

List of Appendices

ORDERS of the Alberta Chief Medical Officer of Health (CMOH) and Government of Canada

MANDATORY

- NEW** 1. CMOH Order 01-2020 & 04-2020 – COVID-19 Response: Schools, child cares, post-secondary Institutions
- 2. CMOH Order 02-2020 – COVID-19 Response: Mass gatherings, recreation/entertainment facilities, bars/nightclubs, restaurants
- NEW** 3. CMOH Order 03-2020 & Guidance – COVID-19 Response: Visitors at health care facilities and supportive living accommodation
- NEW** 4. CMOH Order 05-2020 – COVID-19 Response: Isolation and Quarantine Requirements
- NEW** 5. CMOH Order 06-2020 – COVID-19 Response: Operational Protocols of “Health Care Facilities” (inclusive of Supportive Living Accommodation)
- NEW** 6. Federal Emergency Order under the *Quarantine Act*. Public Health Agency of Canada.

DIRECTION to all e4c staff: General Guidance regarding COVID-19

- 7. About Coronavirus Disease (COVID-19). Source: Public Health Agency of Canada (PHAC)
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- 9. COVID-19 Help Prevent the Spread poster. Source: Alberta Health Services (AHS)
- 10. How to Hand Wash. Source: AHS
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- 12. Cover Your Cough. Source: AHS
- 13. Social Distancing Tips. Source: Government of Alberta (GOA)

INFORMATION for all e4c staff, to understand the risk of a person having COVID-19

- 14. COVID-19 Screening Criteria. Source: AHS
- NEW** 15. COVID-19 FAQs for Public (revised March 25, 2020). Source: AHS

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- 16. General Guidance regarding COVID-19 Cleaning in Public Facilities. Source: AHS
- NEW** 17. Guidance for Providers of Services to Albertans Experiencing (or at risk of) Homelessness: COVID-19 Prevention and Preparation. Source: GOA
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**DIRECTION to be taken by persons experiencing Influenza-like Illness (ILI) symptoms, and
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19. Self-isolation Information Sheet. Source: GOA

NEW 20. When & How to Wear a Mask. Source: AHS

INSTRUCTION to e4c staff on the use of PPE, when required

NEW 21. Putting on (Donning) PPE. Source: AHS

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DIRECTION to be taken by persons being tested for COVID-19

NEW 23. AHS Memo to People Who Are Under Investigation for COVID-19, revised March 12, 2020

**DIRECTION to be taken by persons with COVID-19, and
DIRECTION to e4c Management for implementation, IF there are persons with COVID-19 being
sheltered or housed at an e4c facility**

24. How to Isolate at Home When You Have COVID-19. Source: PHAC

25. How to Care for a Person with COVID-19 at Home: Advice for Caregivers. Source: PHAC

RECORD OF DECISION–CMOH Order 01-2020

Re: 2020 COVID-19 Response

I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

This investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

Under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a school location for any period and subject to any conditions that I consider appropriate, where I have determined that the person's engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Therefore, having determined that certain activities could transmit COVID-19 as an infectious agent and that certain other steps are necessary to lessen the impact of the public health emergency, I hereby make the following Order:

1. Effective immediately, all persons who are eligible to or are currently attending a school location (students) in the Province of Alberta are prohibited from doing so.
2. All students are prohibited from attending any classes or programs offered at any school location with the exception of education programs offered in a home environment by a parent or guardian to immediate family members only.
3. Students may attend a school location on the following conditions:
 - (a) the student, or parent or guardian of the student, makes prior arrangements with school officials in advance of attending the school location for any purpose;
 - (b) the school undertakes to ensure that proper public safety precautions and all applicable special measures are in place as may be specified by the medical officer of health;
 - (c) the student, parent or guardian will comply with all directions from school officials and the medical officer of health.
4. For the purposes of this order, "school" is as defined in the Act and a school located on a First Nations reserve in Alberta. For greater certainty, this includes:
 - (a) a school operating under the *Education Act*, and includes the physical location or place where the school provides a structured learning environment through which an education program is offered or provided;

- (b) a school located on a First Nations reserve in Alberta;
 - (c) a place where an early childhood services program is offered or provided, and
 - (d) the premises where a child care program that is licensed under the *Child Care Licensing Act* is offered or provided.
5. All persons are prohibited from attending a place where an early childhood services program is offered or provided. All persons are also prohibited from attending a place where day care, out of school care or preschool programs licensed under the *Child Care Licensing Act* are provided or offered. For greater certainty, group family child care and approved family day homes are excluded from this Order.
6. All persons who are eligible to attend or are currently attending the following in the province of Alberta:
- (a) a public post-secondary institution or private post-secondary institution as defined in the *Post-secondary Learning Act*;
 - (b) an institution that provides vocational training under the *Private Vocational Training Act*;
 - (c) an institution accredited by the following entities:
 - i. the Association of Biblical Higher Education or the Association of Theological Schools (undergraduate and graduate programs at private, faith-based institutions);
 - ii. Transport Canada - Canadian Aviation Regulations (flight schools);
 - iii. Cecchetti Society of Canada (ballet programs and institutions);
 - iv. Languages Canada (English language programs at public and private institutions),
 - (d) any Community Adult Learning Programs (part-time, non-formal adult literacy, and foundational learning opportunities) grant funded by Alberta Advanced Education;
 - (e) any approved training provider under the *Training Provider Regulation*;
 - (f) any First Nations College entity including:
 - i. Maskwacis Cutlatural College;
 - ii. Old Sun Community College;
 - iii. Red Crow Community College;
 - iv. University nuhelot'ine thaiyots'i nistameyimâkanak Blue Quills;
 - v. Yellowhead Tribal College,
 - (g) any Indigenous adult learning provider entity including:
 - i. Bullhead;
 - ii. Chiniki Community College;

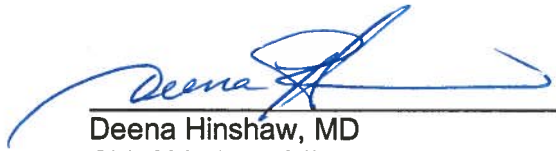
- iii. Kayas Cultural College;
- iv. Nechi Institute: Center of Indigenous Learning;
- v. Riel Institute;
- vi. Rupertsland Institute, and

(h) the Alberta Pipe Trades College (apprenticeship program provider)

are prohibited from attending in-person classes at the institution, provider or training provider.

7. This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 16 day of March, 2020.


Deena Hinshaw, MD
Chief Medical Officer of Health

RECORD OF DECISION—CMOH Order 04-2020 which amends CMOH Order 01-2020

Re: 2020 COVID-19 Response

Whereas I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

Whereas the investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

Whereas under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a location for any period and subject to any conditions that I consider appropriate, where I have determined that the person engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Whereas I made Record of Decision - CMOH Order 01-2020 on March 16, 2020.

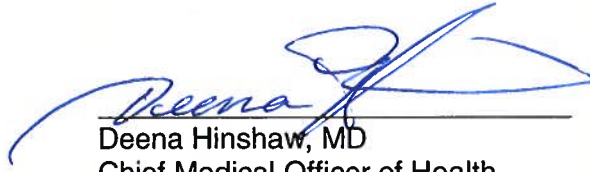
Whereas having further determined that it is necessary to modify Record of Decision - CMOH Order 01-2020 to allow essential services workers to have access to child care services so essential services workers can continue to engage in their profession, I hereby make the following Order which modifies my previous Record of Decision - CMOH Order 01-2020:

1. Effective March 23, 2020, and subject to the terms and conditions set out herein, persons may attend locations or premises where the following types of child care programs licensed under the *Child Care Licensing Act* are offered or provided:
 - (a) a "day care program" as defined in the *Child Care Licensing Regulation*; and
 - (b) an "out of school care program" as defined in the *Child Care Licensing Regulation*.
2. The specific locations and premises which may offer or provide the child care programs described in section 1 of this Order, must be determined at the sole discretion of the director of the *Child Care Licensing Act*.
3. Persons may only attend the locations and premises specified by the director as per section 2 of this Order, for the following purposes:
 - (a) receiving, offering or providing the listed child care programs to a child/children of an essential services worker;
 - (b) providing emergency health or safety services in the event of an emergency; or

(c) undertaking an inspection under the *Child Care Licensing Act* or the *Public Health Act*, as applicable.

4. The licence holder of a child care program described in section 1 of this Order must comply with Ministerial Order 02/2020, signed by the Minister of Children's Services pursuant to section 52.1(2) of the *Public Health Act*.
5. CMOH Order 01-2020 remains in effect to the extent that it has not been modified by this Order.
6. This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 20 day of March, 2020.


Deena Hinshaw, MD
Chief Medical Officer of Health

RECORD OF DECISION—CMOH Order 02-2020

Re: 2020 COVID-19 Response

I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

This investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

Under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a location for any period and subject to any conditions that I consider appropriate, where I have determined that the person's engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Therefore, having determined that certain activities could transmit COVID-19 as an infectious agent and that certain other steps are necessary to lessen the impact of the public health emergency, I hereby make the following Order:

Effective immediately, all persons in the Province of Alberta are prohibited from attending the following locations or places where the activities listed are taking place:

1. Mass gatherings of more than 50 attendees. This includes places of worship, gatherings and family events such as weddings. Grocery stores, shopping centres, health care facilities, airports, the legislature and other essential services are not included.
2. Public recreational facilities and private entertainment facilities, including but not limited to, gyms, swimming pools, arenas, science centres, museums, art galleries, community centres, children's play centres, casinos, racing entertainment centres, and bingo halls.
3. Bars and nightclubs where minors are prohibited by law.

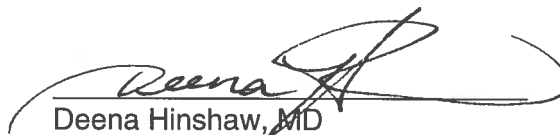
The above prohibitions do not apply, or apply with modifications set out below, to the following locations or places where the activities listed are taking place:

4. Albertans can attend restaurants, cafes, coffee shops, food courts and other food-serving facilities, including those with a minors-allowed liquor license. Such locations are limited to 50 per cent of their stated capacity, up to a maximum limit of 50 persons within a given location or place.

5. Take-out, delivery or drive-through food services are permitted. Licensed facilities are also be permitted to deliver liquor.
6. Not-for-profit community kitchens, soup kitchens and religious kitchens are exempt, but sanitization practices must be utilized and followed.

This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 17 day of March, 2020.



Deena Hinshaw, MD
Chief Medical Officer of Health

RECORD OF DECISION – CMOH Order 03-2020

Re: 2020 COVID-19 Response

I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

This investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

Under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a location for any period and subject to any conditions that I consider appropriate, where I have determined that the person engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Therefore, having determined that certain activities could transmit COVID-19 as an infectious agent and that certain other steps are necessary to lessen the impact of the public health emergency, I hereby make the following Order:

1. Effective immediately, all visitors, except those identified in this order, are prohibited from attending a health care facility in the Province of Alberta.
2. For the purposes of this order, a “health care facility” is defined as:
 - (a) an auxiliary hospital under the *Hospitals Act*;
 - (b) a nursing home under the *Nursing Homes Act*;
 - (c) a designated supportive living accommodation or a licensed supportive living accommodation under the *Supportive Living Accommodation Licensing Act*; and
 - (d) a lodge accommodation under the *Alberta Housing Act*.
3. Despite section 2, a health care facility that meets one of the definitions above, may be exempted, along with its visitors, from the application of this order, by me alone, on a case-by-case basis.
4. Only the essential visitor of a resident may attend a health care facility for the purposes of visiting a resident.
5. Despite section 4, in the circumstances where a resident is dying and subject to the approval of the essential visitor, the resident’s family, their religious leader(s), and their friends may also attend a health care facility for the purposes of visiting a resident.

6. For the purposes of this order, an “essential visitor” is, in relation to a resident of a health care facility, an individual who:
- (a) is designated by the resident or the resident’s alternate decision-maker as their single essential visitor;
 - (b) provides care and companionship for the well-being of the resident; and
 - (c) has authority to decide who amongst a dying resident’s family/religious leader(s)/friends may attend a health care facility for the purposes of visiting a resident.
7. Only one individual may attend to a given resident at any time within a health care facility. For greater certainty, the essential visitor of a resident and their family/their religious leader/their friend may not attend the health care facility in which the resident resides at the same time.
8. Prior to allowing an individual to attend to a resident within their health care facility, a health care facility must:
- (a) confirm whether the individual is, in relation to the resident being attended to, either:
 - i. the essential visitor of the resident, or
 - ii. a family member/religious leader/friend approved by the essential visitor;
 - (b) record the essential visitor’s or family member/religious leader/friend’s visit, including the date, time and information required to be collected under section 9(c) below; and
 - (c) conduct a health assessment with regards to the individual, including taking the individual’s temperature and requiring the individual to respond to a questionnaire prior to attending the resident.
9. This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 20 day of March, 2020.


