

COVID-19 Community Information Package:

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Updated: March 15, 2020

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Helpful Links:

- Ontario Health Self Screening Tool- <https://www.ontario.ca/page/2019-novel-coronavirus>
- Public Health Public Resources COVID-19:
 - How to Self-Monitor
 - Cleaning and Disinfection for Public Settings
 - How to Self-Isolate
 - Self-isolation: Guide for caregivers, household members and close contacts

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>

- Government of Canada Coronavirus disease (COVID-19): Travel advice
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>
- North Bay Parry Sound District Health Unit- <https://www.myhealthunit.ca/en/index.asp>
- West Parry Sound Health Centre: Home page updated COVID-19 information-
<https://www.wpshec.com/>

2019 novel coronavirus (COVID-19) self-assessment

If you think you have 2019 novel coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, use this self-assessment to help determine if you need to seek further care.

If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit.

North Bay
345 Oak Street West
705-474-1400

Parry Sound
70 Joseph Street Unit #302
705-746-5801

Burk's Falls
17 Copeland Street (by appointment only)
1-800-563-2808

If you are feeling unwell with any of the following symptoms:

- Fever, new cough or difficulty breathing (or a combination of these symptoms)?
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea? Symptoms in young children may also be non-specific (for example, lethargy, poor feeding).

And have experienced any of the following:

- Have you travelled outside of Canada in the last 14 days?
- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you answered yes to these questions, you should seek clinical assessment for COVID-19 over the phone.

The majority of COVID-19 illnesses are mild. A clinician can help guide whether you will require further care or potential testing in person. Please use one of the following options:

- Contact your primary care provider (for example, nurse practitioner or family doctor). Let them know that you have used this self-assessment tool.
- Contact Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000) and speak with a registered nurse. Let them know that you have used this self-assessment tool.

If you start to experience worsening symptoms, please visit your local emergency department. Call before you go and let them know you have used this self-assessment tool.

If you answered no to these questions, it is unlikely that you have COVID-19.

- Continue to monitor your health for a full 14 days after your return to Ontario or have contact with someone who is ill. If you develop any new symptoms, please seek clinical assessment and testing for COVID-19.
- Learn more about [self-monitoring](#). If you start to feel worse or have questions or concerns about your health, call your local public health unit, primary care provider (for example, nurse practitioner or family doctor) or Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000).

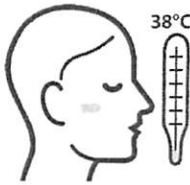
Coronavirus Disease 2019 (COVID-19)

How to self-monitor

Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-797-0000) or your public health unit.

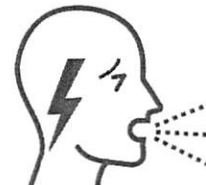
Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms?

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on how to self-isolate
 - Supply of procedure/surgical masks (enough for 14 days)
 - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the back seat.

Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

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

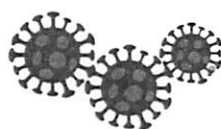
- ▶ Wash your hands **often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.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



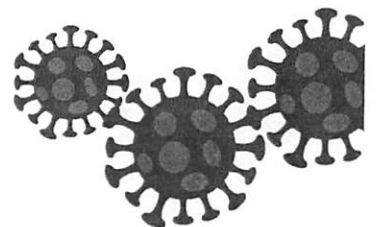
Supplies to have at home when isolating

- ☐ 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 |
phac.info.aspc@canada.ca



Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

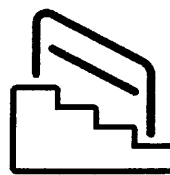
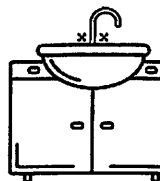
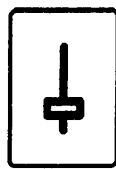
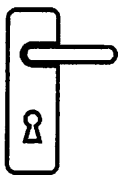
This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario. For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

The information in this document is current as of March 11, 2020

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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 toys, electronic devices and doorknobs.



