

Dear Client,

Subject: COVID-19 High Risk Exposure

An individual that you had close contact with has tested positive for COVID-19 and you are a high-risk contact. This letter includes some important information about self-isolation and information to help support you while you self-isolate. Please remember that you are not alone – there are many supports available to help assist you during this time.

## Self-isolation requirements:

You are required to stay home and self-isolate immediately. The self-isolation period is 14 days from the last day you were in contact with the person who tested positive for COVID-19.

If you have ongoing exposure to the person who tested positive for COVID-19, you must extend your self-isolation until 14 days from the person who tested positive for COVID-19 last day of isolation. Ongoing exposure includes caregivers/parents, for example, who are not able to separate from the person who tested positive or someone who lives in same household and continues to share the same bedroom and/or bathroom as the person who tested positive.

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/Self-Isolate>

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.

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## How to self-isolate:

Self-isolation means staying at home, avoiding contact with other people and only leaving home for critical reasons, like a medical emergency.

Self-isolation also includes separating 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.

Additional self-isolation instructions include:

- Wash hands often with soap and water; to dry hands use a paper towel or a cloth that no one shares.
- 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.
- Change any non-urgent health care appointments, such as an in-person visit with a family doctor until the end of your self-isolation period, or request that the appointment be completed virtually.
- 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: [www.211oncovid19.ca](http://www.211oncovid19.ca)

You can find instructions on how to self-isolate at home when you may have COVID-19 in 20 different language online at: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

### **Monitoring for symptoms of COVID-19 and how to get COVID-19 testing:**

Monitor for [signs and symptoms of COVID-19](#) daily. If you develop symptoms of COVID-19 you should go for testing immediately. If you develop symptoms, please also advise anyone you have been in close contact with 48 hours before your COVID symptoms began until you started to self-isolate, that they must self-isolate and self-monitor for 14 days from the last day they were in contact with you.

If you have not had symptoms, you should still be tested but should wait 7 days after the last day you were in contact with someone who tested positive for COVID-19. The results may not be accurate if you are tested too early. If you have ongoing exposure to the person who tested positive for COVID-19 you should be tested 7 days after their symptom onset or 7 days from their test date if they did not have symptoms.

Testing is available by appointment only at all testing sites. Please visit the [Ottawa Public Health Testing webpage](#) to book your appointment and find out more information. If you do not have access to the internet, you can call one of the testing sites below.

Name of Testing Site	Location	Phone Number	Hours	Ages
COVID-19 CHEO assessment centre	151 Brewer Way, Ottawa	613-737-7600 ext. 6720	Seven days a week: 8:30-7:30 pm	Two months – 18 years
Heron Road Testing Centre	1485 Heron Road, Ottawa	613-288-5353	Monday to Friday: 8am to 3:30pm	Anyone over 6 month old
Moodie Drive Testing Centre	595 Moodie Drive, Ottawa	613-721-4722	Monday to Friday: 8am to 3:30pm & Saturday and Sunday 8 am to 11:30am	Anyone over 6 month old
Ray Friel Testing Centre	1585 Tenth Line, Orléans	613-288-5353	Monday to Friday: 8am to 3:30pm & Saturday and Sunday 8am to 4pm	Anyone over 6 month old
COVID-19 drive thru assessment centre at City Hall/National Arts Centre	110 Laurier Ave West, Ottawa/1 Elgin Street	613-737-8193	Seven days/week 10am to 6pm	14+ years old *Please note: you must register at City Hall Parking Garage before being tested at the National Arts Centre parking garage (1 Elgin Street)

Please note that even if your test result is negative, you must continue to self-isolate for the full 14 days as this is the incubation period for the COVID-19 virus. The incubation period means the time it takes for the virus to multiply in your body, resulting in a positive test for COVID-19.

### Requirements for your household member(s):

If you currently have or develop symptoms, please ensure all members of your household also stay home and self-isolate until you receive a negative test result (given test date was 7 days after exposure to the confirmed case).

If you do not currently have symptoms, please ensure all other members of your household stay home except for essential reasons. Essential reasons include: attending work/school/childcare and essential errands such as groceries, attending medical appointments or picking up prescriptions. Household members should only be tested if they develop symptoms.

## Stopping self-isolation:

Stopping self-isolation depends on whether you are still in contact with the person who tested positive for COVID-19. Please refer to the following table for your situation:

Contact History	When You Can Stop Self-Isolation
No longer in contact with someone who has COVID-19 and does not have <a href="#">symptoms of COVID-19</a>  (e.g., lives in different household OR lives in same household and can separate by using a separate bedroom and bathroom and can always maintain more than 2 metres distance from the person(s) with COVID-19)	Fourteen (14) days since the last day you had contact with someone who has tested positive for COVID-19  AND you have not developed any <a href="#">symptoms of COVID-19</a>
Ongoing contact with someone who has COVID-19  (e.g., lives in same household and unable to separate because you continue to share the same bedroom and/or bathroom)	Fourteen (14) days from the time the person with COVID-19 ends their self-isolation period  AND you have not developed any <a href="#">symptoms of COVID-19</a>

## More information about COVID-19:

There are several online resources you can access to get more information on COVID-19 and self-isolation:

- [Self-Isolation Instructions for Novel Coronavirus \(COVID-19\)](#)
- [How to Care for Someone With COVID-19 at Home](#)
- [Letter to provide to your workplace due to illness absence](#)
- [Frequently Asked Questions about COVID-19](#)
- [Special Statements from officials about COVID-19 and our community](#)

## Other supports available to you:

There is 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: [www.ottawapublichealth.ca/vic](http://www.ottawapublichealth.ca/vic)

Ottawa Public Health knows 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 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.

**If you need to contact someone at Ottawa Public Health:**

If you have general questions or require additional support, please call Ottawa Public Health COVID-19 Line at 613-580-6744 from 7:30am to 6pm Monday to Friday and 9am to 4pm Saturday and Sunday.

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

Thank you,

Ottawa Public Health