

# COVID-19

## PATIENT INFORMATION ABOUT CORONAVIRUS DISEASE

### What is COVID-19?

The novel coronavirus of 2019 (COVID-19) is a virus that causes infections in the nose, throat, and lungs. It is most commonly spread from an infected person in the following ways:

- Wet drops from coughs and sneezes (either directly inhaled or indirectly landing on surfaces and transferred to the face).
- Close contact (such as touching and shaking hands).

Symptoms of coronavirus may take up to 14 days to appear after exposure and they include **fever, cough, difficulty breathing and pneumonia**. Most people with mild symptoms will recover on their own at home.

However, anyone who is 65-years or older and/or has medical conditions (including heart disease, hypertension, lung disease, diabetes, and a compromised immune system) is at the greatest risk for severe infections and possibly death if exposed.

### Follow the 'staying at home' instructions that apply to you.

#### 1. I have had **contact with someone in hospital** who has (or is suspected of having) coronavirus.

- I need to follow the directions provided from Infection Control. I need to self-isolate for 14 days from the day of contact with the person who has (or is suspected of having) coronavirus.

#### 2. I have been **tested negative** for coronavirus.

- I need to stay home for 14 days (beginning the first day symptoms appeared) or until my symptoms have resolved.

#### 3. I have been tested and I am **awaiting results** for coronavirus.

- I need to stay home until I have heard back about my results and received further instructions from my healthcare provider.

#### 4. I have been tested **POSITIVE** for coronavirus.

- I need to stay home for at least 14 days and until my symptoms resolve.
- Healthcare providers will call Ottawa Public Health (OPH) to report my testing result for coronavirus. This is solely for the purposes of collecting and reporting data about infectious diseases in Ottawa.

## Regardless of my situation, when I am ready to leave the hospital and go home, the following needs to happen:



### Prescriptions

- My healthcare provider will fax my medication prescriptions to the pharmacy. This will allow the pharmacy to prepare my medications.
- I cannot go to the pharmacy myself. I will need to plan for someone outside of my home (i.e., a family member, friend, neighbour, or member of a faith community) to pick up my medications at the pharmacy. I will give them my permission (and any other relevant information) to do so. They will not enter my home but drop off my medications at the door.



### Groceries and other essential items

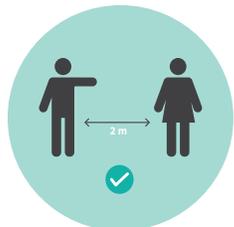
- I cannot go to grocery stores myself.
- I will need to plan for someone outside of my home to assist me with getting groceries and other essential items that would last me two weeks.
- I will provide them a list for the following items:
  - Over-the-counter medications (Tylenol).
  - Hygiene items (tissues, soap, hand sanitizer, paper towel, toilet paper).
  - Cleaning products (garbage bags, detergent, all-purpose cleaners, disinfectant wipes).
  - Groceries (rice, pasta, beans, canned/fresh vegetables and fruits, frozen meals).
- I will arrange for the person to drop off the groceries and other items at my door.
- If that is not possible, I will use online grocery store services (i.e., Walmart, Metro, Loblaws, etc.) to purchase items. I will have them delivered to my home.



### Transportation

- I will arrange for someone to give me a ride home in their personal vehicle. If this cannot happen, I will speak to my healthcare provider and they can assist in making alternative travel arrangements for me as I cannot take any public transportation.
- I will wear a disposable medical face mask and gloves in my travels home. I will sit in the passenger seat where possible and will keep the vehicle's windows down.
- After the ride, I will inform the person driving me the vehicle must be wiped down and cleaned.

## When I get home:



### Proper hygiene

- Upon entering the home, I will dispose of my medical face mask and gloves and I will wash my hands or use hand sanitizer.
- If I live with others (spouse, family member, roommate, etc.) in my home: I will **always maintain two metres between myself and them**. If possible, I will plan to spend most of my time in a separate room, sleep in separate bed, and use separate bathrooms from others in the home.
- Others in my home should also remain inside the house for the same indicated time (on page 1) since they have had contact with me.
- I will keep my hands clean at all times, especially during activities like cooking and eating. I will cover my mouth and nose when coughing or sneezing.
- If I am able:
  - I will clean frequently touched surfaces in my home (including phones, TV remotes, handles, doorknobs, counters, toilets) daily using household cleaning products.
  - I will clean used dishware with warm/hot water and detergent.
  - I will wash laundry thoroughly.
  - I will empty waste bins regularly.