Deena Hinshaw, MD
Chief Medical Officer of Health



Document : 01

Subject: Guideline RECORD-OF DECISION – CMOH Order 03-2020 re: visitation in licensed supportive living and long-term care.

Date Issued: March 22, 2020

Scope of Application: As per RECORD-OF DECISION – CMOH Order 03-2020

Distribution: All licensed supportive living (including group homes, lodges and including Indigenous supportive living settings) and long-term care (nursing homes and auxiliary hospitals).

Purpose:

This guidance supplements the application of RECORD-OF DECISION – CMOH Order 03-2020 (the Order), outlining the requirements for all operators, staff, residents, as well as the families and friends of those residents who live within the facilities to which the Order applies. The intent of this guidance is to protect the health and safety of residents and staff in these facilities.

Key Messages:

Individuals over 60 years of age and those with pre-existing health conditions are most at risk of severe symptoms from COVID-19. To prevent the spread of respiratory viruses, including COVID-19, among seniors and vulnerable groups:

- Visitors to any continuing care facility (all licensed supportive living and long-term care) in Alberta are limited to a single individual designated by the resident or guardian (or other alternate decision-maker).
- Each essential visitor must be verified and undergo a health screening prior to entering the facility. This includes a temperature check and a questionnaire.
- Facilities must have security staff or a greeter to conduct this screening and verify the visitor as the designate.
- Exceptions to these essential visitor rules can be made by the designated visitor for the resident's family, their religious leader(s), and their friends to visit a person who is dying, so long as only one visitor enters the facility at a time.

Designated Essential Visitors

- One essential visitor must be designated by the resident/client, or their alternate decision-maker.
 - This means only a single individual is designated.
 - The designated essential visitor can be a family member, friend or companion. The designated

- essential visitor cannot be under 18 years of age.
- The site contact (e.g. director of care, case manager, facility administrator) will confirm each designated essential visitor and ensure that they meet the criteria in this document.
- The site contact can make exceptions for the resident's family, their religious leader(s), and their friends to visit a person who is dying, so long as only one visitor enters the facility at a time.
- Visits from the designated essential visitor are limited to visits meeting either of the following two criteria:
 - Visits which provide care and companionship for the well-being of the resident, or
 - Visits in circumstances where a resident is dying (see above).
- Designated essential visitors may carry out care related activities, as appropriate, which are normally provided by a visitor or where staff are unable to provide due to emergent pandemic impacts, and have been provided with appropriate guidance, if needed.
- Operators are expected to support each resident, or guardian/alternate decision-maker, to ensure that a designated essential visitor is identified.
- Operators are expected to ensure only the designated essential or exempted visitor is allowed into the site at any time.
- Operators are expected to ensure that Health Assessment Screening (see below) is conducted on every visit.

Health Assessment Screening

All facilities shall have security person or greeter to assess the health designated visitor. Any designated visitor who intends to enter a licensed supportive living or long-term care facility must be screened. This screening must be completed each time the designated visitor enters the site.

Screening shall involve the following:

1. Temperature screening:
 - The temperature of all designated visitors must be taken by a non-invasive infrared or similar device (oral thermometers must not be used).
 - For reference, normal temperatures are:
 - Ear/forehead 35.8-38.0°C (96.4-100.4°F)
 - Anyone with a measured temperature of 38.0C or higher **MUST NOT** be admitted to the facility and should be advised to leave the building in order to protect the health of the residents.
2. COVID-19 Questionnaire

1.	Do you have any of the below symptoms:		
	● Fever	YES	NO
	● Cough	YES	NO
	● Shortness of Breath / Difficulty Breathing	YES	NO
	● Sore throat	YES	NO
	● Runny Nose	YES	NO
	● Feeling unwell / Fatigued	YES	NO
	● Nausea/Vomiting/Diarrhea	YES	NO
2.	Have you, or anyone in your household travelled outside of Canada in the last 14 days?	YES	NO
3.	Have you had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever?	YES	NO

4.	Have you, or anyone in your household been in contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	YES	NO
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If a designated visitor answers YES to any of the questions, the individual **MUST NOT** be admitted to the facility and should be advised to leave the building in order to protect the health of the residents.

3. Confirmation of “designated visitor” status
4. Documentation of arrival and exit times

Operators are encouraged to visit Alberta Health’s website to www.alberta.ca/COVID19 for updated information. If there are any questions, please contact asal@gov.ab.ca.

RECORD OF DECISION – CMOH Order 05-2020

Re: 2020 COVID-19 Response

I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

This investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

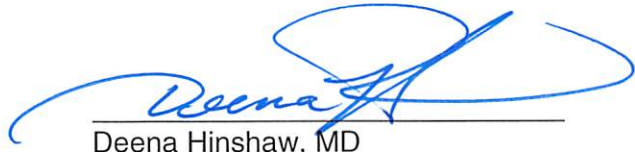
Under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a location for any period and subject to any conditions that I consider appropriate, where I have determined that the person engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Therefore, having determined that certain activities could transmit COVID-19 as an infectious agent and that certain other steps are necessary to lessen the impact of the public health emergency, I hereby make the following Order, effective immediately:

1. Any person who is a confirmed case of COVID-19 must be in Isolation for a minimum of 10 days from the start of their symptoms, or until symptoms resolve, whichever is longer.
2. For the purposes of this Order, Isolation includes the following restrictions:
 - (a) remaining at home, and 2 metres distant from others at all times;
 - (b) not attending work, school, social events or any other public gatherings; and
 - (c) not taking public transportation.
3. Subject to section 9, the following persons must be in Quarantine for a minimum 14 day period:
 - (a) a person returning to Alberta after having travelled internationally; and
 - (b) a close contact of a person who is confirmed as having COVID-19.
4. For the purposes of this Order, Quarantine includes the following restrictions and requirements:
 - (a) remaining at home;
 - (b) not attending work, school, social events or any other public gatherings;

- (c) not taking public transportation; and
 - (d) watching for symptoms, as set out below, in themselves or in a family member.
5. For the purposes of this Order, a “close contact” is defined as a person who:
- (a) provides care, lives with, or has close physical contact, without consistent and appropriate use of personal protective equipment, with a person who is confirmed as having COVID-19; or
 - (b) comes into direct contact with the infectious body fluids of a person who is confirmed as having COVID-19.
6. If a person identified in section 3 experiences symptoms, as set out below, during the 14 day period of Quarantine, they must be in Isolation for a minimum of 10 additional days from the start of their symptoms, or until symptoms resolve, whichever is longer, but at no time may a person described in section 3 be in Quarantine for less than 14 days.
7. Subject to section 8 of this Order, any person who is exhibiting any of the symptoms as set out below, which are not related to a pre-existing illness or health condition, must be in Isolation for a minimum of 10 days from the start of their symptoms, or until the symptoms resolve whichever is longer:
- (a) cough;
 - (b) fever;
 - (c) shortness of breath;
 - (d) runny nose; or
 - (e) sore throat.
8. Persons described in section 7 of this Order, are not required to be in Isolation in accordance with section 7, if those persons test negative for COVID-19 and have no known exposure to COVID-19.
9. Persons described in section 3 of this Order, are not required to be in Quarantine in accordance with section 3 if they are:
- (a) essential services workers;
 - (b) who are designated by their employer as being essential; AND
 - (c) where a medical officer is satisfied that the presence of the person in a public place would involve reasonably low risk to the public health.
10. Notwithstanding anything in this Order, the Chief Medical Officer of Health may exempt a person or classes of persons from the application of this Order.
11. For greater certainty, any person previously exempted, in writing by the Chief Medical Officer of Health from any requirement to Quarantine or Isolate, continues to be exempted and is further exempted from the application of this Order.
12. This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 25 day of March, 2020.



Deena Hinshaw, MD
Chief Medical Officer of Health

RECORD OF DECISION – CMOH Order 06-2020

Re: 2020 COVID-19 Response

I, Dr. Deena Hinshaw, Chief Medical Officer of Health (CMOH) have initiated an investigation into the existence of COVID-19 within the Province of Alberta.

This investigation has confirmed that COVID-19 is present in Alberta and constitutes a public health emergency as a novel or highly infectious agent that poses a significant risk to public health.

Under section 29(2.1) of the *Public Health Act* (the Act), I have the authority by order to prohibit a person from attending a location for any period and subject to any conditions that I consider appropriate, where I have determined that the person engaging in that activity could transmit an infectious agent. I also have the authority to take whatever other steps that are, in my opinion, necessary in order to lessen the impact of the public health emergency.

Therefore, having determined that certain activities could transmit COVID-19 as an infectious agent and that certain other steps are necessary to lessen the impact of the public health emergency, I hereby make the following Order:

1. Effective immediately all operators and service providers of a health care facility, located in the Province of Alberta, must adhere to the operational protocols attached as Appendix A to this Order.
2. For the purposes of this order, a “health care facility” is defined as:
 - (a) an auxiliary hospital under the *Hospitals Act*;
 - (b) a nursing home under the *Nursing Homes Act*;
 - (c) a designated supportive living accommodation or a licensed supportive living accommodation under the *Supportive Living Accommodation Licensing Act*;
 - (d) a lodge accommodation under the *Alberta Housing Act*; and
 - (e) any facility in which residential addiction treatment services can be offered or provided by a service provider who has been issued a licence under section 6 of the *Mental Health Services Protection Act*.
3. Despite section 1 of this Order, an operator or service provider of a health care facility may be exempted from the application of this Order, by me, on a case-by-case basis.
4. This Order remains in effect until rescinded by the Chief Medical Officer of Health.

Signed on this 25 day of March, 2020.

A handwritten signature in black ink, appearing to read "Deena Hinshaw", written over a horizontal line.

Deena Hinshaw, MD
Chief Medical Officer of Health

APPENDIX A



Document: Appendix A to Record of Decision – CMOH Order 06-2020

Subject: Updated Operational Standards for Licensed Supportive Living and Long-Term Care and residential addiction treatment service providers licensed under the *Mental Health Services Protection Act* (MHSPA) under Record of Decision – CMOH Order 06-2020

Date Issued: March 25, 2020

Scope of Application: As per Record of Decision – CMOH Order 06-2020

Distribution: All licensed supportive living (including group homes and lodges), long-term care (nursing homes and auxiliary hospitals) as well as all residential addiction treatment service providers licensed under the MHSPA.

Purpose:

The operational expectations outlined here are required under the Record of Decision – CMOH Order 06-2020 (the Order) and are applicable to all licensed supportive living (SL), long-term care (LTC) facilities and service providers licensed under the MHSPA in Alberta. They set requirements for all operators¹ or service providers, residents², staff, as well as any designated essential visitors (or families and others who are allowed to visit when a resident is dying, as per CMOH Order 03-2020).

- These expectations apply when a site is **not** in outbreak and **will change** if a site is actually experiencing an outbreak.
- These expectations may change existing requirements (e.g., in the Supportive Living and Long Term Care Accommodation Standards, the Continuing Care Health Service standards, the MHSPA), but are required for the duration of this Order. Otherwise, those expectations are unchanged.
- These expectations apply to all staff including any person employed by or contracted by the site, or an Alberta Health Services employee, or another essential worker (e.g., physicians, critical maintenance person).

Key Messages:

- Individuals over 60 years of age and those with pre-existing health conditions are most at risk of severe symptoms from COVID-19. To prevent the spread of respiratory viruses, including COVID-19, among seniors and vulnerable groups, we are setting a number of proactive expectations for any site **not already in a COVID-19, or other, outbreak.**

¹ Operator means any operator, service provider, site administration or other staff member responsible for areas impacted by these expectations.

² A resident is any person who lives within one of these sites (sometimes called clients).

- Many individuals with substance use concerns may have underlying health conditions, making them more at risk of severe symptoms from COVID-19.
- The intent of these expectations is to help ensure that seniors and other vulnerable individuals living and working in these congregate settings are kept as physically safe as possible, mitigating the risks of COVID-19 – which are significant – as well as other infections.
 - Once a site is confirmed to be in a COVID-19 (or other) outbreak, additional expectations **already** apply, for contracted providers, through Alberta Health Services (e.g., see <https://www.albertahealthservices.ca/info/Page6421.aspx>). For providers that are not contracted to AHS, some of the available guidelines are currently applicable.
 - Additional direction regarding action in a COVID-19 outbreak will be provided under the direction of the Chief Medical Officer of Health, and made available.
- Thorough cleaning and disinfection of frequently touched surfaces and equipment can assist in disrupting disease transmission and help prevent COVID-19 and death in those who are at high risk.
- We recognize that socialization and activity are an important part of life and recovery in these congregate settings. These new expectations are required to safeguard people while we are in this pandemic.
 - Changes to how life and activities happen within these congregate settings are critical at this time, beyond the physical and social distancing expectations that are already required of all Albertans.

