

Alternative Isolation Accommodation (AIA) Hotel Locations Frequently Asked Questions

1. What is Alternative Isolation Accommodation?

The goal of Alternative Isolation Accommodation (AIA) is to reduce the spread of COVID-19 by providing a readily available and safe isolation location for those individuals who have either tested positive or who have been identified as a *close contact of a positive case and who do not have an acceptable location in which to complete their required self-isolation period.

2. How is Hotel-based Alternative Isolation Accommodation accessed?

The Alternative Isolation Accommodation opened to clients on Saturday, April 4, 2020. Intake is available between 8:30 a.m. to 4:30 p.m. every day. To contact the Intake Coordinator, call 204-795-3093, to discuss potential referrals

3. What is the Criteria for referral to AIA isolation?

Manitobans who have tested positive for COVID-19 or who are close contacts of those who have the virus and do not have access to a separate bedroom in their home, or who live with someone who is at greater risk from COVID-19 (e.g. immune-compromised) are eligible. A shared bathroom is possible with recommended disinfecting after each use.

4. Who may refer to AIA?

Public Health and Occupational and Environmental Safety & Health (OESH) can refer clients by completing the Alternative Isolation Referral form. [Click here to view the Referral form.](#)

5. What services are offered?

Accommodations, meals, daily supervised walks, health-care support /monitoring services, and daily wellness checks.

6. Are Home Care HCA/HSW services provided at AIA Hotel Locations?

If required, HCA/HSW services may be requested. The Hospital Based Case Coordinator (HBCC) must notify the intake nurse of the Community Case Coordinator name and phone number.

7. Are pharmacy deliveries of medication allowed?

Staff will accept deliveries from the client's pharmacy.

8. Is this process confidential?

Confidentiality of the AIA site is maintained and all guests are required to sign a confidentiality agreement.

9. Are the sites accessible?

Yes, individuals who rely upon wheelchairs (non-powered) or mobility devices will be able to access these units.

10. Are visitors allowed?

No, visitors are not permitted.