

Alternative Isolation Accommodations

Welcome Package

Welcome

Welcome, you are in self-isolation.

This document is intended to provide you with information about your stay at an alternative isolation accommodation location.

Across Manitoba, we are working hard to slow the spread of COVID-19 in our communities.

Thank you for your cooperation as we seek to prevent further possible spread. These are exceptional circumstances and we thank you for doing your part.

About 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
- Loss of taste or smell
- Muscle aches
- Hoarse voice
- Nausea, vomiting, diarrhea for more than 24 hours

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

COVID-19 is a serious health threat, and the situation is evolving daily. Given the increasing number of cases in Canada, the risk to Canadians is considered high. This does not mean that all Canadians will get the disease. It means that there is already a significant impact on the health care system that could drastically affect health care resources available to Canadians with or without COVID-19, if we do not take further actions now.

About your Stay in Isolation

You may have been exposed to COVID-19 during travel or through close contact through work or in the community.

You must remain in your assigned hotel room for a minimum of fourteen (14) days, or as otherwise directed by Public Health. **For your safety and the safety of those around you, it is imperative that you remain in your hotel room.**

As part of the isolation requirement, you are not allowed to have any guests in your hotel room. If you are found violating this rule, the services may be terminated, you may be subject to a public health order, and you may face other enforcement mechanisms including fines and penalties that may be available or imposed by a government authority.

You will receive ongoing monitoring. We will do our very best to make your stay here pleasant and comfortable.

Privacy

Your privacy and the privacy of those around you are important. In the event you become aware of any other guests at the hotel who are or may be suspected of having the COVID-19 virus, you must respect their privacy and not disclose such information to anyone.

COVID-19 Testing and Consent to Disclose Personal Health Information to Shared Health and the Hotel

You must inform your AIA manager your conditions change with respect to the COVID-19 virus. If you are awaiting test results, you must inform the AIA manager immediately once you have received your test results. Your AIA manager is available by calling **XXX-XXX-XXXX**.

You also must agree to allow for your test results to be accessed by your AIA manager or designate. This is necessary to verify the information you provide. Lastly, you must agree to allow your AIA manager to share appropriate information with your AIA location (hotel) strictly as it relates to the provision of hotel Services, provided such disclosure is limited to the minimum amount necessary.

Food Service Provided

You shall be provided a food and drink allowance of \$60 per day. Alcoholic beverages are not included in the food allowance. You will be responsible for making arrangements with the hotel, should you exceed your daily food allowance, including any alcohol orders. Please be sure to inform the hotel of any allergies or dietary restrictions as early as possible.

You are prohibited from ordering or having delivered to the hotel any food from any source outside of the hotel (e.g. restaurant delivery, deliveries from family or friends, Skip the Dishes, Door Dash).

Unless otherwise authorized, your meals will be provided by the hotel restaurant(s). To order your meals, press **XXXX** from your guestroom phone. Please order your meals during the times listed below.

Meal Times
7:00 a.m. – 9:30 a.m. – Breakfast 11:30 a.m. – 1:30 p.m. – Lunch 5:30 p.m. – 7:30 p.m. – Dinner

Once you are finished your meal, you are required to put all food waste and plates, utensils, etc. in the bag provided with your meal. Seal the garbage can bags and place these sealed bags inside the large garbage bags provided by the hotel.

Each day, place these large garbage bags outside your guestroom door by 1:30 p.m. Your garbage will be picked up at 2:00 p.m. daily.

Tap Water

The water from the taps in the hotel is clean and drinkable. However, if you don't wish to drink this water, bottled water can be provided to you.

Hotel Room Charges

You are solely responsible for any room charges that you incur during your stay at the hotel. Certain services are being provided at no charge to you, this includes food services and cleaning services (as described herein), as well as Wi-Fi, but all other hotel amenities, including any other room services or additional food service ordered, shall be paid by you.

Property Damage

You will be responsible for any property damage that you cause to the hotel.

Room Cleaning

Housekeeping staff will not enter guestrooms.

- You will be provided with fresh towels, amenities, and clear garbage bags daily. These items will be delivered in a sealed plastic bag placed outside of your guestroom door.
- Place used towels in a sealed clear plastic bag and place the bag outside your guestroom door.
- Fresh bed linens, toilet paper and tissues will be provided upon request, delivered in the same fashion as noted above. If you are able, please change your bed linens. If you need assistance with cleaning contact the AIA manager at **XXX-XXX-XXXX**.
- Place all garbage (this includes food waste, paper plates, etc.) in the bags inside the garbage cans. Seal the garbage can bags and place these sealed bags inside the large garbage bags provided by the hotel. Each day, place these large garbage bags outside your guestroom door by 1:30 p.m. Your garbage will be picked up at 2:00 p.m. daily.

Thank you for assisting in this protocol as it is important for your own health, that of fellow guests and those responsible for your care.

Changes to Hotel Isolation Terms

Shared Health, on behalf of your AIA, may at its sole discretion, make changes to these Hotel Isolation Terms. You will be informed of any such changes as soon as reasonably possible.

