



Ottawa Voluntary Isolation Centre

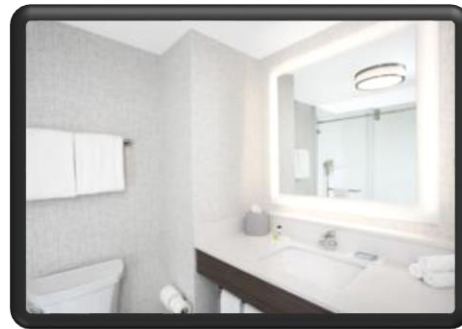
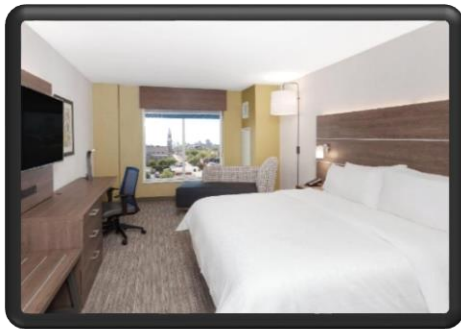
The Voluntary Isolation Centre (VIC) will provide a secure and comfortable space to self isolate and is part of the Ottawa Public Health emergency response to the COVID-19 pandemic. OPH is obligated to provide your COVID-19 status, either positive or not positive to the hotel so that they can take the necessary infection prevention and control measures. Your COVID-19 status will only be shared with the necessary staff.

Check In

- Ottawa Public Health will coordinate booking the room for you at the VIC and let the staff know what day and time you are arriving.
- Hotel staff will verify your name and identification.
- You must wear a mask during check-in or whenever you are not in your room and keep 2 metres from others at all times. There will be 2 disposable masks in your room.

Location and Rooms

- Downtown Ottawa. Pictures of guest room.



Transportation to/from the Voluntary Isolation Centre

If you need transportation to or from the VIC, this can be arranged for you free of charge.

Wifi – Free during your stay.

Phone - You can use the phone in your room. Long distance calls are not permitted.

TV - TV with basic channels. Extended movie channels not available.

Access To Your Room

- You will be inside your room for the **entire duration** of your self-isolation.
- You will not be permitted to have visitors.

Outdoor space/balcony

- You will not have access to a balcony or any outdoor space during your stay.

Meals

- Three meals and two snacks a day will be provided for you during your stay.
- The VIC will try to accommodate dietary restrictions.
- No alcohol can be ordered.
- Mealtimes – Food will be delivered to your room and they will knock on your door:
 - Breakfast and AM snack: 7-8 am
 - Lunch and PM snack: 12-1pm
 - Dinner: 6-7pm
- Meals will start to be delivered the next day of your arrival

Food from home

- You can bring food from home.
- Rooms have a small fridge, kettle, disposable cups and plastic cutlery as well as instant coffee, tea, and other provisions, such as creamers or sugar.
- You will not have access to a full kitchen, dishwashing soap, or dishes.

Toiletries and other supplies

- The hotel will provide and replenish small hygiene items like shampoo, shower gel, and bar soap at your request by calling the front desk.

Cleaning

- No staff will enter your room during your stay.
- To prevent the spread of COVID-19, rooms will only be professionally cleaned after you have left the hotel.
- Clean linens and cleaning products will be provided upon request by calling the front desk.
- Garbage and dirty linen will be collected daily. Please place them in a double knotted garbage bag and leave them outside your door by 9 am.

Laundry Services

- Limited laundry services may be available if your stay is over 12 days.
- Bring some laundry soap for handwashing smaller or delicate items in your room.

Smoking and Substance Use

- The centre does not permit the use of illegal substances onsite.
- Smoking is not permitted anywhere at the VIC. This includes no tobacco, no vaping, no cannabis or other smoke products. You will be charged a fee of \$400 should you smoke in your room.



Check Out

- Your case manager will discharge you at the end of your self-isolation period. Please call the front desk to arrange transportation and your check-out time.
- If you are asked to leave for other reasons, such as non-compliance to VIC terms and conditions, or you have completed your isolation period, you must leave the VIC.

Leaving the Voluntary Isolation Centre without discharge clearance.

- You are encouraged to remain at the Voluntary Isolation Centre for your complete self isolation period as determined by your case manager.
- Your stay at the Centre is **voluntary**, which means that you will be permitted to leave at any time and continue your self-isolation period in another location.
- In Ontario, a person infected with COVID-19 is required to self-isolate to prevent transmission in the community, and self-isolation for Ottawa residents is mandatory under the Section 22 Class Order issued by the Medical Officer of Health under the Health Protection and Promotion Act.
- If you leave the Voluntary Isolation Centre without clearance, you will be required to return directly to another site or your home to complete your self-isolation period. Transportation can be provided.
- If you have any questions about your self-isolation period, contact your Case Manager.

Safety and Security

- We want you to feel safe at the VIC, so you can rest and recover. There will be security staff on site 24 hours/day, 7 days a week. All external doors will be locked 24/7.

Access to Healthcare

- The VIC is not a healthcare facility and no healthcare professionals will be there to provide you with healthcare services.
- If you do need medical attention during your stay you will be able to call:
 - Your health care provider/family doctor
 - Telehealth Ontario at:1-866-797-0000 or Toll-free TTY: 1-866-797-0007
 - If you begin to have trouble breathing or start to experience other severe symptoms, call 911.
 - For mental health and substance use supports and resources, please visit: www.ottawapublichealth.ca/covidementalhealth
- Always inform the front desk if you must leave the centre to seek medical care. The front desk will arrange transportation for you.



Recommended Items Not Provided by the VIC

Basic Necessities

- Medications, supplements, and a thermometer.
- Personal care items (bar-soap, shampoo and conditioner are provided): Facewash and/or body-wash
- Shaving items, moisturizer
- Other preferred personal care items
- Phone, laptop, tablet and/or other mobile devices and phone charger and other chargers for electronic devices
- Enough clothes to cover your stay
- Laundry soap for hand washing smaller items
- Additional disposable or cloth masks

Items for your entertainment

- Books and magazines, Music
- Hobby items such as knitting, puzzles, games

Check out Ottawa Public Library's website to get access to free online books, audiobooks, music, podcasts, news and magazines: www.ottawapubliclibrary.ca

Personal Contacts

- List of contact numbers, email addresses for friends and family

Optional items

- Dishes and dishwashing soap: Reusable water bottle
- Plastic reusable container for leftovers
- Cleaning supplies and cloth to clean your room (housekeeping of the room will not be provided during your stay)

Self-care items to support you

- Slippers, favourite snacks
- Herbal tea or hot chocolate
- Heating pad/hot water bottle
- Bath salts

