



COVID-19 EVERGREEN QUESTIONS AND ANSWERS

Questions and Answers

Table of Contents

CANADA'S SITUATION	15
Q1. What is Canada doing in response to the current pandemic situation?	15
Q2. When and how have the provinces and territories been activating and implementing their pandemic plans?	16
Q3. If the Public Health Agency of Canada sets up temporary hospitals, where would they be?	16
Q4. Is Canada planning to use WHO guidelines for reopening the economy and the borders to base its plan?	16
INFORMING CANADIANS	17
Q5. Where can Canadians find the most up-to-date information about this coronavirus?	17
Q6. Why is the Government of Canada running an ad campaign about COVID-19?	17
Q7. When will the ads for the COVID-19 campaign begin?	17
CANADA COVID-19 APP	18
Q8. How do I access the Canada COVID-19 app?	18
Q9. How does it work?	18
Q10. How does this app relate to resources already available in some provinces?	18
Q11. What have been the results of these types of self-assessment tools?	18
Q12. Is the government planning to make other COVID-19 digital tools and resources available to Canadians?	18
FUNDING	19
Q13. Can you confirm what the Public Health Agency will do with the \$50 million allocated for COVID-19 public health information work?	19
Q14. Which organizations funded through that \$30 million were not Canadian outlets? How much money was given to non-Canadian businesses for that advertising?	19
Q15. Are the ads to raise awareness about COVID-19 on Spotify included in that \$30 million?	19
Q16. What is the cost of the contract between the government (PSPC) and Cossette? How much is Cossette being paid to do this work?	19
MENTAL HEALTH SUPPORT FOR CANADIANS	19
LAUNCH OF WELLNESS TOGETHER CANADA PORTAL	20
Q17. How do I access the Wellness Together Canada portal?	20
Q18. Is the government planning to make other COVID-19 digital tools and resources available to Canadians?	20
Q19. How does it work?	20
Q20. Is the information I share in this portal safe?	20

[APG]



Q21. Will Canadians have to provide personal information to register for these services through the Wellness Together Canada app?	20
Q22. What is the projected number for Canadians using the Wellness Together Canada app? What is the capacity for the portal right now?	20
Q23. How many psychologists, social workers, peer supporter workers and other professionals have been retained so far and how many is the government seeking to retain? How many of these staff are available full time?	21
Q24. Will the federal government pay for the psychologists the Mental wellness portal refers people to?	21
Q25. Will the Government of Canada be making additional mental health and suicide prevention investments?	21
Q26. Were the particular needs of Indigenous people taken in to consideration in this portal?	22
Q27. Is the portal accessible for people without internet access?	22
Q28. There have been many mental health announcements recently. Will people be confused?	22
Q29. What is the status of the pan-Canadian suicide prevention service?	22
Q30. This initiative does not address the issue of safe supply of drugs. As the illicit drug availability continues to decrease because of supply chain issues in the illicit market, people who traffic illegal substances may start using harmful cutting agents, leading to an even more dangerous drug supply. What is the government doing to help avoid an increase in overdose deaths in the context of COVID-19?	22
FUNDING TO KIDS HELP PHONE TO MEET INCREASED DEMAND FOR MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH IN RELATION TO COVID-19	23
Q31. Why is the Government focused on support for only one of the many crisis service lines in Canada?	23
Q32. What is the Government of Canada doing to provide crisis support for other Canadians?	24
Q33. What other resources are available for Canadians?	24
LONG TERM CARE FACILITIES	24
Q34. Why do you recommend that personal support workers and essential visitors and volunteers wear personal protective equipment when there is a shortage?	24
Q35. Why are you telling workers to not to have multiple jobs when they may need to have multiple jobs to survive?	25
Q36. How would residents' needs be met if there is a further restriction on the availability of personal support workers?	25
Q37. What is the Government doing to support low wage workers?	25
Q38. What is the Government of Canada doing to protect seniors' financial security?	26
Q39. What is the Government doing to protect seniors' pensions?	26
Q40. What is the Government doing to protect seniors from elder abuse?	27
Q41. What is the Government doing to protect seniors from COVID-19 related fraud and scams?	27
VOLUNTEER RECRUITMENT	27
Q42. How many people are you looking for with the volunteer recruitment program? What will they do and how will they be trained?	27