Medical and Personal Protection Measures

We are providing you with a small stock of masks for use during your stay. Please wear a mask any time you open your door to receive meals, speak face-to-face with our staff, when signaling for security and/or any time you are escorted outside of your room. Remember to always practice social distancing.

A nurse will maintain regular contact with you to monitor your health and to conduct further health assessments as needed if your symptoms progress. Between assessments, please follow the instructions in the Manitoba Government [Isolation Fact Sheet](#) available at gov.mb.ca/covid19 (see Appendix A) to monitor your health and adhere to best practices while in isolation. We encourage you to review the additional [awareness resources](#) available at canada.ca/coronavirus.

For prescription refills or non-emergency medical appointments, the nurse can also assist you.

Wellness Checks During your Stay

You will be contacted daily, by telephone, by the COVID-19 contact centre, Public Health or Occupational Health Services or designate. Notwithstanding such contact, in the event that you become very ill with COVID-19 and do not respond to the telephone or by a knock at your room door, you hereby agree that, after exhausting all options to contact you, the AIA staff on site or other emergency response personnel may check on you by requiring hotel staff to open your hotel door, if they are concerned of your wellbeing, acting reasonably. Upon assessment of your condition, AIA staff will use their best judgment when determining whether additional response via emergency personnel or 911 is required.

Going for Walks Outdoors

Physical activity during your stay is important. Please ensure that several times during the day you walk around your room and stretch within your physical capabilities. In addition to the activities in your room, we would like to support access to a daily outdoor walk(s) within the hotel courtyard.

Preparing for your Walk

- a. During your daily check-in call, by the AIA staff, you will be asked if you are interested in walking outdoors. If you are interested, a pre-scheduled appointment at a prescribed time will be arranged with an assigned staff member. The staff member will meet you outside your room and escort you to the courtyard.
- b. Please ensure you wear a **mask and gloves** during your walk.

- c. The duration of the walk will be approximately 15 minutes depending upon your tolerance and availability of the space.
- d. Please remember that social distancing is important to maintain with your AIA staff member and with any other encounters with hotel staff.
- e. During your walk you may recognize someone, please ensure to keep confidentiality. Your privacy and the privacy of those around you are important.

Ensure you take your GUESTROOM KEY with you on your supervised walk or any other supervised time you leave your room. You don't want to be locked out of your guestroom.

Deliveries

Outside deliveries to the hotel or your room are not permitted. If you have specific needs for essential items, please let us know and we will do our best to accommodate you. The integrity of the isolation zone is important for your safety and for the safety of others.

We kindly ask that you refrain from ordering online products and request that your loved ones do not send care packages so that AIA staff can focus their efforts on providing vital public health services.

Internet and Phone Calls

Directions will be provided for accessing free Wi-Fi at your designated site. If possible, please use your personal mobile phone or tablet for making outside phone and video calls.

If you experience technical difficulties with your mobile device press **0** from your guestroom phone to connect to the front desk, who can then contact AIA staff on your behalf.

Self-Care

To ensure your stay here is as restful as possible, consider the following:

- Keep active by stretching, yoga poses, Tai Chi movements, etc.
- Practice mindfulness, meditation, deepening the breath, and taking time to relax (particularly if you are working remotely while in isolation).
- Stay connected to family and friends, including reaching out virtually, on FaceTime or Skype, for example.
- Make sure to eat regularly, drink plenty of water, and get enough sleep.
Take time to do things that help you feel good like listening to music or reading a book.

Safety and Security

You agree, and are required, to comply with all instructions from AIA staff or the hotel with respect to safety and security of yourself, others and the premises. Security guards are onsite 24 hours a day to ensure your safety, security and privacy, as well as to enforce your isolation, if required.

If you want to speak to the security, press **0** from your guestroom phone to reach the front desk, and ask to be connected to security.

For your safety, **don't use the security latch lock** (the one with the chain), when you lock your guestroom door; just use the door lock and deadbolt. If emergency personnel are required to come to your room they can get in quicker if no security latch is in use.

Communication with Alternative Isolation Accommodation Staff

Please call the AIA manager directly at **XXX-XXX-XXXX** or contact the front desk and let them know you want to speak to AIA staff regarding your care.

You will receive knocks on your guestroom door from AIA and hotel staff when they deliver items for your room. **Please don't open the door.** Put on your mask, wait 2 minutes then open the door to retrieve the items.

Communication with the Hotel

If you require clean towels, linen, meals, room cleaning press **0** from your guestroom phone to contact the front desk.

Mental Health Resources

The Anxiety Disorders Association of Manitoba has established a new support line to help anyone experiencing anxiety due to COVID-19. You can contact the support line at **204-925-0040** between 9:00 a.m. to 9:00 p.m., and Monday through Friday, and 10:00 a.m. to 4:00 p.m. on weekends. Further information on the support line can be found at <http://www.adam.mb.ca/blog/adam-s-new-support-line-info>

Fire Emergency

In case of a fire emergency follow the instructions that are broadcasted over the paging system. If the paging instructions ask you to evacuate put on a mask before leaving your room.