Symptom Notification and Response

- Operators will ask all **residents** to immediately notify their primary site contact (preferably by phone), if they are feeling unwell.
 - Upon notification of a resident feeling unwell, the operator must communicate to the resident and staff about any steps they need to take both to assist the resident and to ensure staff safety. This may include helping the resident (or asking the designated essential visitor to assist) to proceed through any required COVID/illness screening.
- Operator must advise **staff** that they are required to conduct a daily self-check (like all Albertans) for signs of COVID-19, for their own health as well as prior to coming to work.
 - Any staff member that determines they are symptomatic at any time shall notify their supervisor and/or the facility operator and remain off work for 10 days or until symptoms resolve, whichever is longer, or as per direction of the Medical Officer of Health. If this happens while the staff member is on shift, they must notify their supervisor and immediately leave the facility and self-isolate.
 - Site administrators must exclude symptomatic staff from working.
- Operators will notify all residents, staff and families if there is a case of COVID-19 at the site or if there is a confirmed outbreak (of any kind), and any additional measures that the operator is taking and that they should take.

Enhanced Environmental Cleaning

- Operator must:
 - Communicate daily, to the appropriate staff, regarding need for enhanced environmental cleaning and disinfection and ensure it is happening.
 - Increase the frequency of cleaning and disinfecting of any “high touch” surfaces (e.g., doorknobs, light switches, call bells, handrails, phones, elevator buttons, TV remote) in

resident rooms, care/treatment areas and common areas such as dining areas and lounges, as appropriate to the facility to a minimum of three times daily.

- Immediately clean and disinfect any visibly dirty surfaces.
- Use disinfectants that have a Drug Identification Number (DIN) issued by Health Canada and do so in accordance with label instructions.
 - Look for an 8-digit number (normally found near the bottom of a disinfectant's label).
- Clean and disinfect:
 - Any health care equipment (e.g., wheelchairs, walkers, lifts), in accordance with the manufacturer's instructions.
 - Any shared resident care equipment (e.g., commodes, blood pressure cuffs, thermometers) prior to use by a different resident.
- Follow the manufacturer's instructions for difficult to clean items, or consult with Alberta Health Services (AHS) Infection Prevention and Control (IPC).
 - All IPC concerns, for all settings, are being addressed through the central intake email continuingcare@albertahealthservices.ca.

Shared Spaces

Operators must ensure the following (or communicate these expectations to the residents and/or staff, as required):

- Place posters regarding [social distancing](#), [hand hygiene](#) ([hand washing](#) and [hand sanitizer use](#)) and [limiting the spread of infection](#) in areas where they are likely to be seen. At a minimum this includes placing them at entrances, in all public/shared washrooms, treatment and dining areas.
 - Post the social distancing tips [fact sheet](#) in a place that is available to all residents, designated essential visitors and staff.
- No resident who is feeling unwell or under isolation (www.alberta.ca/COVID19) should be in any of the building's shared spaces except to directly come and go to essential appointments or other activities as set out in this document.
 - If a resident of a residential addiction treatment facility is feeling unwell, consideration should be given to them returning to their home, where possible and safe.
- Any visits from the designated essential visitor must occur in that resident's room, other than when the designated essential visitor is assisting with required care activities (e.g., mealtimes)³.

Shared Rooms

- Maintain a distance of two (2) meters between residents sharing a room and any designated essential visitor.
- Remove or discard communal products (e.g., shampoo, creams).
 - Residents must have their own personal products.
- Where there are privacy curtains, change or clean, if visibly soiled.

Shared Dining

³ RECORD-OF-DECISION CMOH Order 03-2020

- Minimize the size of the group of residents eating at any one time (e.g., increase the number of meal times, distribute groups eating into other available rooms, stagger the times when meals happen, etc.)
- Reduce the number of residents eating at a table to a maximum of 2, with as much distance apart as possible or implement alternatives that allow the required distance.
- Have staff handle cutlery (e.g., pre-set tables).
- Remove shared food containers from dining areas (e.g., shared pitchers of water, shared coffee cream dispensers, salt and pepper shakers, etc.)
- Provide single service packets of condiments, provide packet directly to each resident, rather than self-serve in a bulk container.
- Remove any self-serve food items made available in public spaces.

Group/Recreational Activities

- Continue recreational and group treatment activities (only for non-symptomatic or non-isolating residents), meeting these expectations:
 - Reduce the size of the activity to five or fewer residents
 - To the greatest extent possible, pursue one-on-one activities
 - Meet all existing social distancing requirements
 - Facilitate access to phone calls and other technology to maintain the link between residents, family and friends
- Remove or secure (lock up or put in an area that only staff can access) any moveable recreational supplies. If you use any of these (e.g., for one-to-one or small group activities that meet existing physical and social distancing and other group/recreational expectations), ensure they are cleaned and disinfected before and after any use and re-secure.

Entry and Re-Entry to Building

Designated Essential Visitors

- Unless otherwise permitted under Order 03-2020, no visitors are allowed into the facility.
 - See the [Order](#), as well as the Guideline associated with that Order, for detailed requirements including Health Assessment Screening.

Residents and Staff

Health Assessment Screening

- All entering and re-entering residents and staff must be screened each time they enter the site.
- Screening shall involve both of the following:
 1. Temperature screening:
 - The temperature of all residents and staff must be taken by a non-invasive infrared or similar device (oral thermometers must not be used).
 - For reference, normal temperatures are: ear/forehead 35.8-38.0°C (96.4-100.4°F)

- Anyone with a measured temperature of 38.0C or higher **MUST NOT** be admitted to the facility and should be advised to leave the building in order to protect the health of the residents.

2. COVID-19 Questionnaire:

1.	Do you have any of the below symptoms:		
	• Fever	YES	NO
	• Cough	YES	NO
	• Shortness of Breath / Difficulty Breathing	YES	NO
	• Sore throat	YES	NO
	• Runny Nose	YES	NO
	• Feeling unwell / Fatigued	YES	NO
	• Nausea/Vomiting/Diarrhea	YES	NO
2.	Have you, or anyone in your household travelled outside of Canada in the last 14 days?	YES	NO
3.	Have you had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever?	YES	NO
4.	Have you, or anyone in your household been in contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	YES	NO

- Operators must be aware of, and follow, any applicable privacy legislation (e.g., Freedom of Information and Protection of Privacy Act, Health Information Act, Personal Information Protection Act, etc.), should they document/retain the Health Assessment Screening completed with residents and staff (or others).

Failed Health Assessment Screening

- If any **staff** answers YES to any of the questions, the individual **MUST NOT** be admitted to the facility and should be instructed to leave immediately.
- If any **resident** answers YES to any of the questions, the individual shall immediately be isolated in the facility.
 - Residents shall be taken to their room, or to an available isolation room, wearing a procedure/surgical mask. See other sections of this document for further information (e.g., who to contact if you don't know what type of mask to use and where to get additional supplies, if needed).
 - See also above "Symptom Notification and Response"

Resident Movement Around Site and Community

- All residents must stay on the facility's property, except in the case of necessity (e.g., walking, groceries, pharmacy) or exceptions (e.g., medical appointments) while observing physical and social distancing requirements.

Resident Relocation

- Residents who intend to relocate from the facility, or terminate their service agreement, on a temporary, permanent or semi-permanent basis must do so in consultation with the facility

operator.

- It is strongly recommended that, where necessary and applicable, the resident's physician, care team, community treatment team/supports, designated essential visitor and alternate decision-maker are consulted.

Resident Move-In and Transfer

- People will continue to move into these settings (e.g., as new residents), according to existing processes, as well as continue to transfer between settings in the usual way (e.g., return from hospital). They are subject to the same Health Screening Assessments as all other residents/staff, with an assessment to be completed by the transferring site to ensure suitability for transfer (and other isolation or other requirements that have been set for all Albertans by the Chief Medical Officer of Health).

Routine Practices and Additional Precautions

People living and working within, or visiting, these sites **do not** need to wear or use any additional personal protective equipment (PPE) – like masks or gloves or other PPE – unless they are in a situation where they or someone else is displaying or reporting symptoms of illness.

Expectations of Staff & Operators

- Staff shall monitor all residents for any symptoms of illness.
 - Staff must wear a procedure/surgical mask for any encounter with a resident who fails the Health Screening Assessment.
- PPE is **only required** if you are advised by a health care practitioner, or by public health, that it is required. See contacts identified elsewhere in this document, for additional information regarding need for PPE (IPC) or access to supplies.
- Under the above direction, if personal protective equipment (PPE) is required (for residents or staff):
 - When putting on PPE, the following sequence of steps is required:
 1. Perform hand hygiene
 2. Cover body (i.e. gown)
 3. Apply facial protection (i.e. mask, visor, eye protection)
 4. Put on gloves
 - When taking off PPE, the following sequence of steps is required:
 1. Remove gloves
 2. Perform hand hygiene
 3. Remove body coverings
 4. Perform hand hygiene
 5. Remove facial protection
 6. Perform hand hygiene
- Staff who are working at multiple sites must ensure that they are changing into clean clothes/uniforms prior to entering a new facility.

Expectations for Residents and Designated Essential Visitors

- Residents and designated essential visitors shall perform hand hygiene (including hand washing and/or use of hand sanitizer) on entry and exit from their rooms, when leaving and returning to the facility and as directed by required posters or the site.

- Where hand washing facilities are not available, hand sanitizer must be available in each resident's room and at site entry points (except in the case of operators whose clients have substance use issues, where alternate hand washing sinks will be determined by the site and made available to the residents).
- Designated essential visitors shall be instructed how to put on and take off any PPE, if it is required.

Communication

The operator shall review Alberta Health's website at www.alberta.ca/COVID19 daily for updated information, and:

- Communicate updated information relevant to their staff, residents, designated essential visitors and families and remove/replace posters or previous communications that have changed.
- Ensure all staff understand what is expected of them and are provided with the means to achieve those expectations.
- Ensure designated essential visitors understand what they must do while on site (and what they cannot do) and who they can contact with questions.
- Communicate to residents any relevant changes in operation at their site.

Access to Supplies

- For a provider that is a contracted AHS provider, please contact AHS for access to supplies of personal protective equipment (PPE): AHS.ECC@albertahealthservices.ca.
- For a provider that is not a contracted AHS provider, please contact Provincial Emergency Social Services, to advise them of your PPE needs: PESSECC-LOGISTICS@gov.ab.ca.

Operators may determine that they need to increase expectations, above and beyond what is outlined here, due to site configuration, specialized populations, etc. If so, and as applicable, please do so in consultation with any relevant partner. These may include (but not be limited to):

- Alberta Health Services (for those with contracts to provide continuing care health services or for infection prevention and control support): continuingcare@albertahealthservices.ca
- Alberta Health's Accommodation Licensing Inspector (asal@gov.ab.ca)
- Alberta Health's Mental Health Services Protection Act Licensing Inspector (mhspa@gov.ab.ca)
- Ministry of Community and Social Services (e.g., for persons with developmental disabilities group homes)
- Ministry of Seniors and Housing (e.g., for lodge programs that are not contracted to AHS)

For any questions about the application of these updated operational standards, please contact Alberta Health: asal@gov.ab.ca



New Order Makes Self-Isolation Mandatory for Individuals Entering Canada

From: [Public Health Agency of Canada](#)

News release

March 25, 2020 - Ottawa, ON - Public Health Agency of Canada

Today, the Honourable Patty Hajdu, Minister of Health, announced an Emergency Order under the *Quarantine Act* that requires any person entering Canada by air, sea or land to self-isolate for 14 days whether or not they have symptoms of COVID-19.

The order will be fully implemented by the Canada Border Services Agency at points of entry by midnight tonight. The Government of Canada will use its authority under the *Quarantine Act* to ensure compliance with the order. Failure to comply with this Order is an offense under the *Quarantine Act*. Maximum penalties include a fine of up to \$750,000 and/or imprisonment for six months. Further, a person who causes a risk of imminent death or serious bodily harm to another person while wilfully or recklessly contravening this Act or the regulations could be liable for a fine of up to \$1,000,000 or to imprisonment of up to three years, or to both. Spot checks will be conducted by the Government of Canada to verify compliance.

All individuals permitted to enter Canada are subject to this Order, with the exception of certain persons who cross the border regularly to ensure the continued flow of goods and services, and those who provide essential services. Individuals exempt from the Order will still need to practice social distancing and self monitoring and contact their local public health authority if they feel sick.