[APG]



Q43. Can you describe the recruitment process including when volunteers will be training/starting work? Are some people being hired (i.e. paid instead of volunteer)?	28
Q44. How many volunteers have signed up so far?	28

ISOLATION, QUARANTINE (SELF-ISOLATION), AND PHYSICAL DISTANCING 28

Q45. I have heard elsewhere that people who are asymptomatic can go outside for walks, for example, as long as they maintain physical distancing, but now you are saying they can't leave their property. Which is correct?	28
Q46. Under what circumstances should Canadians get in their cars? Is it acceptable to go for a drive when not picking up necessities?	28
Q47. A team of Canadian and Chinese researchers analyzed 2000+ COVID cases and found that 1 in 8 people develop symptoms more than 14 days after exposure. The research team recommend that quarantines be extended from 2 weeks to 3 weeks. Is Canada considering an extension to the quarantine period?	29

BORDER MEASURES 29

CANArrive MOBILE APPLICATION 29

Q48. How do I access the CANArrive app?	29
Q49. How does it work?	29
Q50. Is the Government planning to make other COVID-19 digital tools and resources available to Canadians?	30
Q51. Why not just use the paper contact form instead of a mobile app?	30
Q52. What is the difference between the App and the web version of the form?	30
Q53. Is this app going to be used to track travellers?	30
Q54. What kind of information is the app collecting?	31
Q55. How will the information be protected?	31
Q56. How is the information used?	31
Q57. What gives the government the authority to require personal information?	31
Q58. Why does CANArrive collect more information than the paper and online forms do? Why is there a discrepancy?	32

OIC 10 - EMERGENCY ORDER – MANDATORY ISOLATION 32

Q59. What is the new federal Emergency Order made pursuant to the <i>Quarantine Act</i> and why has the Government of Canada implemented it?	32
Q60. How is this new Order different from the first mandatory isolation Order?	32
Q61. How will travellers be notified of the protocol for this type of situation upon re-entry?	33
Q62. What does the Order made pursuant to the <i>Quarantine Act</i> require of persons entering Canada?	33
What is the difference for travellers between what they can do at home if they have no symptoms versus if they have symptoms?	33
Q63. Who is considered a vulnerable person?	35
Q64. What is the difference between isolation and quarantine?	35
Q65. How is it determined if travellers meet the conditions to isolate or quarantine at home or in a place of their choice?	36

[APG]