- ▶ stay home if you are sick to avoid spreading illness to others

IF YOU HAVE SYMPTOMS

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



- ▶ stay home 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 your local public health authority
 - tell them your symptoms and follow their instructions



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

FOR MORE INFORMATION ON CORONAVIRUS:

☎ 1-833-784-4397

@ canada.ca/coronavirus

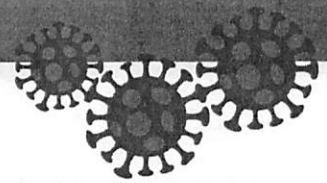
✉ phac.info.aspc@canada.ca



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CORONAVIRUS DISEASE (COVID-19)

While abroad, you may have come in contact with the **novel coronavirus**. For the next 14 days, the Public Health Agency of Canada asks that you:

- ▶ monitor your health for **fever, cough and difficulty breathing**; and,
- ▶ avoid places where you cannot easily separate yourself from others if you become ill.

To further protect those around you, wash your hands often and cover your mouth and nose with your arm when coughing or sneezing.

If you start having symptoms of **COVID-19**, isolate yourself from others as quickly as possible. Immediately call a health care professional or the public health authority in the province or territory where you are located (see back of sheet). Describe your symptoms and travel history. They will provide advice on what you should do.

Government of Canada novel coronavirus
information line: 1-833-784-4397

canada.ca/coronavirus



FEVER
FIÈVRE



COUGH
TOUX



DIFFICULTY BREATHING
DIFFICULTÉ À RESPIRER

MALADIE À CORONAVIRUS (COVID-19)

Durant votre voyage, vous pourriez avoir été en contact avec le **nouveau coronavirus**. Au cours des 14 prochains jours, l'Agence de la santé publique du Canada vous demande :

- ▶ de surveiller votre état de santé, si vous développez **une fièvre, une toux ou si vous avez de la difficulté à respirer**;
- ▶ d'éviter les endroits où vous ne pouvez pas vous séparer facilement des autres si vous devenez malade.

Pour mieux protéger les gens autour de vous, lavez-vous les mains souvent et couvrez-vous la bouche et le nez avec votre bras lorsque vous toussiez ou éternuez.

Si vous commencez à avoir des symptômes du **COVID-19**, isolez-vous des autres aussi rapidement que possible. Appelez immédiatement un professionnel de la santé ou l'autorité de santé publique de la province ou du territoire où vous vous trouvez (voir le verso de la feuille). Décrivez vos symptômes et l'historique de vos déplacements. Ils vous conseilleront sur ce que vous devez faire.

Ligne d'information du Gouvernement du Canada
sur le nouveau coronavirus : 1-833-784-4397

canada.ca/le-coronavirus



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PUBLIC HEALTH AUTHORITIES

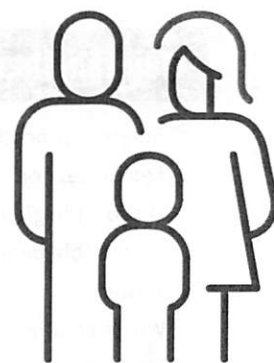
AUTORITÉS DE SANTÉ PUBLIQUE

| | | |
|------------------------------|---------------------------|----------------------------------|
| British Columbia | Colombie-Britannique | 811 |
| Alberta | Alberta | 811 |
| Saskatchewan | Saskatchewan | 811 |
| Manitoba | Manitoba | 1-888-315-9257 |
| Ontario | Ontario | 1-866-797-0000 |
| Quebec | Québec | 811 |
| New Brunswick | Nouveau-Brunswick | 811 |
| Nova Scotia | Nouvelle-Écosse | 811 |
| Prince Edward Island | Île-du-Prince-Édouard | 811 |
| Newfoundland and Labrador | Terre-Neuve-et-Labrador | 811 or ou 1-888-709-2929 |
| Nunavut | Nunavut | 867-975-5772 |
| Northwest Territories | Territoires du Nord-Ouest | 911 |
| Yukon Territory | Territoire du Yukon | 811 |

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.