Individuals displaying symptoms of COVID-19 after arriving in Canada may not use public transportation to travel to their place of isolation. They also may not isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.

Quotes

“The number of cases of COVID-19 is increasing daily—both at home and globally. Earlier this month, we asked travellers entering Canada to self-isolate for 14 days to prevent the spread of COVID-19 in Canada. To protect the health and safety of returning Canadians and those who are around them, we are strengthening our measures at the border. Travellers returning to Canada will be subject to a mandatory 14-day self-isolation under the *Quarantine Act*.”

The Honourable Patty Hajdu
Minister of Health

Quick facts

- COVID-19 is a rapidly evolving global challenge. On March 11, 2020, the World Health Organization declared the global outbreak of COVID-19 a pandemic.
- Canadians who experience symptoms of COVID-19 should stay home and call the public health authority in their province or territory to inform them and obtain advice on what they should do.

Associated links

- Canada.ca/coronavirus

Contacts

Cole Davidson

Office of the Honourable Patty Hajdu

Minister of Health

613-957-0200

Media Relations

Health Canada

613-957-2983

hc.media.sc@canada.ca

Public Inquiries:

613-957-2991

1-866-225-0709

Search for related information by keyword: [HE Health and Safety](#) | [Public Health Agency of Canada](#) | [Canada](#) | [Health](#) | [media](#) | [general public](#) | [news releases](#) | [Hon. Patricia A. Hajdu](#)

Date modified:

2020-03-25

ABOUT CORONAVIRUS DISEASE (COVID-19)

WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

SYMPTOMS

Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.



FEVER



COUGH



DIFFICULTY BREATHING

HOW IT IS SPREAD

Coronaviruses are most commonly SPREAD from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

PREVENTION

The best way to prevent the spread of infections is to:



- ▶ wash your hands often with soap and water for at least 20 seconds



- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands



- ▶ avoid close contact with people who are sick



- ▶ when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs



- immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards



- ▶ clean and disinfect frequently touched objects and surfaces, such as electronic devices and doorknobs.



- ▶ stay in your unit if you are sick to avoid spreading illness to others

- ▶ Avoid using public transport or ride shares

IF YOU HAVE SYMPTOMS

If you have SYMPTOMS of COVID-19 — fever, cough, or difficulty breathing:



- ▶ stay in your unit to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 2-metre distance



- ▶ call ahead before you visit a health care professional or call Health Link 811
 - tell them your symptoms and follow their instructions



- ▶ Contact your property manager
- ▶ if you need immediate medical attention, call 911 and tell them your symptoms.

FOR MORE INFORMATION ON CORONAVIRUS:



The guidance provided in this document can assist you to prevent the introduction of COVID-19.

Please be aware this information is based on the best information currently available and will be updated as more is learned about the COVID-19 outbreak. The AHC may change its recommendations as the situation evolves.

Communicate with staff and person served

- Keep residents and employees informed.
- Describe what actions your program site is taking to protect them, including answering their questions and explaining what they can do to protect themselves and the person served.
- Educational materials and information should be made available.

Program Sites Signage

- Post signs at the entrance instructing visitors to use hand sanitizer and or wash their hands before and after visiting.
- When possible, screen visitors in advance and upon arrival for fever or signs of an acute respiratory illness.
- Inform potential visitors that symptomatic persons will not be allowed to enter.
- We encourage all staff to use their usual communication channels to inform potential visitors of these rules before they travel to the site.

Prevent the Spread

- Residents who have been evaluated and do not meet COVID-19 testing criteria but who have fever or respiratory symptoms, restrict residents with fever or acute respiratory symptoms to their room or an area where they can be isolated from others in the facility by at least 6 feet.
- Consider daily temperature and symptom checks of residents and monitor for new fever and/or respiratory illness.
- If multiple persons become ill, establish a designated area(s) of the facility specifically for sick persons. Designate staff to care for these individuals only limit

the movement of designated staff between parts of the facility to decrease the risk of staff spreading COVID-19 to other parts of the facility.

- If the sick person must leave the room for medically necessary procedures, have them wear a facemask.
- Support hand and respiratory hygiene, as well as cough etiquette by residents, visitors, and employees.
- Make sure tissues are available and any sink is well-stocked with soap and paper towels for hand washing.

Housekeeping

- Clean facilities routinely and effectively.
- Clean frequently touched surfaces, such as doorknobs, door handles, handrails and telephones, as well as non-porous surfaces in bathrooms, sleeping areas, kitchen area and offices (e.g., floors)
- Place waste baskets in visible locations and empty regularly;
- Ensure that waiting areas, TV rooms and reading rooms have adequate ventilation (e.g., open windows if practical)
- Linens, eating utensils and dishes belonging to those who are sick do not need to be cleaned separately, but should not be shared without thorough washing.
- Instruct cleaning staff to avoid “hugging” laundry before washing it to avoid self-contamination.
- Instruct cleaning staff to wash their hands with soap and water or an alcohol-based hand sanitizer immediately after handling infected laundry

COVID-19 INFORMATION

HELP PREVENT THE SPREAD

**Prevention starts with awareness.
Be informed on how you can
protect yourself and others from
novel coronavirus:**

- Self-isolate if you're feeling sick
- Wash your hands frequently
- Cover coughs and sneezes
- Avoid touching your face

**Concerns about your health?
Call Health Link 811.**

alberta.ca/covid19

Alberta 

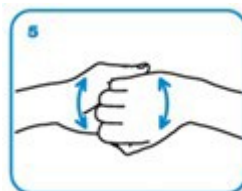
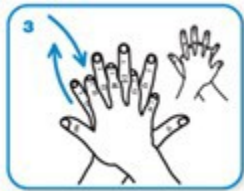
How to Hand Wash

© 2019 Alberta Health Services.

If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: Hand.Hygiene@ahs.ca



- Roll up long sleeves and push up any wrist accessories
- Wet hands with warm water
- Apply enough soap to cover surfaces of the hands



- Vigorously rub soap over palms, backs of hands and wrists
- Include space between fingers, fingertips and thumbs
- Procedure should take 15 to 30 seconds



- Rinse under warm, running water
- Pat hands dry with disposable towel
- Turn tap off with the disposable towel

Periodically apply AHS-provided hand lotion for skin integrity.

Adapted with permission from The World Health Organization

Original date: May 2017
Revised date: June 2019

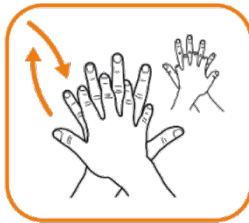
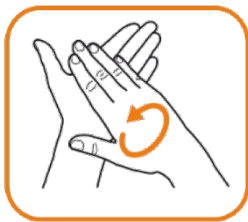
How to Use Alcohol-based Hand Rub

© 2019 Alberta Health Services

If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: Hand.Hygiene@ahs.ca



- Roll up long sleeves and push up wrist accessories
- Apply a palmful of AHS-provided ABHR to hands
- Rub all surfaces of your hands and wrists



- Include palms, fingers, fingertips and thumbs
- Rub until hands are completely dry



Periodically apply AHS-provided hand lotion for skin integrity.

Adapted with permission from The World Health Organization

Original date: May 2017
Revised date: April 2019

Cover Your Cough

Stop the spread of germs that make you and others sick!



OR



Cough or sneeze into your sleeve, not your hands

Cover your mouth and nose with a tissue and put your used tissue in the waste basket

Clean your hands after coughing or sneezing



OR



Wash your hands with soap and warm water, for at least 20 seconds

Clean hands with alcohol-based hand rub or sanitizer

You may be asked to put on a mask to protect others

SOCIAL DISTANCING TIPS

The most important measures that Albertans can take to prevent COVID-19 is to practice good hygiene. When out in public, practicing social distancing can help you reduce your risk by minimizing contact with others in the community.

What is social distancing?

- Social distancing involves taking steps to limit the number of people you come into close contact with.
- This is not the same as social isolation. You do not need to remain indoors, but you do need to avoid being in close contact with people.
- Going for a walk in your neighborhood or park is encouraged as long you maintain distance from others.
- Go out for groceries, medical trips and other essential needs, but try to maintain a distance of at least 2 metres (6 feet) between yourself and other people.
- In order to minimize the risk of acquiring COVID-19, reduce the number of times you leave your house to perform errands.

Elevator etiquette

- Avoid overcrowding – take the stairs or wait for the next elevator.
- Cover your cough.
- Avoid touching your face after pushing the button.
- Limit the number in an elevator car to 2-3 people.
- Wash with soap or else sanitize your hands after leaving the elevator.

Grocery shopping

- Order online and deliver if you can.
- If you cannot, try to shop at times when there are fewer shoppers (first thing in the morning or late at night).
- Wipe down handle of grocery carts and baskets, and wash or sanitize hands before entering and after leaving the store.
- Use self-check out if available.

Public transportation

- Cover your cough.
- Avoid touching your face after pushing the button.
- Try to maintain as much distance as possible between yourself and other riders.
- Sanitize hands on exit.

Small social gatherings

- Family visits, house parties- postpone if possible or hold virtually.
- Cancel if household members are senior citizens or have high-risk medical conditions - consider ways of virtually supporting those loved ones who are at high risk and are choosing to stay home.
- Do not go to any gathering if you have a fever or a cough, even if symptoms appear to be mild or resembling a mild cold.

If necessary to gather:

- Have hand sanitizer for guests to use when they come over.
- Wipe frequently touched areas with Lysol or disinfectant wipes pre- and post-gathering (doorknobs, light switches, bathroom taps, etc.).
- Consider using disposable dishes and utensils.

Restaurants/cafes/coffee shops/food courts and pubs

- Avoid gathering in public places

If necessary to gather:

- Use hand sanitizer pre- and post-drinks, snacks and meals.
- Use utensils (do not eat finger food, sandwiches, etc. with hands).
- Maintain a 2 m distance between other patrons.
- Use napkin for pump dispenser condiments (ketchup, salt, pepper etc.).
- Do not eat from the open dishes (e.g., peanuts, candy).
- Do not share dishes and drinks.
- Consider using take-out, drive through or delivery services for food.

COVID-19 Screening Criteria

Issued by the AHS Emergency Coordination Centre (ECC)

People with fever and/or a cough, or shortness of breath, or difficulty breathing, are at highest risk of having COVID-19 if they meet any of the following criteria:

In the 14 days before illness onset, they:

- Travelled anywhere outside of Canada;

OR

- Had close contact* with a confirmed or probable case of COVID-19;

OR

- Had close contact* with a person with acute respiratory illness who has travelled anywhere outside of Canada within the last 14 days before their illness;

OR

- Had laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19 virus.

* A close contact is defined as a person who:

- Provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact with the person without consistent and appropriate use of personal protective equipment

OR

- Lived with or otherwise had close prolonged contact (within 2 metres) with the person while the person was infectious

OR

- Had direct contact with infectious bodily fluids of the person (e.g. was coughed or sneezed on) while not wearing recommended personal protective equipment.

Additional Resource: Case Map

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

novel Coronavirus (COVID-19) FAQs for Public

Issued by the AHS Emergency Coordination Centre (ECC)

What's happening in Alberta?

Latest info for travellers, visit: ahs.ca/covid

NEW Should I change or cancel my travel plans outside of Canada?

- Travel outside Canada is **not recommended** at this time.
- Given the rapid global spread of COVID-19, it is no longer possible to assess health risks for the duration of the trip.
 - Public Health Agency of Canada's Travel Health Advisories: <https://travel.gc.ca/travelling/health-safety/travel-health-notice>.
 - World Health Organization's bulletins: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>.

NEW What should I do if I have recently returned from travelling outside of Canada?

- Effective March 12, all Albertans currently outside of the country, or who have recently returned, are recommended to self-isolate on their return for 14 days, independent of the country they were visiting.

You can do this by following these guidelines (<https://www.alberta.ca/assets/documents/health-self-isolation-information-sheet.pdf>), which include:

- Avoid close contact with other people, especially those with chronic conditions, a compromised immune system, or seniors.
- Do not attend work, school, social events or any other public gatherings.
- Watch for symptoms like fever, cough or shortness of breath in yourself or family members.
- Call Health Link 811 at the first sign of symptoms. Call from home before going to a health care facility, unless severely ill.
- If severely ill and in need of immediate medical attention call 911 and inform them that you may have COVID-19.

If you are unsure if you should be self-isolating, or if you have questions about how to do it, follow these guidelines or call Health Link 811.

NEW I have a large event planned/I am planning to attend a large event, what should I do?

