

Self-Isolation Requirements and Support Information

Since you have tested positive for COVID-19, **you are required to self-isolate.**

The self-isolation period is **10 days from the day you first experienced a COVID-related symptom, or from your testing day if you have no symptoms.**

If you have a compromised immune system due to a chronic illness, it may be recommended that you self-isolate for 20 days.

This requirement follows the Public Health Class Order of September 22, 2020 (updated December 3, 2020). The Class Order sets out the specific instructions that you must follow during your isolation period. You can find more information about the Class Order on the OPH website: <https://www.ottawapublichealth.ca/en/public-health-topics/self-isolation-instructions-for-novel-coronavirus-covid-19.aspx>.

Please note that FAILURE to comply with this Order is an offence for which you may be liable, on conviction, to a fine of not more than \$5,000.00 (for a person) or \$25,000.00 (for a corporation) for every day or part of each day on which the offence occurs or continues.

If you have questions about the length of your self-isolation, call the Ottawa Public Health (OPH) Case Management Team at 613-580-2424 extension 74224. This is a voicemail box, so please leave your name, the phone number you can be reached at, and your reference number.

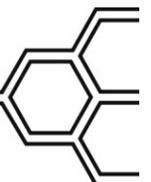
Summary of Expectations:

Please note that further details can be found in the letter below and on our website but the following are requirements for individuals who test positive for COVID-19 as outlined in the Section 22 Order:

- Follow the isolation instructions outlined in this letter as well as any further instruction provided by the case manager from Ottawa Public Health. More details on isolation are found below in this letter.
- Provide information to the Ottawa Public Health Case Management Team immediately upon request, including any names and contact information of close contacts, what you've done and where you've been during the relevant dates
- Isolation from household members as much as possible
- Your household members will need to be on home isolation as well and you should provide them with the same isolation guidance outlined below

Self-Isolation Requirements:

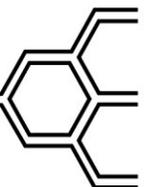
Self-isolation helps to prevent the spread of COVID-19 to others. Self-isolation includes staying at home, avoiding contact with other people and only leaving home for critical reasons, like a medical emergency.



Self-isolation means to separate yourself from other people in your home, as much as possible. This includes staying, eating and sleeping in a different room and using a separate bathroom from other people. If this is not possible, shared rooms and bathrooms should be well ventilated and cleaned between each use. To improve ventilation in shared rooms and bathrooms, open the window if the weather allows. When in shared spaces, household member(s) should wear masks, stay at least 2 meters (six feet) apart and limit time together. Avoid sharing household items including dishes, drinking glasses, cups, eating utensils, towels, bedding, etc. There is also a Voluntary Isolation Centre in Ottawa that can provide a secure, comfortable and private space to self-isolate at no-cost. You can find more information about the Ottawa Voluntary Isolation Centre on the Ottawa Public Health website: <https://www.ottawapublichealth.ca/vic/>.

Additional self-isolation instructions include:

- You **MUST** self-isolate at home and protect other people in your home from exposure.
- Do not leave your place of isolation unless it is to get urgent medical care. Change any non-urgent health care appointments, such as an in-person visit with a family doctor until the end of the self-isolation period, or request that the appointment be completed virtually.
- Wash hands often with soap and water; to dry hands use a paper towel or a cloth that no one shares.
- Limit contact with others in your place of isolation, including children.
- Do not have visitors.
- Do not go to school or work in-person (attend virtually if you can).
- Do not leave your property to go for a walk. Stay in a private place like your yard or balcony if you go outside for fresh air.
- Do not use public transportation (such as buses and trains). If you need medical attention and do not have a private vehicle, please use a rideshare such as a taxi or uber, wear a mask, sit in the rear seat on the opposite side of the driver, and open the windows (weather permitting).
- Get groceries, medication, or other essential items online, over the phone, from friends, family, neighbours or anyone else who is not in self-isolation. Have items left at your door to minimize contact.
 - *If this is not possible, call 211 for information on the full range of community, social, government and health service programs available in Ottawa, and how to access them. You can also visit the 211 website: <https://www.211oncovid19.ca/>
- *How to Care for Someone With COVID-19 at Home* has information on protecting yourself if you are the primary caregiver of someone who has tested positive for COVID-19, such as a child, and cannot self-isolate away from them. Visit:



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-care-someone-covid-19-home.html#a2>

- *How to Isolate at Home When You May Have COVID-19* instructions are available in over 20 languages online, visit: [canada.ca/en/public-health/services/publications/diseases-conditions/COVID-19-how-to-isolate-at-home.html](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/COVID-19-how-to-isolate-at-home.html)

Stopping Self-Isolation:

Before you stop self-isolation, you must have completed your required 10 days of isolation AND your symptoms must have improved for at least 24 hours without the use of fever-reducing medications. If you are a healthcare worker and experienced symptoms, your self-isolation period may be different from this. Please contact the OPH Case Management Team at 613-580-2424 extension 74224 to find out when you can stop your self-isolation. This is a voicemail box, so please leave your name, the phone number you can be reached at, and your reference number.

