

COVID-19 Toronto Public Health Shelter Intake Line

Homelessness service providers (i.e. shelter, respite and drop-in providers) and health care providers can contact the Toronto Public Health (TPH) Shelter Intake Line about individuals with suspected or confirmed COVID-19 who is associated with a homeless service setting using the below methods:

Telephone: 416-338-1521

E-mail: TPHshelters@toronto.ca

Hours of Operation: 8:00 a.m. to 6:00 p.m. daily

Who should use this contact information and for what?

- **Homelessness service providers** who want to report an individual with suspected or confirmed COVID-19, or who have questions related to a suspected or confirmed case of COVID-19.
- **Health care providers** who have an urgent question or concern related to an individual with suspected or confirmed COVID-19 who is homeless or underhoused.
- If leaving a voicemail or sending an email to the Shelters Intake Line, providers are asked to provide their full name and role, the associated homelessness service setting, full address, phone number, and to specify the reason for contacting TPH.

Note: Health care providers wanting to report a suspected or confirmed case of COVID-19 to TPH should report by telephone to 416-392-7411 (after-hours 311) or by faxing [TPH's Reportable Disease Notification Form](#) to 416-392-0047 (Mon-Fri 8:30 a.m. to 4:30 p.m.).

Hours of Operation and Expected Response Time

- Any reports received during regular business hours for the Shelter Intake Line, between 8:00 a.m. to 6:00 p.m., will be responded to promptly (ideally within 3 hours).
- The intake line and e-mail box will be monitored regularly throughout business hours.
- After-hours, between 6:00 p.m. and 8:00 a.m., any voicemails or e-mails received will be returned by a TPH staff during business hours the following day.
- For urgent after-hours issues, please contact 311 and ask to speak with the COVID-19 On-Call Manager.

Please continue to direct any general questions about COVID-19 to the Toronto Public Health Hotline at 416-338-7600 or via e-mail at PublicHealth@toronto.ca.

More information

For more information about COVID-19, visit our website at www.toronto.ca/COVID19.