- To help prevent the spread of COVID-19, Alberta has implemented new public health restrictions as of March 12. The following mass gatherings should be **cancelled**:
 - Events with more than 50 attendees that involves international participants, critical infrastructure staff, seniors, or other high-risk populations.
 - Large events with more than 250 attendees:
 - Includes: sporting events, conferences and community events
 - Does not include: places of worship, grocery stores, airports or shopping centres

novel Coronavirus (COVID-19) FAQs for Public

Issued by the AHS Emergency Coordination Centre (ECC)

REVISED March 25, 2020

Please note: every effort is made to keep this FAQ current; however, for the very most current information on the situation in Alberta, please visit www.alberta.ca/covid19.

If you are a healthcare worker in Alberta, please visit www.ahs.ca/covid.

What's happening in Alberta?

Alberta continues to see cases of COVID-19. For current case count, visit www.alberta.ca/covid19.

Additional information for travelers, schools, daycares, employers and all Albertans, can also be found at www.alberta.ca/covid19.

What is novel coronavirus (COVID-19)?

- Coronaviruses are a large family of viruses.
- Some coronaviruses cause respiratory illness in people, ranging from common colds to severe pneumonias. Others cause illness in animals only.
- Rarely, animal coronaviruses can infect people, and more rarely, these can spread from person to person through close contact.
- COVID-19 is a new strains of the virus that had not been previously identified in humans.

What are the symptoms of COVID-19?

- Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. The most common symptoms include fever and cough but other symptoms may include:
 - sore throat
 - runny nose
 - nasal congestion
 - shortness of breath
 - difficulty breathing
- Most people (about 80%) recover from this disease without needing special treatment.
- However, it can cause serious illness. Those who are older, and those with other medical problems are more likely to develop serious illness.
- There is a risk of death in severe cases.
- Older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious illness more often than others.

How is COVID-19 spread from person-to-person?

- COVID-19 is spread mainly by coughing, sneezing or direct contact with a sick person or with surfaces they have recently touched.
- It is not an airborne illness.

Should I be tested for COVID-19?

Visit www.ahs.ca/covid and complete the online self-assessment tool to determine if you should receive testing for COVID-19.

What should I do if I have symptoms and think I have COVID-19?

If you are sick or think you may have been exposed to COVID-19:

- You MUST [self-isolate](#) and visit www.ahs.ca/covid and complete the online self-assessment tool to determine if you need testing for COVID-19.
- Please do not visit a hospital, physician's office, lab or healthcare facility without consulting Health Link (811) first.
- If your symptoms worsen, call 811. We are experiencing heavy call volumes and will get to your call as quickly as we can.
- Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

How can I protect myself and my family from COVID-19?

- To help protect against all respiratory illnesses, including the flu and COVID-19, you should:
 - Stay home. Now is the time to stay home and avoid social and other outings that are not essential.
 - If you must leave your home, make sure you practice proper [social distancing](#).
 - Wash your hands often and well. Refer to hand-washing guidance here: <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-flu-handwash-how-to.pdf>
 - Avoid touching your face, nose, or mouth with unwashed hands.
 - Avoid close contact with people who are sick.
 - Clean and disinfect surfaces that are frequently touched.
 - Stay at home and away from others if you are feeling ill.
 - When sick, cover your cough and sneezes and then wash your hands. Refer to respiratory etiquette guidance here: <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-cover-cough.pdf>

Did the criteria for COVID-19 testing change?

A new approach to testing for COVID-19 was implemented in Alberta on March 23, and prioritizes groups at highest risk of local exposure, as well as at-risk populations.

As of March 23, travellers who returned to Alberta from outside of Canada after March 12 and have mild symptoms are no longer being tested for COVID-19. Instead, the same advice applied to all Albertans applies to them - self-isolate at home and away from others.

This change is effective going forward, so anyone who had already been told by Health Link that they'll be tested will still get tested.

Testing will be prioritized for the following individuals, if they are **symptomatic**:

- people who are hospitalized with respiratory illness;
- residents of continuing care and other similar facilities;
- healthcare workers with respiratory symptoms (this testing will begin later this week).

Why did AHS change the testing criteria?

Changing our testing protocols allows us to focus Alberta's testing capacity on those most at risk. This is consistent with the approach happening across Canada.

It enables us to strategically use our testing resources. Our new approach reflects the fact that the most important thing anyone can do if they have mild symptoms isn't to get tested - it's to stay home and self-isolate.

I am worried about catching COVID-19. Should I wear a medical mask?

- Masks can be very important in certain situations. When sick, wearing a mask helps prevent us from passing illnesses on to other people. This is why we ask people who have a cough or respiratory symptoms to wash their hands and wear a mask when visiting an emergency department or clinic.
- If you are sick, wearing a mask helps prevent passing the illness on to other people.
- If you are healthy, medical masks are not recommended as they don't provide full protection and can create a false sense of security.
- Frequent and thorough hand washing, covering your mouth when coughing or sneezing and avoiding touching your face, nose or mouth remain the best evidence-based ways to prevent the spread of respiratory illness.
- N95 masks (respirator masks) require special fitting and testing in order to be effective. We strongly recommend against members of the public using N95 masks, as they can make it more difficult to breathe for some individuals, especially those with chronic breathing problems. They provide little, if any, benefit to members of the public, beyond that provided by a procedure mask.

I feel sick and I can't get through to Health Link, what do I do?

- Health Link 811 continues to experience very high volume due to individuals seeking advice on COVID-19. We thank you for your patience.
- We have developed a simple online assessment tool to help you decide whether you need to call 811 to be tested for COVID-19. Visit the online tool at ahs.ca/covid.
- You can also:
 - Call your primary health provider for advice.
 - Call 911 if you are seriously ill and need immediate medical attention (such as shortness of breath) and inform them that you may have COVID-19.
- Even if the assessment tool indicates that COVID-19 testing is not recommended, please continue to stay at home and self-isolate for at least 10 days after your symptoms started and until you no longer have symptoms.

Who is most at risk for becoming very sick with COVID-19?

- Although most people who develop COVID-19 will experience mild illness, some individuals are more likely to become seriously ill. Older adults and people with medical conditions like high blood pressure, diabetes, heart disease, and lung disease appear to be at higher risk of becoming very sick.

What are your recommendations for people who are immune compromised, have asthma or at high risk of severe illness for other medical reasons?

- Stay at home, avoiding public places and social interaction.
- If you must go out in public, practice proper [social distancing](#).
- For essential outings, at very least reschedule your visit for non-peak periods.
- Wash your hands often with soap and warm water.
- Avoid touching your face, nose, or mouth.
- Do not have contact with people who are sick.
- Clean and disinfect surfaces that are frequently touched.
- Call 911 if you become seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

When should I go to the hospital?

- Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.
- If you do not need urgent medical attention and you think you may have COVID-19, you can instead call 811 for health assessment and referral.

My loved one has or is being tested for COVID-19 and we live in the same house. How can I take care of them and not get sick myself?

- If at all possible, try to ensure that the ill person has a designated bedroom and bathroom.
- Maintain social distance from the ill individual, as much as possible.
- Visitors should not come to the home.
- Do not allow ill person to prepare meals for others, and ensure that the ill person uses separate preparation area or at least prepares meals at a different time, washing all surfaces after.
- Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels and pillows.
- Wash your hands frequently, with soap and warm water.
- Frequently sanitize all surfaces, particular hand rails, door knobs, sink taps, toilets, and other items of frequent touching.
- Advise loved one to cover their coughs and sneezes with their arm, not their hand, and to practice good respiratory etiquette at all times.
- Monitor yourself for symptoms and call Health Link for assessment and advice if you have symptoms yourself.

What does self-isolation mean?

- Self-isolation means avoiding situations where you could infect other people. This means all situations where you may come in contact with others, such as social gatherings, work, school, child care, athletic events, university, faith-based gatherings, healthcare facilities, grocery stores, restaurants, shopping malls, and all public gatherings.
- You should, (where possible) not use public transportation including buses, taxis, or ride sharing.
- As much as possible, you should limit contact with people.
- You should avoid having visitors to your home, but it is okay for friends, family or delivery drivers to drop off food on the doorstep.
- You can also use delivery or pick up services for errands such as grocery shopping.
- Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine.
- Wash your hands often with soap and water and regularly clean and disinfect frequently touched and shared surfaces such as doorknobs and counters.
- If you need to leave your home for an urgent errand, such as picking up essential medication, as a precaution to reduce risk of spread, you should wear a surgical mask while you are out.
- During this time, it is important that you monitor your health for symptoms like fever or cough.
- If you do develop symptoms, you can complete the online assessment tool for additional advice or call Health Link at 811.

How is COVID-19 treated?

- Although there are no specific medications for COVID-19 at this time, the Alberta health care system is able to provide effective care for people who develop a serious COVID-19 illness.

Are there vaccines to prevent COVID-19?

- Not yet. Much research is currently underway to develop a vaccine, but it could take some time before a vaccine is developed and approved for use in Canada.

I am not having symptoms, but I'm concerned about COVID-19 and want to talk to someone. Should I call Health Link?

- Please visit the following websites if you have further general questions about what COVID-19 is, how it is spread, or how many cases there are in Alberta and the world at present. You can call Health Link 811 if you have additional questions about what you need to do to protect yourself and your family against getting a COVID-19 infection.
 - Alberta Health: alberta.ca/covid19
 - Public Health Agency of Canada: canada.ca
 - World Health Organization: who.int

TRAVEL:

Should I change or cancel my travel plans outside of Canada?

- Yes. Travel outside Canada is **not recommended** at this time.
 - Public Health Agency of Canada's Travel Health Advisories: <https://travel.gc.ca/travelling/health-safety/travel-health-notices>.
 - World Health Organization's bulletins: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>.

What should I do if I have recently returned from travelling outside of Canada?

- ALL travellers who returned to Alberta from outside Canada in the last 14 days **MUST self-isolate** immediately for 14 days after the date of return and monitor for **symptoms**. Complete the online self-assessment tool at ahs.ca/covid to determine if you should receive testing for COVID-19.
- **If you have symptoms:**
 - Anyone who has symptoms, including cough, fever or sore throat, must also self-isolate for 10 days after the first onset of symptoms, or until their symptoms resolve, whichever is longer.
 - If you develop symptoms – cough, sore throat, fever or difficulty breathing – stay home and complete the online COVID-19 self-assessment. Do not go to the ER or doctor's office.
 - Please do not visit a hospital, physician's office, lab or healthcare facility without consulting Health Link (811) first.
 - If your symptoms worsen, call 811. We are experiencing heavy call volumes and will get to your call as quickly as we can.
 - Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

I was on a flight where there was someone who looked sick. Am I at risk?

- Returning travellers on international flights may be screened at the airport: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html>
- If any cases are diagnosed among travellers to Alberta, Public Health will be following up with anyone who was exposed.

Flights with confirmed cases

As more flights confirm passengers with COVID-19, Albertans should monitor their air travel even if it was limited to within Canada. Flights that have confirmed cases and the affected seats is [posted online as information is confirmed](#).

- Passengers in affected seats are considered close contacts and are at risk of exposure. Please [self-isolate](#) for 14 days and monitor for symptoms.
- Other passengers should monitor for symptoms, but are not required to self-isolate unless they returned to Canada after March 12.

If you recently returned from a flight:

- [check the list of affected flights for updates](#) (updated March 22, 1:00 pm)
- [self-isolate](#) for 14 days if your seat was affected or you returned to Canada after March 12
- monitor for symptoms such as cough, fever, fatigue or difficulty breathing
- If, at any time in your 14 day period of self-isolation, you develop symptoms of illness, you are required to stay home for 10 days from date of symptom onset, or until symptoms have cleared, whichever is longer. This may extend your period of self-isolation to longer than 14 days.
- [take the COVID-19 self-assessment](#) to determine next steps and find out if testing is required

I live outside of Canada but have a trip planned to Alberta this week/month. Should I still come?

- Travel should be limited as much as possible. Essential travel only should proceed.
- Please follow travel guidance from Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>.
- If you do not currently have symptoms of COVID-19 and are planning to come to Alberta from outside Canada, you will be asked to monitor yourself for the development of symptoms of COVID-19.

If you develop symptoms, you will need to isolate yourself immediately and call Health Link 811.

EVENTS and OTHER RESTRICTIONS

What restrictions are in place, related to public spaces?

To help prevent the spread of COVID-19, Alberta has implemented the following public health restrictions:

- Student attendance at schools is prohibited.
- In-person classes at post-secondary institutions are cancelled until further notice. Campuses remain open.
 - Government is working with post-secondary institutions to ensure students are not prevented from being eligible for admission to post-secondary studies for the upcoming school year.
- All licensed child care facilities, out-of-school care programs and preschool programs are closed with the exception of a select few who will be providing child care to essential workers.

