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.

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.

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

FOR MORE INFORMATION ON CORONAVIRUS:

1-833-784-4397 | canada.ca/coronavirus | phac.info.aspc@canada.ca

Public Health Agency of Canada | Agence de la santé publique du Canada

Canada

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

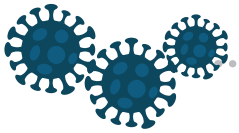
- If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g., heart disease, diabetes) or compromised immune systems
- If you need to be within 2 metres of the 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.



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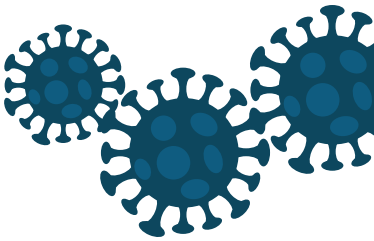
Canada

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

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



KNOW THE FACTS

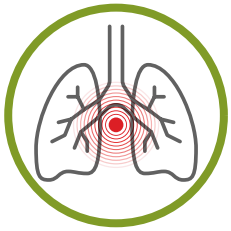
ABOUT CORONAVIRUS DISEASE (COVID-19)

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 of human coronaviruses may be very mild or more serious, such as:

FEVER

COUGH



DIFFICULTY BREATHING

Symptoms may take up to 14 days to appear after exposure to the virus.

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.

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;
- cough and sneeze into your sleeve and not your hands; and
- stay home if you are sick to avoid spreading illness to others.

For more information on coronavirus:
1-833-784-4397
canada.ca/coronavirus
phac.info.aspc@canada.ca

Public Health Agency of Canada | Agence de la santé publique du Canada

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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 toussez 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

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

COVID-19 — BE PREPARED

Canada's health system is ready to respond to cases that arise in Canada, but it is important that individuals and communities are ready if there is widespread illness here at home.

Plan Ahead

Take time to consider what you will do if you or a family member becomes sick and needs care. Think about:

- What food and household supplies you need for you and your family
- What medicines you need, including renewing and refilling prescriptions ahead of time

Discuss your plans with your family, friends and neighbours, and set up a system to check in on each other by phone, email or text during times of need.

Get Prepared

Have supplies on hand so you do not need to leave your home if you become ill. Add a few extra items to your grocery cart every time you shop. This places less of a burden on suppliers, and can help ease financial burden on you as well.

Stock up on:

- Dried pasta and rice
- Pasta sauces
- Canned soups, vegetables and beans
- Pet food and supplies
- Feminine hygiene products
- Thermometer
- Diapers
- Soap
- Alcohol-based hand sanitizer
- Fever-reducing medications (acetaminophen or ibuprofen for adults and children)
- Facial tissue
- Toilet paper
- Paper towels
- Plastic garbage bags
- Dish soap
- Laundry detergent
- Household bleach
- Household cleaning products

Stay Healthy and Limit Spread

- Wash your hands frequently with soap and warm water for at least 20 seconds.
- Sneeze or cough into your arm or sleeve.
- Consider a wave or elbow bump in place of a handshake, hug or kiss.
- Reduce your exposure to crowded places by shopping or using transit during non-peak hours.
- Encourage those you know are sick to stay home until they no longer have symptoms.
- If you become ill, stay home until you are no longer showing symptoms. Contact your health care professional or local public health authority and tell them your symptoms. They will give you advice about what to do next.

Stay Informed

For more information on coronavirus:

1-833-784-4397

canada.ca/coronavirus | phac.info.aspc@canada.ca

Public Health Agency of Canada | Agence de la santé publique du Canada

Canada

BE PREPARED (COVID-19)

PLAN AHEAD

There are simple, practical things you can do to prepare in case you or someone in your household becomes ill or if COVID-19 becomes common in your community.

Make a plan that includes:

- **Essential supplies** (a few weeks' worth) on hand so you will not need to leave your home if you become ill.
  - Avoid panic buying. Add a few extra items to your cart every time you shop. This places less of a burden on suppliers, and can help ease financial burden on you as well.
  - Renew and refill your prescription medications.
- **Alternative arrangements** in case you become ill or if you need to care for a sick family member. For example:
  - Have backup childcare in case you or your usual care provider become ill.
  - If you care for dependents, have a backup caregiver in place.
  - Talk to your employer about working from home if possible.
- **Reducing your exposure** to crowded places if COVID-19 becomes common in your community. For example:
  - Shop and use public transit during off-peak hours
  - Exercise outdoors instead of in an indoor fitness club

COMMUNICATE

- Share your plan with your family, friends and neighbours.
- Set up a buddy system to check in on each other by phone, email or text during times of need.

STAY INFORMED

- Learn about the symptoms of COVID-19, how it spreads and how to prevent illness.
- Get your information from reliable sources such as the Public Health Agency of Canada, and provincial, territorial and municipal public health authorities.
- If the news media is making you feel anxious, take a break from it.