### Recovering from coronavirus

- To get better from coronavirus:
  - I will get lots of rest.
  - I will drink plenty of fluids (unless I have been told otherwise).
  - I can use a humidifier or take a hot shower to ease off the cough or sore throat.
  - I can take over-the-counter medication (like Tylenol) to reduce fever and relieve any other symptoms.
  - **If my symptoms get worse** (i.e., increasing and intense shortness of breath, develop chest pain, new confusion), **I will call 9-1-1**.

### Others in the home

- If others (spouse, family member, or roommate) in my home at any time develop respiratory symptoms, **they need to contact their healthcare provider immediately and follow their instructions**.

## When I have stayed at home for the indicated time (as mentioned on page 1) and my symptoms have resolved, I (and others in my home) can:

- Leave the home for essential trips to the grocery store, pharmacy, and other urgent appointments with a healthcare provider.
- Spend time outside and in settings (i.e., home, grocery store) where I can maintain physical distance (two metres) from others.
- I am still at risk for other exposures of coronavirus. **I need to be diligent in practicing proper hygiene, cleaning and maintaining a physical distance to take care of myself and those around me.**



### I feel overwhelmed and anxious with all of this. I would like to talk with someone.

- The Mental Health Crisis line (open 24/7) has counsellors who are available to listen. Call 613-722-6914 or 1-866-996-0991.
- The Good Companions offer a free Senior Centre Without Walls program, where seniors and adults with disabilities can teleconference in for lectures and interactive discussions. Call 613-236-0428 or visit their website: [thegoodcompanions.ca/programs-services/expanded-scww-program](https://thegoodcompanions.ca/programs-services/expanded-scww-program).
- Stay connected with others (loved ones, neighbours, faith community, etc.). There are various ways to check in. Communicate by phone and other technology (emailing and social media platforms). It's important to still maintain good mental, emotional and spiritual health.



### I need assistance with groceries.

- Many grocery stores and pharmacies are opening their doors early and limiting the first hour for those who are elderly or who have a compromised immune system to shop when it is quieter. Check with your local participating stores (Loblaws, Independent, Farm Boy, Sobeys, Rexall and Shoppers Drug Mart).
- Many grocery stores offer phone and/or online order options, where community members can purchase groceries and have them delivered to their homes.
  - See this list: [champlainhealthline.ca/healthlibrary\\_docs/GroceryStoresDeliveryOttawa.pdf](https://champlainhealthline.ca/healthlibrary_docs/GroceryStoresDeliveryOttawa.pdf).
- The Ottawa Food Bank is also operating and helping vulnerable community members. Call 613-745-7001 or visit their website ([ottawafoodbank.ca/get-help](https://ottawafoodbank.ca/get-help)). For other local food options in Ottawa, call 2-1-1.

## Where can I get more information about coronavirus?



### **COVID-19 self-assessment tool**

- There is an online self-assessment tool created by the Government of Ontario. It was designed to help people understand their symptoms and whether they need to be tested for the coronavirus. Please go to this website for the self-assessment tool: [covid-19.ontario.ca/self-assessment](https://covid-19.ontario.ca/self-assessment)
- You can also call Telehealth Ontario at 1-866-797-0000 for information.

### **Government of Ontario**

- The Government of Ontario's website contains lots of information about the situation in Ontario, how to protect yourself and how to care for someone with coronavirus.
  - Visit: [ontario.ca/page/2019-novel-coronavirus#section-11](https://ontario.ca/page/2019-novel-coronavirus#section-11)

### **Ottawa Public Health (OPH)**

- OPH's website ([ottawapublichealth.ca](https://ottawapublichealth.ca)) provides information about physical and social distancing for older adults, answers to frequently asked questions, and much more.