- All long-term care and other continuing care facilities are advised to limit visitation to essential visitors only. See Information for [People Visiting Patients](#) for more information.
- Places of worship are no longer exempt from restrictions on mass gatherings.
- To limit the amount of time Albertans are spending in large crowds and crowded spaces, all Albertans are prohibited from attending public recreational facilities and private entertainment facilities, including gyms, swimming pools, arenas, science centres, museums, art galleries, community centres, children's play centres, casinos, racing entertainment centres, and bingo halls.
- Sit-down restaurants, cafés, coffee shops, food courts and other food-serving facilities, including those with a minors-allowed liquor license, are limited to 50 per cent capacity to a maximum of 50 people.
- Take-out, delivery or drive-through service is permitted. Licensed facilities will also be permitted to deliver liquor.
- Until further notice, all Albertans are restricted from attending bars and nightclubs, where minors are prohibited by law.
- Grocery stores, shopping centres, health-care facilities, airports, the legislature and other essential services are not included in this mandatory closure.
- Likewise, at this time not-for-profit community kitchens, soup kitchens and religious kitchens are exempt, but sanitization practices are expected to be in place and support will be in place for this practice.

Effective March 25, the province has instituted new enforcement measures for those not respecting public health restrictions. Find more information on [Alberta.ca](#).

What restrictions are in place for events?

Events with more than 50 attendees are cancelled.

- This includes large sporting events, conferences and community events, as well as worship gatherings and family events – including weddings and funerals.

Find more information on [Alberta.ca/covid19](#)

Is AHS prepared to meet the increased demands on health care in the event of a local outbreak of COVID-19?

- Yes – AHS, in collaboration with Alberta Health and the Alberta Emergency Management Agency, is actively responding to this pandemic, and worked proactively to be prepared.
- We are focused on controlling the spread of disease, reducing illness and death, minimizing disruptions to the daily life of Albertans, helping to minimize economic impacts and support an efficient and effective use of resources during response and recovery.

Environmental Cleaning in Public Facilities

Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community

This document is to support owners and operators of public facilities with general cleaning and disinfection considerations as it relates to COVID-19. For general information on COVID-19 or to find site specific resources, please visit: ahs.ca/covid.

General Cleaning

- Increase daily cleaning and disinfection of common areas and surfaces. Pay particular attention to door knobs, light switches, staff rooms, desktops, washrooms and other high touch surfaces.
- Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.
- Disinfecting refers to using chemical to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection.
- Use a **disinfectant** that has a Drug Identification Number (DIN) and a virucidal claim. Be sure to follow the instructions on the label to disinfect effectively. Alternatively, you can prepare a bleach water solution with 100 ml of unscented household bleach per 900 ml of water.
- Be sure to use take the appropriate precautions when using chemicals for cleaning and disinfecting. Consult the products Safety Data Sheets.

Prevention

- [Wash your hands often and well](#)
- Avoid touching your face, nose, or mouth with unwashed hands
- Avoid close contact with people who are sick
- Clean and disinfect surfaces that are frequently touched
- Stay at home and away from others if you are feeling ill
- [When sick, cover your cough and sneezes and then wash your hands](#)

Enhanced Measures

- In the event of a cluster of illness in a specific public facility, please adhere to any additional recommendations provided by Public Health at that time.

References:

Alberta Health Services Infection Prevention and Control

Centers for Disease Control and Prevention: Coronavirus Disease 2019 (COVID-19)

Guidance for Providers of Services to Albertans Experiencing (or at-risk of) Homelessness:

2019 Novel Coronavirus (COVID-19) Prevention and Preparation

March 16, 2020

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

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This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

Introduction

This document is intended to help providers of services for Albertans experiencing (or at-risk of) homelessness. It was developed initially for emergency homeless shelters but may also be applicable to other types of shelters, housing sites, transitional housing facilities etc. as well as agencies providing services to marginalized and vulnerable populations. The document outlines general recommendations to prevent COVID-19 in these settings. If a case is identified in, or associated with your facility, further instructions will be provided by AHS Public Health.

It is acknowledged that limited staffing, physical lay-out, shared accommodation, communal areas and programming may pose challenges for implementing the recommendations outlined in this document. Facilities are encouraged to customize and prioritize as necessary.

Service providers will likely have many unanswered questions. Please know that logistics such as where to get masks and other personal protective equipment are being worked out and processes for supporting vulnerable populations needing to self-isolate or diagnosed with COVID-19 are being developed. More details are forthcoming.

Agencies providing services and shelters for vulnerable populations such as Albertans experiencing or at-risk of homelessness are currently exempt from the recent public health interventions announced over the last week e.g., the March 12, 2020 Chief Medical Officer of Health recommendation that mass gatherings over 250 people be cancelled. However, service providers can decrease risk of transmission (spread) of COVID-19 by ensuring no more than 250 people are in the same room at any given time and eliminating large congregations of vulnerable populations.

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. To stay current on the most recent public health recommendations related to COVID-19 in Alberta, please visit:

- Alberta Health Services: www.ahs.ca/covid
- Alberta Health: www.alberta.ca/COVID19

Organizations dedicated to housing and homelessness issues may also be good sources of information. Recent examples from Canada include:

- <https://caeh.ca/coronavirus-resources/>
- https://www.orgcode.com/pandemic_planning_and_services_that_support_people_who_are_homeless
- <https://www.homelesshub.ca/blog/pandemic-planning-how-can-my-agency-prepare-potential-spread-coronavirus>

General Information about COVID-19

Coronaviruses are a large family of viruses. Some coronaviruses cause respiratory illness in people, ranging from common colds to severe pneumonias. Others cause illness in animals only. Rarely, animal coronaviruses can infect people, and more rarely, these can spread from person to person through close contact.

COVID-19 is a novel coronavirus that had not been detected previously in humans. It is the cause of the respiratory outbreak in China that has now been detected in many other countries around the world, including Canada.

Symptoms

Symptoms are similar to influenza and other respiratory illnesses. Common symptoms include:

- fever
- cough
- extreme tiredness

Most people recover from this disease without needing special treatment. However, it can cause serious illness in some, and there is a risk of death in severe cases. Those who are older and those with other medical problems (such as high blood pressure, heart disease, lung disease, cancer or diabetes) are more likely to develop serious illness, which can include difficulty breathing and pneumonia.

There is currently no vaccine or specific medication for COVID-19.

Transmission

COVID-19 is spread mainly by coughing, sneezing or direct contact with a person who has the infection or with surfaces they have recently touched by someone with the virus. COVID-19 can also be spread when droplets (like from a cough or a sneeze) land on a surface and then someone touches that surface. If that person puts their hands near their mouth, nose or eyes, the person may get infected with the virus.

Risks

The risk of exposure in Alberta is still assessed as low at this time, however we anticipate this risk may increase in the coming weeks. The higher risk does currently apply to people who develop fever and/or cough or shortness of breath AND in the 14 days before illness onset travelled to anywhere outside of Canada or had close contact with a confirmed or probable case of COVID-19 or laboratory exposure known to contain COVID-19 virus.

The health system is committed to work with shelter service providers to ensure the safety of clients, staff and volunteers. We are carefully monitoring the situation and have taken the necessary steps to identify cases and prevent the ongoing spread of the virus.

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

Prevention

Agencies and service providers are likely reviewing, updating and implementing their emergency operating plans and deliberating critical operational decisions. However, it is also important to remember that effective strategies to reduce the spread of COVID-19 by clients, staff and volunteers build on everyday infectious disease prevention practices and strategies:

- wash hands often
- appropriately cover coughs and sneezes
- avoid touching face with unwashed hands

General Prevention

There are many things you can do to prevent spread of respiratory illness in your facility, particularly by facilitating hand hygiene, respiratory etiquette and social distancing.

- Ensure there are enough supplies on hand for proper hand hygiene, including soap, warm running water and paper towels or hot air dryers.
- If possible, consider adding hand sanitizer stations to supplement handwashing. Use alcohol-based hand rub or ABHR with greater than 60% alcohol. It is recognized that staff may have concerns with providing free access to ABHR; to address this concern, staff may choose to apply the ABHR directly to client hands.
- Provide tissues and garbage bins for use by staff and clients. No-touch garbage cans are preferred for disposal of items.
- Remind clients, staff and volunteers of the importance of hand hygiene and respiratory etiquette and encourage them to avoid touching eyes, nose and mouth.
- Post signage throughout your facility. Examples of posters that can be posted:
 - <https://open.alberta.ca/publications/covid-19-information-help-prevent-the-spread-poster>
 - <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-flu-handwash-how-to.pdf>
 - <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-cover-cough.pdf>
 - <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-flu-hand-rub-how-to.pdf>
- Keep, at a minimum, of about 1 metre (3 feet) between sleeping mats with “head to foot” placement. If possible in your space, increase the distance between mats even further.
- Consider cancelling group activities. Events with more than 50 attendees that involve international participants, critical infrastructure staff, seniors, or other high risk populations such as immune compromised should be cancelled until further notice. If you continue to hold activities for clients, strictly monitor for personal hygiene, and conduct frequent environmental cleaning and disinfection of the areas used. If cancelling group activities, consider other options for client psychosocial benefit.
- Encourage all staff, volunteers, and clients to get the seasonal flu shot. While this will not prevent COVID-19, reducing cases of influenza will lessen the burden of illness and the overall concern of symptomatic individuals in the facility.
- Remind individuals they do not need to be tested for COVID-19 if, in the past 14 days, they have not travelled outside Canada or have not had contact with someone with the virus. There is an online self-assessment tool to help determine if a test for COVID-19 is needed:
<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

For staff and volunteers

- Staff and volunteers should be encouraged to stay home if sick.
- Staff and volunteers should wash their hands frequently with soap and warm water. This includes when they first arrive at the facility, before preparing food, after any contact with saliva or nasal secretions (e.g., used tissues), after handling client belongings, after cleaning activities, and after using the washroom. Refer to hand-washing guidance here:
 - <https://www.albertahealthservices.ca/info/Page14955.aspx>.
- Staff and volunteers should avoid touching eyes, nose and face, and should remind each other if they see co-workers touching their own faces.
- Cover your cough and sneezes and then wash your hands. Refer to respiratory etiquette guidance here:
 - <https://www.albertahealthservices.ca/info/Page14511.aspx>
 - <https://www.albertahealthservices.ca/ipc/hi-ipc-routine-practices-algorithm-cc.pdf>
- If using disposable gloves for any tasks, handwashing is still important and should be done before putting on and after removing the gloves. If using gloves, change often, especially if soiled, ripped or become dirty.
- Monitor for signs of illness amongst clients, especially new cough, fever, or shortness of breath.
- Encourage clients to report any symptoms of illness right away.

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

General environmental cleaning

- Attempt to have additional cleaning supplies on hand.
- Conduct frequent cleaning and disinfection of the facility, especially high-touch surfaces like door knobs, light switches, railings, tables, chairs, etc.
 - See Appendix 1 for general cleaning and disinfecting recommendations.
- Consider all surfaces in the client environment as contaminated. Start at the cleanest part of the equipment or surface and move towards the dirtiest.
- Ensure manufacturer recommended wet-contact time is achieved. Wet contact time is the minimum time required for items to be in contact with the disinfectant to ensure germs are killed.
- Place equipment on a clean surface to air dry. Do not actively dry with a towel or other device.
- Store all disinfectants out of the reach of children, pets and confused individuals.
- Clean client care areas on a regularly scheduled and frequent basis.
- Clean and disinfect all non-critical equipment and environmental surfaces between client use (e.g. shared equipment, treatment surfaces such as mats, platforms and tables)
- Clean and disinfect sleeping mats after every use.
- Wash client bedding frequently.
- Use care when handling laundry: have a system to keep dirty laundry separate from clean laundry.
- Staff or volunteers doing cleaning, including handling laundry, should wear gloves and gowns. The labels of the cleaning and disinfecting products you are using will likely identify what protective equipment staff or volunteers should use.