Q66. How do I monitor for signs and symptoms of COVID-19?	36
Q67. When does the 14-day period start? Is it from the day of entry into Canada or the day the traveller arrives at the place where they will quarantine themselves or isolate?	36
Q68. What is considered to be an appropriate non-medical mask or face covering?	36
Q69. Who determines if the traveller is wearing an appropriate non-medical mask or face covering upon entry into Canada?	37
Q70. Are co-travellers able to quarantine or isolate together if one of them is a vulnerable person?	37
Q71. Am I required to comply with the Order if my province or territory has their own legal requirements for quarantine or isolation?	37
Q72. What type of masks or face coverings will be provided at border entries? If all travellers entering Canada will be required to wear masks, how will this impact the supplies available for healthcare workers?	37
Q73. Will the new requirements (e.g. travellers having to confirm their planned place to isolate or quarantine; being given a non-medical masks or face covering) create back-ups at airports?	38
TRAVELLERS WITH NO SYMPTOMS (ASYMPTOMATIC)	38
Q74. Why do travellers with no signs and symptoms of COVID-19 have to quarantine themselves? Is it mandatory?	38
Q75. Why can some people without symptoms quarantine at home or a place of their choice and others must go to a quarantine facility?	38
Q76. If I don't have symptoms can I quarantine at home if there are vulnerable people living with me?	39
Q77. Why does my quarantine period reset if I am exposed to COVID-19 from another person subject to the Order?	39
Q78. Can travellers with no symptoms take public transportation (including taxi) or rent a vehicle (from the airport) to get home or the place where they will quarantine?	39
Q79. Can travellers without symptoms who will transit home by private vehicle have someone pick them up and drive them or must they be the sole occupant of the vehicle? If someone drives them, does that person then need to quarantine for 14 days?	39
Q80. Why do I have to wear a non-medical mask or face covering when taking public transportation to get to my place of quarantine if I do not have symptoms of COVID-19?	40
Q81. Are travellers with no symptoms allowed to take connecting flights?	40
Q82. What happens if a Canadian traveller, not exhibiting symptoms, misses their connecting flight and has to stay overnight in a city, before getting on their connecting flight the next day? Can they stay at a hotel or with friends or family?	40
Q83. If people arrive in Canada on a charter flight, not at one of the designated four International Airports, can they use a private vehicle to get to their final destination in another province to isolate there?	41
Q84. What about people entering Canada by land – can they stay overnight in a hotel during their drive home?	41
Q85. There are reports of RVs being spotted in store parking lots near the border. Are they allowed to stop there to shop on their return home?	42
Q86. Can people stop to get gas, use a washroom or acquire essential items on their way home to isolate?	42
Q87. What happens if a traveller without symptoms is unable to get to a place to quarantine themselves for 14 days?	42

[APG]



TRAVELLERS WITH SYMPTOMS	42
Q88. Why can some people with symptoms isolate at home and others must go to a quarantine facility or hospital?	42
Q89. How is symptomatic being defined?	43
Q90. Can symptomatic travellers who are going home to isolate by private transportation be picked up and driven by someone or must they be the sole occupant of the vehicle?	43
Q91. If I am symptomatic, can I stop at a hotel while I'm driving home?	43
Q92. Can I stop at the store to acquire essential items on my way to isolate?	43
Q93. What happens if a traveller with symptoms is unable to get to a place to isolate?	44
COMPLIANCE AND ENFORCEMENT	44
Q94. Who will verify compliance with the Order (i.e., spot checks)?	44
Q95. What happens if someone does not comply with the Order?	44
Q96. How is the Public Health Agency of Canada working with federal and provincial partners to verify compliance with the Order?	45
ESSENTIAL SERVICE WORKERS	45
Q97. Are essential service workers exempt from the Order?	45
Q98. Why are some essential service workers not allowed to work with persons 65 years of age or older until they complete their 14-day quarantine?	45
Q99. How will employers of temporary foreign workers support compliance with the Order?	46
Q100. I am a temporary foreign worker and do not have a place to quarantine myself for 14 days in Canada. What do I do?	46
<u>ORDER IN COUNCIL 11 – MINIMIZING THE RISK OF EXPOSURE TO COVID-19 IN ORDER (PROIBITION OF ENTRY INTO CANADA FROM THE UNITED STATES)</u>	46
Q101. Why is Canada accepting asylum seekers during a pandemic?	46
Q102. The Government of Canada has implemented extraordinary restrictions at the border and within Canada on foreign nationals, permanent residents and Canadians to respond to the pandemic. What measures are being put in place to help mitigate any risks to public health that may be increased by re-opening the border to asylum claimants.	47
Q103. What are exceptions under STCA?	47
Q104. What are the exceptions to the prohibition of those coming between ports of entry by land or at airports?	47
Q105. Can refugee claims be made at airports?	48
Q106. If a traveller returning to Canada is required to stay in a quarantine facility, will they have to pay for the costs associated with their stay?	48
QUARANTINE FACILITIES	48
Q107. How will the Public Health Agency of Canada house and feed people who enter Canada who are not allowed to return to their homes for 14 days?	48
Q108. How will my medical needs be tended to if I am required to stay in a quarantine facility?	48
Q109. How many people are in quarantine in federal facilities and how many reports of quarantine-related violations have there been across the country?	49
Q110. Where are the federally designated quarantine sites? Are any hotels serving as quarantine locations for travellers to self-isolate for 14 days upon returning internationally?	49