If you have **not had** symptoms, the self-isolation period is 10 days from the day you were tested for COVID-19. If you develop symptoms anytime during your isolation period, please let the OPH Case Management Team know by contacting them at 613-580-2424 extension 74224. This is a voicemail box, so please leave your name, the phone number you can be reached at, and your reference number.

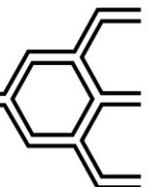
Notifying Your Contacts of a COVID Exposure:

In order to reduce the spread of COVID-19 in our community, it is critical that you notify the people that you have been in contact with during your period of communicability. Period of communicability means when people are able to transmit the virus to other people, which begins 48 hours before the first symptom starts or when the COVID-19 test is done if there are no symptoms.

In order to help determine who you may have been in contact with, we suggest you try to use a calendar or your cellphone to remember people that you may have seen from 2 days before you had your symptoms (or 2 days before you were tested if you do not have symptoms) until the time you started to self-isolate. Think about what you have done, where you have been, and who you saw from 48 hours before your symptoms started (or your test date if you do not have symptoms) until you began self-isolation. This also includes your household member(s). If you attended work, please notify your workplace supervisor.

We have created a letter that includes self-isolation instructions and information on supports available to your close contacts during their self-isolation period. Please encourage your close contacts to access it on our website:

(https://www.ottawapublichealth.ca/en/shared-content/resources/highriskcontactletter_en.pdf).



Please Note: If you attend or work at a school, please do not send this letter to any of your school contacts as these will be notified in collaboration with the schools:

- If you work at or attend a post secondary institution, please complete this form to assist with contact management:
[Post-secondary Institution Case Intake Form](#)
- If you work at or attend an elementary/high school, there is no form required as contact are identified and managed by the principal and school nurse

Protecting Household Member(s) from COVID-19 Exposure:

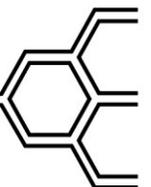
To protect household member(s) from getting COVID-19, you and your family member(s) will want to:

- Wash your hands well and stay at least two meters apart where possible.
- At least once a day, clean and disinfect “high-touch” surfaces that you touch often, like counters, sink tap handles, toilets, bedside tables, doorknobs, phones and television remotes. You can use regular household cleaners or make a solution of concentrated (5%) liquid bleach and water by mixing 10 mL of bleach with 1 litre of water (2 tsp of bleach with 4 cups of water).
- Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- Put the lid of the toilet down before flushing.
- Clean more often if surfaces become visibly dirty.
- Dishes and eating utensils should be cleaned with dish soap and hot water after each use.
- Use of a dishwasher with a drying cycle also provides enough cleaning.
- When caring for someone with COVID-19, protect yourself by wearing a medical mask, eye protection (face shield or goggles) and disposable gloves; do not re-use medical masks and gloves and avoid touching your eyes, nose and mouth with uncleaned or gloved hands.
- All waste that you would normally put in the garbage, like used tissue paper, can be bagged in a regular plastic bag and thrown out in regular household garbage.

Isolation and Testing of Household Member(s):

Your household member(s) will need to be on home isolation as well, and ideally away from you. Please provide your household member(s) with the same isolation information we have provided to you above. Please note that their isolation date will be different than yours because contacts are required to isolate for 14 day from the last day you were in contact with them. If you are not able to separate from your household member(s), your household member(s) isolation is 14 days from your last day of isolation.

If your household members have symptoms they should get tested immediately. If they do not have symptoms, we recommend that all household members get tested at least 7 days after your symptoms started. If you have no symptoms, your household members should be tested at least 7 days from the day your test was done.



Information about testing options and centres in Ottawa can be found on our website:
<https://www.ottawapublichealth.ca/COVIDClinic/>.