Food handling

Germs from ill clients/staff (or from contaminated surfaces) can be transferred to food or serving utensils. Facilities should reinforce routine food safety and sanitation practices. Where possible, implement measures to minimize client/resident handling of shared food and items that may touch another client's/resident's food, such as:

- Dispense food onto plates for clients/residents
- Minimize client/resident handling of multiple sets of cutlery
- Remove shared food containers from dining areas (e.g. shared pitchers of water, shared coffee cream dispensers, salt & pepper shakers, etc.)
- Dispense snacks directly to clients/residents and use pre-packaged snacks only
- Ensure that food handling staff are in good health and practice good hand hygiene
- Ensure that all surfaces of the tables and chairs (including the underneath edge of the chair seat) are cleaned and disinfected after each meal
- Staff assigned to housekeeping duties should not be involved in food preparation or food service, if possible

Planning for future cases/potential outbreak at your facility

Start planning now to reduce the impact of a potential outbreak in your facility. Here are some steps to take in advance:

- Consider connecting with other providers of homeless services, municipalities, and AHS Zone Public Health (see Appendix 2 for contact information), and make a list of key contacts.
- Analyze the capabilities of your facility. Do you have separate spaces for clients who are ill, or who need to self-isolate? If not, are you aware of alternate locations? Make a list of nearby healthcare and housing facilities that may need to be used by your clients.
- Start screening clients on arrival. Ask questions about recent travel and any respiratory symptoms they may be experiencing. Note if they have any underlying/chronic health conditions that may make them more susceptible to severe COVID-19 symptoms. New volunteers and staff should be asked similar questions.
- Identify contingency plans for increased staff and volunteer absenteeism. You might consider cross-training current staff, or hiring temporary staff. More information on business continuity can be found here: <https://www.ccohs.ca/publications/PDF/businesscontinuity.pdf>
- If you have a healthcare facility onsite, ensure the facility and staff are prepared. Information for health care providers can be found here: <https://www.albertahealthservices.ca/topics/Page16956.aspx>
- Be aware that shelter use may increase during an outbreak. You may need to order additional operational supplies like food, toiletries, and arrange for additional staffing.
- Have a communication plan. How will you get information to staff, clients, volunteers, community partners, and other key stakeholders in a timely manner? Consider internal websites, email strings, automated text messaging, etc.
- Be aware that everyone may be at risk for adverse mental health outcomes during a stressful event like a disease outbreak. How can your organization support both staff and clients?
- Stay informed about the local COVID-19 situation, using trusted resources such the links to Alberta Health and Alberta Health Services included in this document.

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

Questions and Answers

What if a client has symptoms?

- AHS Zones are actively planning to identify locations where ill clients who live in homeless shelters, transitional shelters or similar settings with COVID-19 can be isolated, treated and supported. As designated locations are identified, additional information will be provided.
- If available, provide a face mask right away to any client exhibiting respiratory symptoms such as fever, cough, sore throat, shortness of breath, additional respiratory symptoms, muscle aches or extreme tiredness.
- If symptoms are mild, and consistent with COVID-19 use the self-assessment tool to determine whether they should be tested for COVID-19 or whether they need to call Health Link at 811. The assessment can be completed by the client or on behalf of them if they are unable. The COVID-19 Self-Assessment Tool can be found at <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- If clients develop SEVERE symptoms, contact 911 immediately; advise dispatcher and any medical teams who arrive that symptoms are consistent with COVID-19.

If required to isolate a client:

- Place client away from other clients
- Place client in an individual room with four walls and a door, if possible.
- If individual rooms are not available, consider using a large, well-ventilated room.
- Space beds apart as much as possible (2 metres or greater), have clients sleep head-to-toe, and put up temporary barriers between beds, such as plastic sheeting.
- If possible, designate specific washrooms for symptomatic clients only.

What if staff show respiratory symptoms?

- Advise staff (including administrators, health care personnel, cleaning staff, food handlers and volunteers) to check for any signs of illness before reporting to work each day and notify their supervisor if they are ill.
- Encourage staff and volunteers to stay home if they are ill.
- Staff and volunteers with symptoms should use the self-assessment tool to determine whether they should be tested for COVID-19 or whether they need to call Health Link at 811. The assessment can be completed by the client or on behalf of them if they are unable. The COVID-19 Self-Assessment Tool can be found at <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- Anyone needing to present to any healthcare facility and who is at higher risk for COVID-19 (for example, recent travel or person who has had contact with a returning traveler who is ill or who had contact with a known case) should be instructed to immediately self-identify at presentation to a health care facility.
- Effective March 12, all Albertans with respiratory symptoms, even if they have not travelled, are asked to stay home until 14 days have passed from the start of their symptoms. This may impact staffing levels, but is a precaution to prevent spread of illness in the community.

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

What if staff have just returned from travelling from outside of Canada?

Effective March 12, all Albertans currently outside Canada should self-isolate for 14 days when they return. Self-isolation guidance can be found here: <https://open.alberta.ca/publications/self-isolation-information-sheet>

If staff develop symptoms – cough, fever or difficulty breathing – they should be instructed to stay home and use the self-assessment tool to determine whether they should be tested for COVID-19 or whether they need to call Health Link at 811. The COVID-19 Self-Assessment Tool can be found at <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>. Staff members should not go to an emergency room, urgent care centre or doctor's office. If severely ill and in need of urgent medical attention call 911 and inform them that you may have COVID-19.

Staff can stay up to date on current recommendations for travelers here: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#toc-5>, click on “Info for Travelers”

I'm concerned about COVID-19 and need advice. Should I call Health Link?

Please visit the following websites if you have further general questions about what COVID-19 is, how it is spread, or how many cases there are in the world at present.

- Alberta Health Services: www.ahs.ca/covid
- Alberta Health: www.alberta.ca/COVID19
- [Public Health Agency of Canada](https://www.canada.ca/en/public-health/)
- [World Health Organization](https://www.who.int/)

Use the self-assessment tool to determine whether you should be tested for COVID-19 or whether you need to call Health Link at 811. The assessment can be completed for yourself or on behalf of someone else if they are unable. The COVID-19 Self-Assessment Tool can be found at: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

Further Information

Up-to-date information on the evolving situation of COVID-19 in Alberta and Canada is available on the following websites:

Alberta Health ([COVID-19 Info for Albertans](#))

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Alberta Health Services ([novel coronavirus \(COVID-19\)](#))

<https://www.albertahealthservices.ca/topics/Page16944.aspx>

Public Health Agency of Canada ([Covid-19: Being Prepared](#))

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html>

This guidance is based on what is currently known about COVID-19 and includes public health recommendations made for Albertans as of March 16, 2020. The situation is changing rapidly. Please check www.alberta.ca/COVID19 for the most recent recommendations.

Appendix One:

Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community

This information is to support owners and operators of public facilities with general cleaning and disinfection considerations as it relates to COVID-19.

- Increase daily cleaning and disinfection of common areas and surfaces. Pay particular attention to doorknobs, light switches, staff rooms, desktops and washrooms, and other high touch surfaces.
- Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.
- Disinfecting refers to using chemical to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection.
- Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim. Be sure to follow the instructions on the label to disinfect effectively. Alternatively, you can prepare a bleach water solution with 100 ml of unscented household bleach per 900 ml of water.
- Be sure to use take the appropriate precautions when using chemicals for cleaning and disinfecting. Consult the products' Safety Data Sheets.

Appendix Two:

AHS Zone Public Health Contacts (Regular and After Hours)

AHS ZONE (Link to Zone MOH)	REGULAR HOURS			AFTER HOURS
	Business hours may vary slightly from Zone to Zone, but are typically 8:30 am – 4:30 pm			
Zone 1 South	Communicable Disease Control	CDC Intake	587-220-5753	(403) 388-6111 Chinook Regional Hospital Switchboard
	Environmental Public Health	EPH CDC Lead	403-388-6689	1-844-388-6691
Zone 2 Calgary	Communicable Disease Control	CDC Intake	403-955-6750	(403) 264-5615 MOH On-Call
	Environmental Public Health	EPH Disease Control	403-943-2400	
<u>Zone 3 Central</u>	Communicable Disease Control	CDC Intake	403-356-6420	(403) 391-8027 CDC On-Call
	Environmental Public Health	24 Hour Intake	1-866-654-7890	1-866-654-7890
<u>Zone 4 Edmonton</u>	Communicable Disease Control	CDC Intake Pager	780-445-7226	(780) 433-3940 MOH On-Call
	Environmental Public Health	EPH		
<u>Zone 5 North</u>	Communicable Disease Control	CDC Intake	1-855-513-7530	1-800-732-8981 Public Health On-Call
	Environmental Public Health	EPH		

COVID-19

Have you travelled outside Canada within the last 14 days?
Have you been in close contact with a confirmed or probable
case of COVID-19?

Do you have a fever, or cough, runny nose, sore throat or
shortness of breath?

If you answered yes to ANY of these, STOP.

Do not enter this site.



If you answered no to ALL of these:

You are free to enter...

Please wash your hands with soap and water or clean your
hands with alcohol-based hand rub before and after your
visit.

Note: If there are extenuating circumstances and you must
gain access to this site, please call _____ at _____

Original date: MARCH-2020

For more information, visit: www.ahs.ca/covid

Current as of March 15, 2020

Self-Isolation

Information Sheet

Why am I being asked to self-isolate?

Self-isolation can help prevent the spread of infections, such as novel coronavirus (2019-nCoV).

When you are exposed to an illness, there is a time between the exposure and when you start to feel sick. This is known as the incubation period (usually 2 to 10 days for 2019-nCoV, and up to a maximum of 14 days).

There is a very small chance that you can spread the germs during this time (the few days before a feeling of sickness starts).

More importantly, staying home means that if you do start to feel sick, you won't run the risk of this happening while you are in a public place. Self-isolation is a cautious action used to lower the chance that the virus could spread to others.

It is important to remember that not everyone who is exposed will get sick, and anyone who feels well for the full 14 days after an exposure of concern is not considered to be infectious.

What does self-isolation mean?

Self-isolation means avoiding situations where you could infect other people.

This means all situations where you may come in contact with others, such as social gatherings, work, school/university, child care, athletic events, faith-based gatherings, healthcare facilities, grocery stores, restaurants, shopping malls, and any public gatherings.

You should, (where possible) not use public transportation including buses, taxis, or ride sharing.

As much as possible, you should limit your contact with people and avoid having visitors to your home, but it is okay for friends, family or delivery drivers to drop off food or other things you may need.

You can also use delivery or pick up services for errands such as grocery shopping.

If you need to leave your home for an urgent errand, such as picking up essential medication, as a precaution to further reduce risk of spread, you can wear a surgical mask while you are out.

What else can I do to stop the spread of infection?

Wash your hands

Wash your hands often and thoroughly with soap and water for at least 20 seconds. You can use a hand sanitizer if soap and water are not available and if your hands are not visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze, or you can cough or sneeze into your sleeve. Throw used tissues in the garbage, and immediately wash your hands with soap and water for at least 20 seconds making sure you dry them thoroughly, or use alcohol based hand sanitizer.

Avoid sharing household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine. Regularly clean and disinfect frequently touched and shared surfaces such as doorknobs, counters.

Getting food and medicine

Where possible, contact a friend, family member, or delivery services to carry out errands like supermarket shopping on your behalf.

For more information on self-isolation call [Health Link 811](tel:811).

Patients: When & How to Wear a Mask

Use a mask if you have fever, rash or cough.

Masks are used to protect others from germs you may have. Clean your hands before putting your mask on.



How to wear a surgical mask

Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.

Open mask fully to cover from **nose to below chin**. If the mask has a nose bar, pinch around your nose.



During Use

Avoid touching the mask or your face under the mask. If the mask becomes damp, clean your hands and replace the mask.

Keep your mask on until asked by a healthcare provider to remove it.

Removing the mask



Clean hands with alcohol-based hand rub or soap and water.

Do not touch the front of the mask. Remove using the ties or elastic loops.

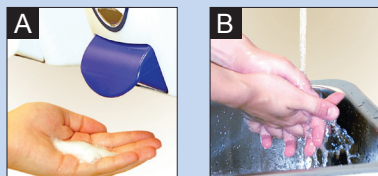
Discard immediately in garbage can.

Clean hands with alcohol-based hand rub or soap and water.

Never reuse masks.

Putting on (Donning) Personal Protective Equipment (PPE)

1 HAND HYGIENE



- A** Using an alcohol-based hand rub is the preferred way to **clean your hands**.
- B** If your hands look or feel dirty, soap and water **must** be used to wash your hands.

2 Gown



- A** Make sure the gown covers from neck to knees to wrist.
- B** Tie at the back of neck and waist.

3a Procedure/Surgical mask

- ◆ Secure the ties or elastic around your head so the mask stays in place.
- ◆ Fit the moldable band to the nose bridge. Fit snugly to your face and below chin.

