

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?



Either will clean your hands: use soap and water if hands are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH



1
Wet hands with warm (not hot or cold) running water



2
Apply liquid or foam soap



3
Lather soap covering all surfaces of hands for 20-30 seconds



4
Rinse thoroughly under running water



5
Pat hands dry thoroughly with paper towel



6
Use paper towel to turn off the tap

HOW TO USE HAND RUB



1
Ensure hands are visibly clean (if soiled, follow hand washing steps)

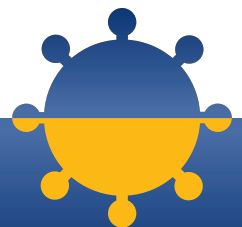


2
Apply about a loonie-sized amount to your hands



3
Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)

COVID19_HH_001



How to self-isolate

For those who have COVID-19 or respiratory symptoms

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, 8-1-1, your local public health unit, or complete the COVID-19 Symptom Self-Assessment tool by visiting covid19.thrive.health.

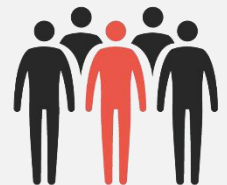
Stay home

- Do not go to work, school, or public areas including places of worship, stores, shopping malls and restaurants.
- Do not use public transportation, taxis or rideshares.
- If leaving your home for medical care, call ahead and tell the medical facility that you are coming in so they can prepare for you.
- Your health care provider or public health unit will tell you when it is safe to leave.
- If you are self-isolating but do NOT have symptoms, limited outdoor time is acceptable. Remember to avoid crowded areas and stay at least two metres away from other people.



Do not have visitors to your home

- Avoid having visitors to your home. It is okay for friends, family or delivery drivers to drop off food or other necessary provisions.
- Keep away from seniors and people with chronic medical conditions (e.g. diabetes, lung problems, heart disease or weakened immune system).



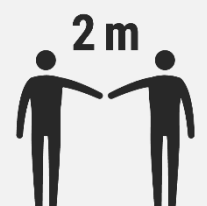
Avoid contact with others at home

- Stay and sleep in a separate room away from other people in your home as much as possible and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g. open windows).



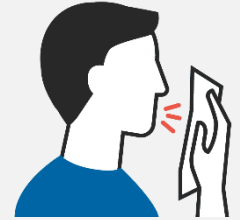
Keep distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket, and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Wash your hands after emptying the wastebasket.



Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear a mask over your nose and mouth

- Wear a mask (surgical or procedure mask) if you must leave your house to see a health care provider.
- Wear a mask when you are with other people.



CONTACT YOUR LOCAL PUBLIC HEALTH:

Visit immunizebc.ca/finder to locate your nearest 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.

Learn more at bccdc.ca/covid19

Self-isolation

Guide for caregivers and household members of those with COVID-19 ('close contacts')

If you are caring for or living with someone who has COVID-19 or respiratory symptoms, you are considered a 'close contact'. You will be given special instructions about how to monitor your own health, what to do if you start to feel sick and who to contact. Be sure to tell health care providers that you are a close contact of someone with COVID-19.

Wash your hands often

- Wash your hands with soap and water after each contact with the infected person.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear mask and gloves

- Wear a mask (surgical/procedure mask) and gloves when you have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine and feces) and when providing direct contact care.



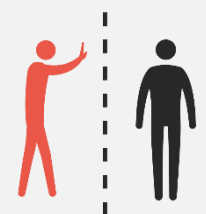
Dispose of gloves and mask after use

- Take the gloves and mask off right after you provide care and dispose of them in the wastebasket lined with the plastic bag.
- Take off the gloves first without touching the outside of the gloves, and wash your hands with soap and water before taking off your mask.
- After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else.



Do not have visitors to your home

- Avoid having visitors to your home. It is okay for friends, family or delivery drivers to drop off food or other necessary provisions.
- Keep seniors and people with chronic medical conditions (e.g. diabetes, lung problems, heart disease or weakened immune system) away from the infected person.



Avoid sharing household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the case or person under investigation.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed.
- Dishwashers and washing machines can be used.
- Do not share cigarettes or other items that are put in the mouth.



Clean

- Clean your home with regular household cleaners.
- Clean regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables on a daily basis.
- Use store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water, and allow the surface to remain wet for 1 minute.