Urgent Assistance

For emergency or life-threatening situations, call 911

For other urgent matters press **0** from your guestroom phone to contact the front desk and your call will be directed to AIA staff.

COVID-19 NOVEL CORONAVIRUS

Public Health Factsheet



Manitoba

Self-Isolation

In December 2019, a novel (new) coronavirus (COVID-19) was confirmed in Wuhan, China. The situation continues to evolve, with COVID-19 cases reported in countries outside of China, including Canada and the United States.

You may have been exposed to COVID-19, through direct contact with an ill person or in your recent travels. You are therefore being asked to self-isolate and monitor yourself for symptoms for up to 14 days.

What does self-isolation mean?

Self-isolation means avoiding situations where you could infect other people. This can help prevent the spread of infections. DO NOT attend activities or gatherings where you may come in close contact with other people. This includes work, school and university, public transport (plane/bus/taxi/carpool), health-care facilities, faith-based facilities (church), grocery stores or restaurants, shopping malls, sporting events, concerts and birthday parties. You should limit contact with people other than family members or individuals you travelled with. If you are in a home where other people have not been exposed, minimize close contact with the other members of your household by avoiding situations where you may have close contact. Ask friends to drop off groceries and supplies, or use a delivery or pick-up service. Check with Health Links–Info Santé if you have any questions about self-isolation. Also, if you have a service provider that regularly comes into your home to provide necessary care or assistance to yourself or a family member (e.g. home care), they should be notified.

Why am I being asked to self-isolate?

Self-isolation is used to lower the chance of spreading the illness to other people. When you are exposed to an illness, there is the time between exposure and when you start to feel sick. This is called an incubation period. There is a small chance you can spread germs in the days before you feel sick. People at high-risk of having been exposed to the illness are asked to self-isolate.

How do I self-monitor my symptom?

To self-monitor your symptoms, you should take your temperature twice a day, in the morning and at nighttime, using a digital thermometer by mouth (oral). You should not eat, drink, smoke and/or chew gum 30 minutes before taking your temperature. Do not take acetaminophen (e.g. Tylenol®) or ibuprofen (e.g. Advil®) during the 14-day self-isolation period UNLESS your health care provider advises otherwise. The Temperature Self-Monitoring Form

(manitoba.ca/asset_library/en/coronavirus/temperature.pdf) that you may have received from a Public Health Nurse can help you keep track of and record your temperature, and any other symptoms you may experience during the 14-day self-isolation period.

There are no specific treatments for coronavirus illnesses. Most people with COVID-19 will get better on their own. Some individuals, however, may require medical treatment.

What do I do if I start having symptoms?

If you develop a fever higher than 38.0°C (100.4°F), cough, shortness of breath, difficulty breathing or any other symptoms at any time during the 14-day self-isolation period, call Health Links–Info Santé before going to your local urgent care centre or emergency department, or call 911 if it is an emergency. When you arrive, you will be given a mask to wear and you will be isolated to lower the chance of spreading the virus to other people.

Should you experience other mild symptoms, such as a sore throat or runny nose, speak with a public health nurse or call Health Links–Info Santé.

You should also avoid contact with pets that live in your home as they could possibly get sick. A health care provider can diagnose COVID-19 based on your symptoms and laboratory tests.

What else can I do to stop the spread of COVID-19?

The virus can spread through close contact with an infected person who is coughing or sneezing. You can also get COVID-19 by touching objects contaminated with the virus and then touching your mouth, eyes or nose.

Common prevention measures include regular handwashing with soap and water for at least 15 seconds. Make sure to dry your hands thoroughly. Or, you can use an alcohol-based hand cleanser if your hands are not visibly dirty. It is especially important to clean your hands:

- after coughing or sneezing
- when caring for a sick person
- before, during or after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty

You should also cover your mouth and nose with a tissue when coughing and sneezing, or you can cough or sneeze into your sleeve. Throw used tissues in the garbage and immediately wash your hands or use an alcohol-based hand cleanser.

Avoid sharing household and personal care items (e.g. dishes, towels, pillows, toothbrushes, etc.). After use of these items, wash them thoroughly with soap and warm water, place in the dishwasher for cleaning or, wash in your washing machine.

At this time, there is no vaccine to prevent the spread of COVID-19.

For more information about COVID-19:

- Talk to a public health nurse (for a listing of public health offices, visit: <http://www.manitoba.ca/health/publichealth/offices.html>;
- Call Health Links—Info Santé in Winnipeg at **204-788-8200**; toll free elsewhere in Manitoba **1-888-315-9257**; or

Visit:

Manitoba's coronavirus website:

manitoba.ca/covid19

Canada's coronavirus website:

www.canada.ca/en/publichealth/services/diseases/2019-novel-coronavirus-infection.html