vancouver and who have been diagnosed COVID-19 positive, symptomatic, or are at risk for contracting COVID-19. The team helps vulnerable clients access appropriate sheltering and isolation space. The team also helps to ensure primary health care and other care needs – including those related to mental health and substance use – are well supported. Once a client is cleared from Public Health (i.e., no longer infectious, or a COVID negative test result), the team coordinates smooth transition for clients back into community.

COT SERVICE DESCRIPTION & DETAILS

COT services include:

- Outreach model nursing care for people who are COVID-19 positive, contacts of cases, symptomatic of COVID, or under quarantine
- Supporting client urgent and primary care needs (nurse practitioners and/or GPs available on call)
- Supporting client access to opioid agonist therapy (OAT) and/or medications to prevent withdrawal
- Supporting client complex care coordination and transition planning
- Supporting client access to infection prevention & control (IPAC) consultation and education
- Community consultation regarding clients who are symptomatic, awaiting test results, or who are contacts to COVID + cases.

When to reach out? If you are a service, including shelters, housing sites or other non-profits, who has had direct exposure to COVID or who has a positive COVID test result **AND** who doesn't have the means to safely shelter-in-place please call our referral line.

Referral line/process: To make a referral please call the COVID Outreach Team at 604-290-3208 (open 9am-6pm, 7 days a week) with as many of the following details as possible:

- Your Name and Agency
- Client's name
- Client's date of birth
- Client's Personal Health Care Number (PHN) or PARIS #
- Client's COVID status: active symptoms of concern, if they have been tested (& date), if they require a test
- Housing situation (i.e., shelter, SRO, recovery facility, many people in one location, etc.)
- Best way to contact client for follow-up (phone, address, hang-out)

If you have a general question or a question about a situation, feel free to email VCHCovidClinicalSupportTeam@vch.ca but do **NOT** include client name or **ANY** information that would constitute a client identifier. Note: COT Team Fax: 604-707-2794

Location: The team operates out of 1170 Bute Street, Vancouver. Clients are NOT seen onsite. COT outreach services are available across Vancouver.

Staffing: The team includes outreach nurses (RN and LPNs), outreach workers and access to Clinical Practice Lead, Social Worker, GPs and Nurse Practitioners.