Supplies for at Home when Self-Isolating:

Here is a list of supplies to have at home when self-isolating that might be helpful to support your care and protection with COVID-19, and that of your family member(s):

- Masks (medical or cloth)
- Eye protection (face shield or goggles) for use by caregiver
- Disposable gloves (do not re-use) for use by caregiver
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever (e.g., acetaminophen)
- Running water
- Hand soap
- Alcohol-based hand sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products and/or hard-surface disinfectant, or if not available, make a solution of concentrated (5%) liquid bleach and water by mixing 10 mL of bleach with 1 litre of water (2 tsp of bleach with 4 cups of water).

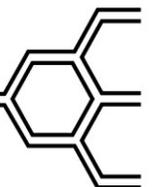
If you need help with accessing supplies and do not have someone to get them for you or need financial help to get them, there are a few options:

- Call 211 for information on the full range of community, social, government and health service programs available in Ottawa, and how to access them. You can also visit the 211 website: <https://www.211oncovid19.ca/>.
- Local community health services can also provide support by referral. For more information, please call the COVID-19 Case Management Team at 613-580-2424 extension 74224. This is a voicemail box, so please leave your name, the phone number you can be reached at, and your reference number.

Managing Symptoms of COVID-19:

Most people with COVID-19 will have mild symptoms and recover on their own. If you or member(s) of your family are ill with COVID-19, remember to:

- Drink plenty of fluids.
- Get as much rest and sleep as possible.
- Use fever reducing medications according to the label and in consultation with your health-care provider or pharmacist.
- Try a humidifier or hot shower to help with a sore throat or cough.
- Contact your health care provider if your symptoms worsen or are not resolving, and to get help with managing mild symptoms.



- Call Telehealth Ontario at 1-866-797-0000 or Ottawa Public Health at 613-580-6744 if you have any questions.

There are also three (3) COVID-19 Care Clinics within Ottawa where people can go to receive care for their COVID-19 symptoms. These clinics are open Monday to Friday from 08:00 - 15:30 and require an appointment. Appointments can be booked on the OPH website: <https://www.ottawapublichealth.ca/COVIDClinic/>. If you do not have access to the internet you can call to book your appointment.

- Heron: 1485 Heron Road, Ottawa - call 613-288-5353*
- Moodie: 595 Moodie Drive, Ottawa - call 613-721-4722*
- Ray Friel: 1585 Tenth Line, Orléans - call 613-288-5353*

***Please note telephone booking is reserved for those who do NOT have internet access. It is NOT an information line.**

If you are in distress (significant trouble breathing, chest pain, fainting, or have a significant worsening of any chronic disease symptoms), go to the nearest Emergency Department or call 911. Be sure to notify them that you are COVID-19 positive so they can take the correct precautions to protect you and others.

Contacting Ottawa Public Health:

If you would like to speak to us at OPH, we have a few options available.

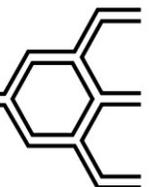
- General COVID-19-related questions: Call our Ottawa Public Health COVID-19 Line at 613-580-6744 7:30am to 6pm Monday to Friday and 9am to 4pm Saturday and Sunday.
- Specific questions about your COVID-19 infection, and those of contacts: Call the COVID-19 Case Management Team at 613-580-2424 extension 74224. This is a voicemail box, so please leave your name, the phone number you can be reached at, and your reference number.

We also encourage you to visit the Ottawa Public Health website: ottawapublichealth.ca. We have several resources available on our website including:

- Information about COVID-19 care and testing centers
- Letter to provide your workplace due to illness absence
- Special statements from officials about COVID-19 and our community
- Frequently asked questions about COVID-19

Other Supports Available to You:

We know that this can be a stressful time for you and your family/household members, and that isolating is hard and can affect your mental health. Mental health supports and services are available free of cost and without a referral. The Counselling Connect service (<https://www.counsellingconnect.org/>) in Ottawa offers counselling support, and if you need immediate help, you can reach out to the Ottawa Distress Centre at 613-238-3311. If you are in crisis, please contact the Mental Health Crisis Line (24 hours a day/7 day a week) at 613-722-6914 or if outside Ottawa toll-free at 1-866-996-0991 or call 911.



Having to self-isolate may put people experiencing domestic violence at greater risk. There are supports available such as emergency shelters for people fleeing violence. To find support in your area, you can call the Ontario Community and Social Service Helpline by dialing 2-1-1, toll-free at 1-877-330-3213 or toll-free TTY at 1-888-340-1001. If you are in immediate danger call 911.

Thank you for following these instructions and for protecting your loved ones, friends, neighbors and community from COVID-19. Remember, we are here to help. Please contact us if you need to discuss anything related to your COVID-19 infection.

Sincerely,

The COVID-19 Case Management Team
Ottawa Public Health
613-580-2424 extension 74224