Wash laundry thoroughly

- Contaminated laundry should be placed in a laundry basket with a plastic liner.
- Wear gloves and mask when handling.
- Was with regular laundry soap and hot water (60-90°C)
- Clean your hands with soap and water immediately after removing your gloves.



Be careful when touching waste

- All waste can go into regular garbage bins.
- When emptying wastebaskets, take care to not touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Clean your hands with soap and water after emptying the wastebasket.



CONTACT YOUR LOCAL PUBLIC HEALTH:

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Learn about the virus

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Learn more at bccdc.ca/covid19

DO'S and DON'TS of self-isolation

For those who do not have COVID-19 or respiratory symptoms

If you have been asked to self isolate at home because of the possibility of having come into contact with an infected person or because you travelled. This does not necessarily mean that you have COVID-19, but you are at risk for developing the disease and passing the infection on to others.

-
- 
Do stay home for 14 days
 - Work from home
 - Use food delivery services or online shopping
 - 
Do protect others
 - Wash your hands frequently (hand hygiene)
 - Cough into your sleeve (respiratory etiquette)
 - Keep 2 metres away from others (social distancing)
 - greet with a wave instead of a handshake, a kiss or a hug
 - 
Do get creative to prevent boredom
 - Get creative by drawing chalk art or running back yard obstacle courses and games
 - 
Do monitor your symptoms
 - If you develop cough or fever, report symptoms call 811
 - If you are having trouble breathing call 911
 - If you are directed to an assessment centre or the Emergency Department, wear a surgical/procedure mask
 - If travelling by ambulance, notify the dispatcher that you may have COVID-19
 - 
Do keep in contact with friends
 - Use technology, such as video calls, to keep in touch with friends and family
 - Host virtual meetings, hangouts, family dinners or playdates for your kids
 - 
Do continue to exercise
 - Exercise at home
 - Go outside for some fresh air, a run, bike ride, rollerblade, snowshoe, walk the dog or get the mail – ensuring you stay 2 metres away from others
 - 
Do clean all high-touch surfaces
 - High-touch surfaces: toilets, bedside tables and door handles should be cleaned daily using a store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water (e.g. mix 10ml bleach with 500ml water), and allow the surface to remain wet for 1 minute
 - If they can withstand the use of liquids for disinfection, high-touch electronics such as phones, computers and other devices should be disinfected with 60% alcohol that remains wet for 1 minute

-
- 
Do not go to school, work or other public areas
 - (e.g. malls, fitness centre, place of worship)
 - 
Do not have visitors
 - Except for individuals providing care or delivering food/supplies, and in that case, maintain a distance of 2 metres
 - 
Do not use public transportation
 - 
Do not share personal items with others
 - Including toothbrushes, towels, linens, thermometers, cigarettes, unwashed utensils, and electronic devices (such as phones and computers)

Frequently asked questions

What is the point of self-isolation?

This is one way every Canadian can help slow the spread of this virus in their community and protect their friends, family, and health care workers.

Can I go to work?

No. You could put your co-workers at risk. Many employers have made arrangements for working from home.

Can I use taxis/public transit/ride share?

No. You cannot make sure that you are 2 metres from other people. Using taxis, public transit, and ride shares puts the public at risk.

Can I go for a walk outside?

Yes. It is important to continue to exercise. BUT it is important that you avoid crowded areas and stay at least 2 metres from other people. You should wash your hands before you leave your house and when you return.

Can I go to the pharmacy to pick up my medication?

No. If you need medications, use a pharmacy delivery service or ask a friend to pick them up and bring them to your home.

Can I get the mail and newspaper?

If your mail is delivered directly to your house, it is ok to go to your mailbox. Make sure you wash your hands. If your mail is delivered to an apartment or community mailbox, or the post office, ask a friend to pick-up and deliver to you.

Can I go through a drive-through for coffee/food?

No. There is a risk of infecting other community members, including food service workers. Use delivery services or ask someone to deliver coffee or food to you.

Can I prepare for self-isolation by grocery shopping when I return from abroad?

No. If you are on self-isolation, this applies immediately. Use grocery delivery services or ask a friend to deliver them to you. If you must buy groceries yourself, order online/by phone for pick-up. Ensure proper handwashing and wear a mask.

Should I cancel my haircut/pedicure/spa treatment?

Yes. These are examples of non-essential appointments. You would be exposing your service providers and the public to unnecessary risk.