SHOPPING LIST

FOOD

- ☐ dried pasta and rice
- ☐ pasta sauces
- ☐ canned soups, vegetables and beans
- ☐ pet food

HYGIENE

- ☐ toilet paper
- ☐ feminine hygiene products
- ☐ diapers
- ☐ facial tissue
- ☐ soap
- ☐ alcohol-based hand sanitizer

HEALTH CARE

- ☐ thermometer
- ☐ fever-reducing medications (acetaminophen or ibuprofen for adults and children)

CLEANING

- ☐ paper towels
- ☐ plastic garbage bags
- ☐ dish soap
- ☐ laundry detergent
- ☐ household bleach
- ☐ household cleaning products

FOR MORE INFORMATION ON CORONAVIRUS:

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Public Health Agency of Canada | Agence de la santé publique du Canada

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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 phac.info.aspc@canada.ca

Public Health Agency of Canada
Agence de la santé publique du Canada

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CORONAVIRUS DISEASE (COVID-19)

While abroad, you may have come in contact with the **novel coronavirus**.

The Public Health Agency of Canada asks that you **contact the public health authority in the province or territory where you live or are staying within 24 hours of arriving in Canada** (see back of sheet).

If, **before you reach your destination**, you have **fever, cough or difficulty breathing**, clean your hands and put on the mask provided to you. If you are in the air, immediately tell a crew member about your symptoms. If you are on the ground, immediately call the public health authority in the province or territory where you are located.

You are also asked to limit your contact with others for 14 days starting the day you began your journey to Canada.

To limit contact with others:

- stay home (self-isolate);
- avoid individuals with chronic conditions, compromised immune systems and older adults;
- avoid having visitors to your home;
- wash your hands often with soap and warm water for 20 seconds, or use an alcohol-based hand sanitizer if soap and water are not available; and
- cover your mouth and nose with your arm when coughing or sneezing.

For 14 days, starting the day you began your journey to Canada, you should continue to watch for **fever, cough, or difficulty breathing**. If you have these symptoms, call the public health authority in the province or territory where you are located (see back of sheet). They will provide advice on what you should do.

Government of Canada novel coronavirus information line: **1-833-784-4397**
canada.ca/coronavirus

MALADIE À CORONAVIRUS (COVID-19)

Durant votre voyage, vous pourriez avoir été en contact avec le **nouveau coronavirus**.

L'Agence de la santé publique du Canada vous demande de **communiquer avec l'autorité de santé publique de la province ou du territoire où vous habitez ou restez au cours des 24 heures** qui suivent votre arrivée au Canada (voir le verso de la feuille).

Si, **avant d'atteindre votre destination finale,** vous développez **une fièvre, une toux ou si vous avez de la difficulté à respirer**, lavez-vous les mains et portez le masque qui vous a été fourni. Si vous êtes en plein vol, informez immédiatement un membre de l'équipage de vos symptômes. Si vous êtes au sol, appelez immédiatement l'autorité de santé publique de la province ou le territoire où vous vous trouvez.

On vous demande également de limiter vos interactions avec d'autres personnes pendant 14 jours, à compter du jour où vous avez commencé votre voyage au Canada.

Pour limiter le contact avec d'autres personnes :

- restez à la maison (isolez-vous);
- évitez les personnes atteintes de maladies chroniques, les personnes dont le système immunitaire est affaibli et les personnes âgées;
- évitez de recevoir des visiteurs à votre domicile;
- lavez-vous souvent les mains au savon et à l'eau tiède pendant 20 secondes, ou utilisez un désinfectant pour les mains à base d'alcool lorsqu'il n'y a pas d'eau et de savon sur place;
- couvrez-vous la bouche et le nez avec votre bras lorsque vous toussez ou éternuez.

Pendant 14 jours, à compter du jour où vous avez commencé votre voyage au Canada, vous devez porter attention à **la fièvre, la toux ou si vous avez de la difficulté à respirer**. Si vous développez ces symptômes, appelez l'autorité de santé publique de la province ou du territoire où vous vous trouvez (voir le verso de la feuille). 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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MONITOR YOUR HEALTH
SURVEILLEZ VOTRE ÉTAT DE SANTÉ

PUBLIC HEALTH AUTHORITIES
AUTORITÉS DE SANTÉ PUBLIQUE

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FEVER
FIÈVRE

COUGH
TOUX

DIFFICULTY BREATHING
DIFFICULTÉ À RESPIRER

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

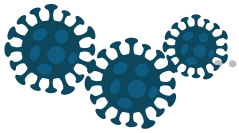
- Wash your hands **often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth.
-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



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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

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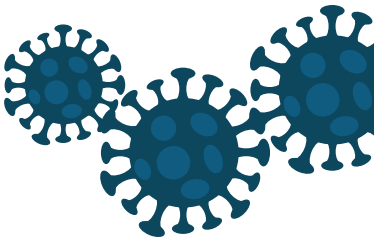
or contact
1-833-784-4397



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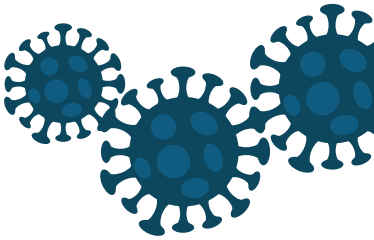
Educate staff about ways to prevent the spread of COVID-19:

- 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, pictoral); 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**

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