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PCIL Emergency Indicator

Precautionary

FREQUENTLY ASKED QUESTIONS (FAQs)

To: All Clients

Date: March 14, 2019

Subject: Novel Coronavirus (2019-nCoV / COVID-19) FAQs

What is the current level of Risk?

At this time, the Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as low for the general population in Canada. This could change rapidly. PCIL continues to be updated and advised by public health and emergency management officials and will communicate any changes to the preparedness plan as necessary.

What do the symptoms of COVID-19 include?

- Fever and/or
- Cough
- Muscle aches and tiredness
- Difficulty breathing
- Less common: sore throat and headache.

Who is most at risk?

- Individuals who have travelled to high risk destinations (which current includes China, Hong Kong, South Korea, Japan, Singapore, Iran or Italy)
- Individual who have had close contact with a person ill with COVID-19
- Older patients and those with chronic medical conditions may be at higher risk for severe illness.

How do I protect myself?

- Wash your hands often with soap and water for at least 15-20 seconds (the time it takes to sing the 'Happy Birthday' song). If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.

- Avoid close contact with people who are ill – a minimum of six (6) feet (about 2 metres) is recommended.
- Cover your cough or sneeze a tissue, then immediately throw the tissue in the garbage and wash your hands. If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Clean and disinfect frequently touched objects and surfaces such as your phone and TV remote.

What do I do if I have a cough or fever, have recently returned from travel or been in contact with or exposed to COVID-19?

- Please ensure that you inform PCIL management or a Team Leader if you have recently returned from an international trip so that we can monitor the potential level of precaution.
- You should call your healthcare professional or Ontario TeleHealth (1 866-797-0000) or Ottawa Public Health (3-1-1) if you have any of the symptoms associated with COVID-19. They will provide you with professional guidance.
 - It is your responsibility to notify PCIL management if you experience symptoms of COVID-19.

What is Hand Hygiene?

Good hand hygiene practices are your best defense against infections in general, but especially against COVID-19, the common cold and flu.

It refers to handwashing with soap and water, or hand sanitizing with alcohol-based hand sanitizer (70% alcohol). All PCIL employees are required by policy to practice effective hand hygiene and need to wash their hands before and after a booking.

Hand hygiene should be performed frequently with soap and water for at least 15-20 seconds:

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| • After using the toilet; | • After handling bodily fluid-contaminated waste or laundry; |
| • Before and after preparing food; | • After removing gloves; |
| • After coughing/sneezing; | • Before and after using a mask. |

If soap and water are not available, hands can be cleaned with an alcohol-based hand sanitizer that contains at least 70% alcohol, ensuring that all surfaces of the hands are covered (e.g. front and back of hands as well as between fingers) and rubbed together until they feel dry.