Can I have visitors?

No. Use technology, such as video calls, to keep in touch with friends and family.

Can I have playdates for my kids or playdates in my home?

No. If your children are in self-isolation, they need to avoid contact with others. Consider novel ways to keep in touch like virtual meetings, hangouts, family dinners or playdates for your kids.

Can children play outdoors together? Can my child have a sleepover with children who have also been isolated?

No. Children need to keep 2 metres away from other people.

Learn more at bccdc.ca/covid19

Information current as of March 20, 2020

How to self-monitor

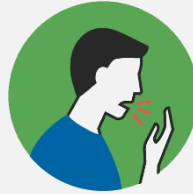
For contacts of cases and contacts of people who have travelled outside Canada

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, 8-1-1, your local public health, or complete the COVID-19 Symptom Self-Assessment tool by visiting [covid19.thrive.health](https://www.covid19.thrive.health).

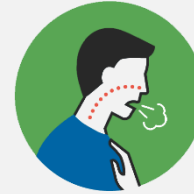
Monitor for symptoms for 14 days after exposure



Fever*



Cough



Difficulty breathing

*Take and write down your temperature every day. Try not to use medicines that reduce fever, e.g. acetaminophen or ibuprofen. If you have taken acetaminophen or ibuprofen take your temperature at least 4 hours after your last dose of that medicine.

Other symptoms may include: Chills, pink eye, cough, diarrhea, fatigue, sore throat, runny nose

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, your health care provider or 811. Exact protocols may vary by geography.

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

Call ahead before 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.

If you have travelled outside Canada

Stay isolated at home and maintain social distancing. Monitor for symptoms for 14 days.

CONTACT YOUR LOCAL PUBLIC HEALTH:

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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.

Learn more at bccdc.ca/covid19

You have been asked to self-isolate and self-monitor for symptoms of COVID-19 (novel coronavirus) for 14 days after contact with a case or after travel from an affected area.

Each day, please record any symptoms you are having on the form below. *It is especially important that you take your temperature each day with a thermometer and record it.* Do not share your thermometer.

If possible, do not take medications that may reduce fever (e.g. Tylenol/acetaminophen or Advil/ibuprofen). Consult a health care provider or pharmacist if you are not sure whether a medication will reduce a fever.

Some people who have been asked to self-isolate will be contacted each day by public health for symptom monitoring. Some people will not be contacted on a daily basis, but they are still asked to monitor and record symptoms daily. Please record your symptoms on this form whether or not you are contacted daily by public health.

If you develop any of the symptoms listed below, follow these directions:

- For severe symptoms (difficulty breathing, new confusion), please go to the nearest hospital or call 9-1-1 and let the health care providers know by phone before arrival that you are self-isolating due to risk of COVID-19.
- For milder symptoms, please arrange testing for COVID-19 by calling:
 - Your public health nurse or contact person, if you have been assigned one, according to the direction they have given you; or,
 - Your health care provider; or,
 - 8-1-1 (if you do not have a public health contact person assigned or a health care provider).

You should have also received a handout with information about how to self-isolate (avoid others). Please make sure you have read it and can follow the directions in it. It is especially important that you follow the self-isolation directions if you develop symptoms. If you have any questions, please contact your public health contact person or 8-1-1.

Date of Birth: _____

Personal Health Number: _____

Phone Number: _____

Monitoring Start Date (last day of contact with case or travel to an
affected area): _____

Monitoring End Date (Monitoring Start Date + 14 days): _____

Indicate the presence or absence of any of the symptoms below with a yes/no under the corresponding day and date.

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Date														
Symptoms														
Chills														
Conjunctivitis ("pink eye")														
Cough														
Diarrhea														
Fatigue														
Temperature (please record daily in °C)														
Sore throat														
Runny nose														
Shortness of breath/difficulty breathing														
Other (please list)														
Any medications taken for symptoms? Please list														

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Key Facts

We are focused on slowing the spread of COVID-19 in our communities.

A sudden increase in people becoming infected with COVID-19 may impact the capacity of our health system to provide care to everyone who needs it.

By slowing the spread of the virus, our most vulnerable will be able to access care when and where they need it.

80% of people who are infected will have mild symptoms that will not require care outside of the home.

Around 1 out of 6 people who get COVID-19 may become seriously ill and develop difficulty breathing.