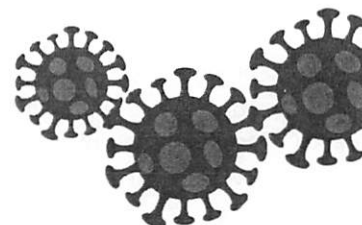
Maintain these supplies

- ☐ 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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.....
Canada.ca/coronavirus
or contact
1-833-784-4397 |
phac.info.aspc@canada.ca





REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with
warm water



2

Apply soap



3

For at least 20
seconds, make
sure to wash:



4

Rinse well



5

Dry hands well
with paper towel



6

Turn off tap using
paper towel



palm and back
of each hand



between fingers



under nails



thumbs

1-833-784-4397

@ canada.ca/coronavirus

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CORONAVIRUS DISEASE (COVID-19) VULNERABLE POPULATIONS AND COVID-19

While diseases can make anyone sick, some Canadians are more at risk of getting an infection and developing severe complications due to their health, social and economic circumstances.

Organizations, staff and volunteers play an important role in helping to prevent these populations from getting or spreading the COVID-19 virus. Start by sharing simple things they can do to help keep themselves and others healthy, guide them to help if they develop any signs and symptoms and learn ways help care for sick clients recovering from COVID-19.



Vulnerable populations may include:

Anyone who is:

- ▶ An older adult
- ▶ At risk due to underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, diabetes, cancer)
- ▶ At risk due to a compromised immune system from a medical condition or treatment (e.g. chemotherapy)

Anyone who has:

- ▶ Difficulty reading, speaking, understanding or communicating
- ▶ Difficulty accessing medical care or health advice
- ▶ Difficulty doing preventive activities, like frequent hand washing and covering coughs and sneezes
- ▶ Ongoing specialized medical care or needs specific medical supplies
- ▶ Ongoing supervision needs or support for maintaining independence
- ▶ Difficulty accessing transportation
- ▶ Economic barriers
- ▶ Unstable employment or inflexible working conditions
- ▶ Social or geographic isolation, like in remote and isolated communities
- ▶ Insecure, inadequate, or nonexistent housing conditions

How organizations can support vulnerable populations during COVID-19 outbreaks

Take the time to learn the facts:

- ▶ Know more about COVID-19 by visiting www.canada.ca/coronavirus
- ▶ Keep up-to-date about the current situation in your community
- ▶ Contact local, provincial, territorial public health officials to get relevant COVID-19 information, resources and guidance

Take time to get prepared:

- ▶ Review your business continuity plan so you and your staff know what to do
- ▶ Plan ahead for potential disruptions
- ▶ Identify and plan how to continue providing the most critical services
- ▶ Partner with organizations that provide similar services to share resources and strategies
- ▶ Be prepared to answer questions from staff, volunteers, and clients
- ▶ Consider stockpiling general supplies and **cleaning supplies**
- ▶ Prepare for shelters and communal space limitations



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Educate staff about ways to prevent the spread of COVID-19:

- ▶ Washing hands often with soap and hot water or use of alcohol based sanitizer
- ▶ Increasing access to hand hygiene and cough etiquette supplies (e.g. alcohol-based hand rub, soap, paper towels, tissues, waste containers)
- ▶ Cleaning frequently used spaces, surfaces and objects (kitchens, common areas, dining areas, desks, shared sleeping spaces, doorknobs, and faucets)
- ▶ Staying home when sick
- ▶ Avoiding the use of shared personal items
- ▶ Sharing information about what to do if staff or a client shows symptoms of becoming sick

Sharing steps about **how to** care for and isolate people living in a crowded facility (including the use of separate washrooms, if available)



Suggestions for supporting vulnerable populations during COVID-19 outbreaks

- ▶ Provide clear instructions about how to wash hands and cover coughs using:
 - The most commonly used language in the community
 - Short messages that explain simple steps they can take
 - Large font and graphics
 - Accessible instructions (e.g. braille, pictorial); and
 - By posting signs in common areas: near sinks, entrances, intake areas, restrooms, sleeping areas, recreation areas, waiting rooms
- ▶ Consider supporting alternatives such as:
 - Using volunteer drivers and subsidized taxi fares instead of public transportation
 - Putting in place alternative outreach measures or a "buddy" system
 - Including policies to allow sick clients to rest in shelters during the day
 - Providing access to food, drinks and supplies, as possible
 - Reminding clients to fill or refill prescriptions, and necessary medical supplies
- ▶ If you suspect a client is sick from COVID-19, please contact your local **Public Health Authority**

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