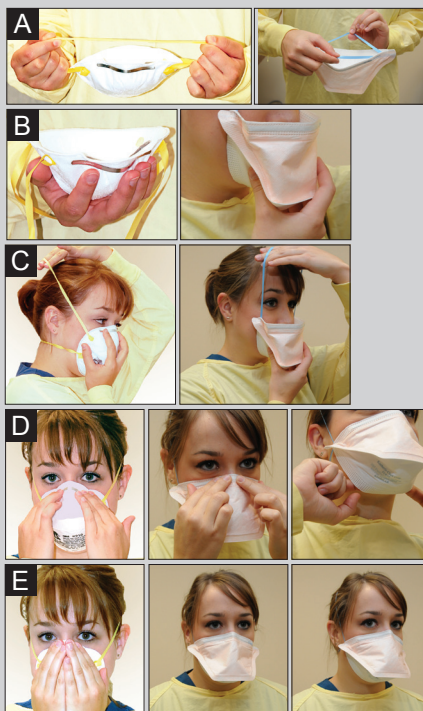


3b N95 respirator

There are different styles of N95 respirators (pictured below). They include: a) molded cup, b) duckbill, c) flat-fold and d) v-fold



All styles have the same basic steps for donning; molded cup and duckbill are pictured below. Refer to the manufacturer for specific donning instructions.



- A** Pre-stretch both top and bottom straps before placing the respirator on your face.
- B** Cup the N95 respirator in your hand.
- C** Position the N95 respirator under your chin with the nose piece up. Secure the elastic band around your head so the N95 respirator stays in place.
- D** Use both hands to mold the metal band of the N95 respirator around the bridge of your nose.
- E** Fit check the N95 respirator.

4 Eye protection or face shields



- ◆ Place over the eyes (or face).
- ◆ Adjust to fit.

5 Gloves



- ◆ Pull the cuffs of the gloves over the cuffs of the gown.



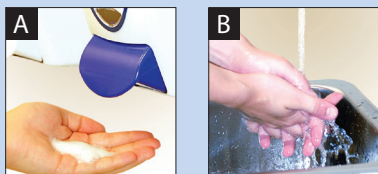
Taking off (Doffing) Personal Protective Equipment (PPE)

1 Gloves



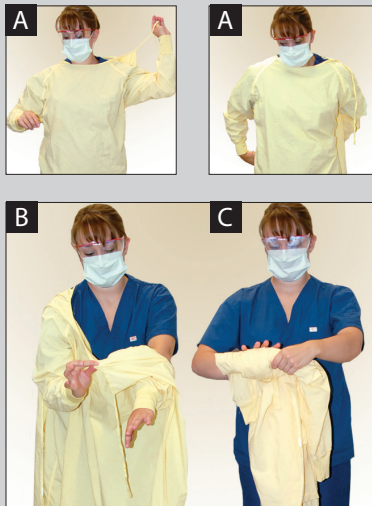
- A** Grasp the outside edge of the glove near the wrist and peel away from the hand, turning the glove inside-out.
- ◆ Hold the glove in the opposite gloved hand.
- B** Slide an ungloved finger or thumb under the wrist of the remaining glove.
- C** Peel the glove off and over the first glove, making a bag for both gloves.
- ◆ Put the gloves in the garbage.

2 HAND HYGIENE



- A** Using an alcohol-based hand rub is the preferred way to **clean your hands**.
- B** If your hands look or feel dirty, soap and water must be used to wash your hands.

3 Gown



- A** Carefully unfasten ties.
- B** Grasp the outside of the gown at the back of the shoulders and pull the gown down over the arms.
- C** Turn the gown inside out during removal.
- ◆ Put in hamper or, if disposable, put in garbage.

4 HAND HYGIENE



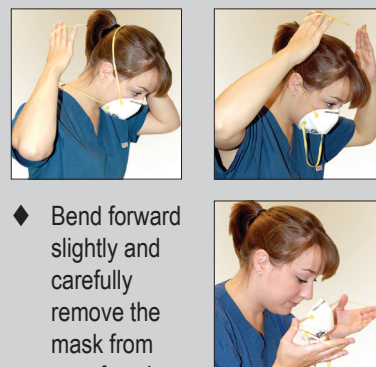
- ◆ **Clean your hands.** (See No. 2)
- ◆ Exit the patient room, close the door and **clean your hands** again.

5 Eye protection or face shield



- ◆ Handle only by headband or ear pieces.
- ◆ Carefully pull away from face.
- ◆ Put reusable items in appropriate area for cleaning.
- ◆ Put disposable items into garbage.

6 Mask or N95 respirator



- ◆ Bend forward slightly and carefully remove the mask from your face by touching only the ties or elastic bands.
- ◆ Start with the bottom tie, then remove the top tie.
- ◆ Throw the mask in the garbage.

There are different styles of N95 respirators but all styles have the same basic steps for doffing.

7 HAND HYGIENE

- ◆ **Clean your hands.** (See No. 2)

Date: March 12, 2020
To: People who are under investigation for COVID-19
From: Medical Officers of Health, Alberta Health Services
Subject: Caring for yourself at home

You have been tested because your risk of having COVID-19 is higher than most Albertans. We know it can be frightening to wait for test results and you are likely worried about your well-being and the well-being of people around you. Even though you are at higher risk, it is still very likely that your symptoms are caused by one of the many other common viruses that cause respiratory symptoms, such as the influenza virus.

Coronaviruses are a large family of viruses. They cause respiratory illnesses in people, ranging from the common cold to severe pneumonias. COVID-19 is a disease caused by a new type of coronavirus that was not previously detected in humans, and is the cause of the respiratory outbreak in China and other countries. At this time, COVID-19 does not appear to be as severe as some coronaviruses, such as SARS. Many patients have reported only mild symptoms. COVID-19 is believed to be spread by coughing, sneezing or direct contact with a sick person

It may take several days for your test results to come back. You will receive a call back when your test results are available. In the meantime, there are several **important things you can do to protect your health and prevent the spread of illness:**

- **Isolate yourself at home. You may return to your usual activities only when advised to do so by Public Health.**
 - This means that you need to stay home from work, school, daycare, and all other activities outside your home.
 - Do not have any visitors over to your home.
 - For more information on self-isolation: <https://open.alberta.ca/publications/self-isolation-information-sheet>
- Wash your hands often and well.
- Avoid close contact with people (staying at least 2 meters away) – we recognize this may be difficult to do for others in your household, but please do your best.
- Cover your cough and sneezes with a tissue, sleeve or elbow and then wash your hands.

You can lower the risk of transmission to household members and people in your community if you self-isolate, stay at least 2 meters away from others and practice the steps above to prevent spreading disease.

You do not need to change your living arrangements (e.g., have family members move to another home). If you or your household members are concerned about the possibility of spreading COVID-19, the following measures may be helpful while awaiting test results:

- Do not share sleeping arrangements.
- Clean and disinfect surfaces frequently that are often touched in shared spaces within the home such as bathroom surfaces, doorknobs, remote controls, phones, etc.
- Do not share personal items such as toothbrushes, cutlery, drinking straws, face/hand/bath towels etc.



It is not necessary for members of your household to stay home unless advised to do so by Public Health. If your test results are positive, your household members may need further assessment and follow up by Public Health.

If your symptoms become worse or you have other concerns, please contact Health Link (811). If you need urgent medical attention, call 911 for an ambulance. Immediately tell the operator that you have been identified as a person under investigation for COVID-19.

Thank you for your cooperation.

CORONAVIRUS DISEASE (COVID-19)

HOW TO ISOLATE AT HOME WHEN YOU HAVE COVID-19

Isolation means staying at home when you are sick with COVID-19 and avoiding contact with other people to help prevent the spread of disease to others in your home and your community.

If you have been diagnosed with COVID-19, it is expected that you take the following measures.

Limit contact with others

- ▶ Do not leave home unless absolutely necessary, such as to seek medical care.
- ▶ Do not go to school, work, other public areas or use public transportation (e.g. buses, taxis).
- ▶ Arrange to have groceries and supplies dropped off at your door to minimize contact.
- ▶ Stay in a separate room and use a separate bathroom from others in your home, if possible.
- ▶ If you have to be in contact with others, keep at least 2 metres between yourself and the other person. Keep interactions brief and wear a mask.
- ▶ Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- ▶ Avoid contact with pets if you live with other people that may also be touching the pet.

Keep your hands clean

- ▶ Wash your hands **often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm or into a tissue.

Avoid contaminating common items and surfaces

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ Use regular household disinfectants or diluted bleach (one part bleach and nine parts water) to disinfect.
- ▶ Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Put the lid of the toilet down before flushing.

Care for yourself

- ▶ Monitor your symptoms as directed by your healthcare provider or **Public Health Authority**.
- ▶ If your symptoms get worse, immediately contact your healthcare provider or **Public Health Authority** and follow their instructions.
- ▶ Get some rest, eat a balanced diet, and stay in touch with others through 'communication devices'.



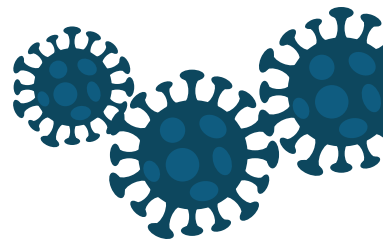
Supplies to have at home when isolating

- ❑ Surgical/procedure masks (do not re-use)
- ❑ Eye protection
- ❑ Disposable gloves (do not re-use)
- ❑ Disposable paper towels
- ❑ Tissues
- ❑ Waste container with plastic liner
- ❑ Thermometer
- ❑ Over the counter medication to reduce fever (e.g. ibuprofen or acetaminophen)
- ❑ Running water
- ❑ Hand soap
- ❑ Alcohol-based sanitizer containing at least 60% alcohol
- ❑ Dish soap
- ❑ Regular laundry soap
- ❑ Regular household cleaning products
- ❑ Bleach (5% sodium hypochlorite) and a separate container for dilution (one part bleach to nine parts water)
- ❑ Alcohol prep wipes
- ❑ Arrange to have your groceries delivered to you



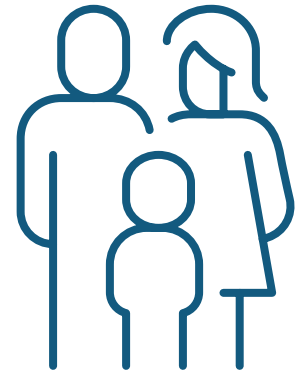
**WE CAN ALL DO OUR
PART IN PREVENTING
THE SPREAD OF
COVID-19. FOR MORE
INFORMATION, VISIT**

Canada.ca/coronavirus
or contact
1-833-784-4397



CORONAVIRUS DISEASE (COVID-19)

HOW TO CARE FOR A PERSON WITH COVID-19 AT HOME: ADVICE FOR CAREGIVERS



If you are caring for a person who has been diagnosed with COVID-19, follow this advice to protect yourself and others in the home, as well as those in your community.

Limit contact

- ▶ Only one healthy person should provide care.
- ▶ Do not share personal items with the ill person, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ Use a separate bathroom from the ill person if possible. If not possible, the ill person should put the toilet lid down before flushing.

Protect yourself

- ▶ If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g., heart disease, diabetes) or compromised immune systems
- ▶ If you need to be within 2 metres of the ill person, wear a mask, disposable gloves and **eye protection**.
- ▶ Wear disposable gloves when touching the ill person, their environment and soiled items or surfaces.
- ▶ Do not re-use masks or gloves.
- ▶ Clean your hands often for at least 20 seconds, especially after contact with the ill person and after removing gloves, masks and eye protection.
- ▶ Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth with unwashed hands.

Keep your environment clean

- ▶ Place used masks, gloves and other contaminated items in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to the ill person can be washed with other laundry.
- ▶ At least once daily, use household disinfectants or diluted bleach (one part bleach and 9 parts water) to clean and disinfect surfaces that people touch often (e.g., toilets, laundry containers, bedside tables, doorknobs, phones and television remotes). Clean touch screens with 70% alcohol wipes.

Monitor yourself for symptoms

- ▶ If you have always used the recommended precautions, then monitor yourself for symptoms for 14 days following your last contact with the ill person.
- ▶ If you have had direct contact with body fluids of the ill person (e.g. were coughed or sneezed on when you weren't wearing a mask), contact your local **Public Health Authority** for further instructions.
- ▶ If you develop symptoms, isolate yourself as quickly as possible and contact your local **Public Health Authority** for further instructions.



Maintain these supplies

- ☐ Surgical/procedure masks (do not re-use)
- ☐ Eye protection
- ☐ Disposable gloves (do not re-use)
- ☐ Disposable paper towels
- ☐ Tissues
- ☐ Waste container with plastic liner
- ☐ Thermometer
- ☐ Over the counter medication to reduce fever (e.g. ibuprofen or acetaminophen)
- ☐ Running water
- ☐ Hand soap
- ☐ Alcohol-based sanitizer containing at least 60% alcohol
- ☐ Dish soap
- ☐ Regular laundry soap
- ☐ Regular household cleaning products
- ☐ Bleach (5% sodium hypochlorite) and a separate container for dilution (one part bleach to nine parts water)
- ☐ Alcohol prep wipes



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