Older people, and those with preexisting medical conditions such as high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

WHAT YOU CAN DO TO SLOW TRANSMISSION

Take care of others by taking care of yourself.

Wash your hands, don't touch your face, and stay home if you are sick.

Monitor yourself.

If you have a fever, a new cough, or difficulty breathing, call 8-1-1 for guidance.

Novel coronavirus (COVID-19) information for patients with chronic health conditions

March 13, 2020

The best source of up-to-date information on the novel coronavirus (COVID-19) in British Columbia is the BC Centre for Disease Control (BCCDC): www.bccdc.ca. This document provides answers to additional questions from patients with chronic conditions.

Q1. Which patients are at higher risk for COVID-19 complications?

- We are still learning about COVID-19. For people infected with COVID-19, there is a wide range in infection severity from no symptoms to severe pneumonia. Current information suggests that older people with chronic health conditions such as diabetes, heart disease and lung disease are at higher risk of developing more severe illness or complications from COVID-19. Although most people with COVID-19 recover, people with chronic diseases are also at higher risk of death if they become ill.
- If you are at higher risk for COVID-19 complications, follow general preventative strategies against infection, and should you become ill, seek medical help early.

Q2. How can I avoid getting sick with COVID-19?

- The best way to currently protect yourself from COVID-19 is protective self-isolation and maintaining social distance. You should also take additional precautionary measures, such as washing your hands regularly and avoiding touching your face.
- Washing your hands properly means using soap and water and washing for at least 20 seconds. You can also use hand sanitizer with alcohol (60-90%) in it. However, if your hands have dirt or food or anything else on them, you should use soap and water because hand sanitizer may not work.



- If you have to cough or sneeze, try to do it into your elbow or a tissue, and then wash your hands afterwards. Stay away from other people who are ill. If you are sick yourself, stay away from others.

Q3. Will wearing a mask protect me from being infected?

- Our advice for patients with chronic health conditions is the same as for others. Masks should be used by sick people to prevent transmission to other people. A mask will help keep a person's droplets in.
- It may be less effective to wear a mask in the community when a person is not sick themselves. Masks may give a person a false sense of security and are likely to increase the number of times a person will touch their own face (e.g., to adjust the mask).

Q4. Should I still go to my medical appointments?

- It's important to ensure you continue to receive medical care for your chronic conditions. If you have symptoms of a respiratory illness (fever, cough, sore throat, feeling unwell), call ahead to let your health care providers know so that care can be provided for you in a way that is safe for other patients.

Q5. Should I have medication and other supplies on hand in case I can't go out to pick up more?

- The Public Health Agency of Canada has issued guidance for all Canadians on preparedness and COVID-19 (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html>). If possible, it is prudent to have at least a two-week supply of your medications on hand.

Q6. Should I avoid crowds? Should I stay in my home and avoid going out?

- If there is widespread local transmission of COVID-19 in a community, people with certain chronic conditions (particularly people on medications that suppress the immune system) may consider "protective self-separation." This is a term that means staying separate from other people as much as possible.
- For many people, staying at home for long periods will not be an option. If there is widespread local transmission of COVID-19, people with chronic conditions should consider reducing their exposure to large gatherings, particularly those where they will be in close contact with others.

Q7. Should I change my travel plans in the next few months because of COVID-19?

- Health Canada travel advisories should be consulted before any travel for people with chronic conditions (<https://travel.gc.ca/travelling/health-safety/travel-health-notice>).
- The Provincial Health Officer recently (March 12, 2020) advised people to avoid all unnecessary international travel – including to the United States. If you do travel, or have recently returned home from international travel, it is recommended that you self-isolate for 14 days.
- If you do need to travel, remember that the risks of travel to other countries affected by COVID-19 include being subject to public health measures (such as quarantine or travel restrictions). Travellers may also have difficulties accessing routine care due to high numbers of patients seeking care. If you are considering traveling, make sure to check your travel medical insurance coverage regarding restrictions.
- If you develop symptoms of a respiratory illness after returning from travel, make sure to call ahead before seeking health care so that steps can be taken to prevent it spreading to others. Tell your health care provider about your travel history.



Q8. Where can I get more information?

- You can find trustworthy information about COVID-19 by visiting the website of the BC Centre for Disease Control: www.bccdc.ca
- The Public Health Agency of Canada has set up a telephone information line about COVID-19. It can be reached by calling 1-833-784-4397.
- In British Columbia, you can receive health advice in 130 languages by dialling 8-1-1.

March 13, 2020
COVID-19 and patients with chronic health conditions



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



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Monitor yourself.

If you have a fever, a new cough or difficulty breathing, call 8-1-1 for guidance.

WHAT BUSINESSES CAN DO TO SLOW TRANSMISSION

Support hand washing, social distancing, and adopt flexible sick-leave policies to allow people who are sick to stay home.

Clean and disinfect frequently touched surfaces using routine practices and consider cleaning and disinfecting twice a day if possible.

COVID-19 and Determination of Return to Work of Essential Service Workers Who Have Traveled Out of Canada

The definition of what constitutes essential services, and which workers in those essential services are critical for business continuity, varies between organizations in the public and private sector. Generally essential services are those considered critical to preserving life, health and basic societal functioning. For example, this includes first responders to life threatening events, health care workers who are essential to delivering patient care and life-saving services, critical infrastructure workers such as drinking water, hydro, internet and natural gas and workers who are essential to supply society with critical goods such as food and medicines.

Primary prevention is key so essential service workers should not travel outside Canada unless travel is part of the essential service that they provide.

Principles to determine whether a worker in an essential service should return to work earlier than 14 days after returning from essential travel outside of Canada include:

- Preventing new introductions of SARS-CoV-2, the virus that causes COVID-19, into BC is of paramount importance to limiting the spread of the virus.
- As a baseline, ALL travellers from outside of Canada are considered potential carriers of the virus and must self-isolate at home or a similar place in which to stay.



- To preserve essential services, it is key to consider the risk that a returning worker could pose by endangering the health of multiple other essential service staff, which could jeopardize the ability to provide essential services.
- Leadership of essential service should follow the recommended 14-day self-isolation after travel guidance as far as practical and establish thresholds where the delivery of the essential services can no longer be delivered and then, and only then, make decisions to waive individual workers from the self-isolation protocol based on an overall risk assessment of:
 - Where the person travelled, recognizing that many countries in the world are experiencing significant community transmission of the virus
 - Duration and type of activity while away (family visit versus large gathering events)
 - Current symptoms of the individual or household. If there are any symptoms demonstrated by the individual or those they live with, they should be assessed by a health professional before returning to work.
 - Essential service type and overall risk of reduced or minimal staffing
 - Work environment of the individual e.g. whether they work independently, outside or in a group setting.
- Essential services must establish a protocol to prevent risk of transmission by an essential service worker with a travel history, support rapid response to an essential service worker with a travel history who develops symptoms while at work and maintain high levels of hygiene. Key elements of such a protocol, which are to be modified depending on the work site are:
 - Workers who return from travel and are critical to the delivery of an essential service may return to work if approved by their leadership but must take the following additional precautions to reduce the risk to their clients, colleagues, and the public should they become symptomatic:
 - Self-monitor daily for signs and symptoms of illness
 - Follow infection prevention and control protocols including diligent hand hygiene
 - Reduce close contact with other workers i.e., maintain a two metre separation and avoid shared spaces where possible
 - Avoid close contact with others when travelling to and from work and between shifts
 - Self-isolate at home on days when not required at their workplace
 - Avoid any unnecessary public establishments
 - Implement an organization-wide, self-distancing policy for all employees requiring a minimum physical distance of 1-2 meters between individuals. This includes avoiding standard greetings that require physical contact such as shaking hands.
 - Increase regularly scheduled cleaning with a disinfecting agent such as antimicrobial disposable wipes or a diluted bleach solution
 - Require workers to self-declare to dispatch and to 811 or their health care practitioner, if they have come in contact with anyone who has COVID-19 and self-isolate if instructed by a health practitioner.



- Require workers, if they exhibit symptoms of COVID-19 (e.g., fever, dry cough, etc.) to call 811 or their health practitioner, and self-isolate for 14 days unless instructed otherwise by a health practitioner

March 16 2020

COVID-19 and Determination of Return to Work of Essential Service Workers Who Have Traveled Out of Canada

CORONAVIRUS STOP THE SPREAD

Brought to you by:

Shuswap North Okanagan



Division of Family Practice

A GPSC initiative



Ministry of
Health



BC Centre for Disease Control

**If you have fever, a new cough, or are
having difficulty breathing, call 8-1-1.**