[APG]



Q111. Have any people been sent to designated quarantine locations to date?	49
MODELLING AND SURVEILLANCE	49
Q112. What is predictive modelling?	49
Q113. What are the objectives of modelling?	49
Q114. What considerations or factors are the modelling data based on? What information are you using to make predictions?	49
Q115. What are the different public health measures that are being used by communities and are modelled to anticipate their potential impacts on the epidemic?	50
Q116. How reliable is the data?	50
Q117. Why are you providing two different models? Isn't one enough? What's the difference in the two models and what are their limitations?	50
Q118. Do we have different projections from provinces and territories that have released modelling data? If so, why?	51
Q119. What external experts are advising on this work?	51
Q120. Will these models show us whether we are achieving our objectives?	51
Q121. Does the federal modelling take into account specific demographics?	51
Q122. Researchers at U of T who have been maintaining this public dashboard of COVID-19 cases and trends by province (https://art-bd.shinyapps.io/covid19canada/) complain that Canada lacks data about the age and other demographic information of those who have been tested for the virus, limiting our understanding of infectiousness and mortality in different populations. Does PHAC have this data available?	51
Q123. In the daily epidemiological report, only about 1/3 of COVID-19 include hospitalization data. Why is this? Have certain provinces failed to provide hospitalization data? If yes, which provinces and for what reason?	52
Q124. Is Canada's total COVID-19 death toll greater than reported and that it will take modelling based on overall death statistics after the pandemic is over to understand the full extent of the death toll?	52
Q125. What is PHAC's response to Dr. Amir Attaran criticisms of the Canadian COVID-19 modelling?	52
Q126. Prof Attaran also accused PHAC of censoring data provided to scientists. If true, why does PHAC censor data before disclosing it?	53
FLUWATCHERS	53
Q127. Prior to COVID-19, what was the Fluwatchers program responsible for? Can you also share any numbers you may have e.g. how many Canadians have volunteered to participate in the Fluwatch in 2018 and 2019?	54
Q128. When did the Fluwatchers program pivot towards tracking COVID-19, and why?	54
Q129. How can you differentiate between the flu and COVID-19 in the responses you receive now?	54
Q130. Can you share how many Canadians have participated in tracking COVID-19 via the Fluwatchers program? Have any trends emerged in your responses?	55
GPHIN'S ROLE IN SURVEILLANCE	55
Q131. During virus outbreaks, what data does GPHIN collect and use for alerts and in what languages is the data disseminated?	55
Q132. When was data first collected on the coronavirus outbreak and from what source?	55
Q133. When did GPHIN first send out an alert about the coronavirus outbreak and to whom?	56

[APG]



Q134. What is the GPHIN Renewal Project? What was the upgrade done in stages?	56
Q135. Were analysts ever told to stop reporting on COVID-19?	56
Q136. Can you confirm the departure of some of at least two senior analysts in the last 18 months?	57
Q137. How does GPHIN's selection of data, or analysis of data, differ from approaches taken by ProMED, HealthMap and commercial providers such as Blue Dot?	57
Q138. Is the Government of Canada using BlueDot's AI to trace COVID-19 contacts?	57
Q139. I have confirmed with Public Health Ontario and the Institut national de santé publique du Québec that they are not collecting race/ethnicity data in relation to COVID-19. My understanding is that the Public Health Agency of Canada does not collect this type of data either. Could you confirm that?	57
Q140. Are there any plans to add more social determinants of health (such as education or income) as risk factors to the case reporting form used for the collection of COVID-19 data?	58
Q141. What is Health Canada's role in the Ontario's Health Data Platform? Will this become the norm across provinces? Does Health Canada endorse this plan, which is designed to slow the spread of COVID-19?	58
Q142. Are there any Canadian studies on Covid-19 and sewage analysis?	58
CONTACT TRACING	58
Q143. Can you tell me more about the federal government program to recruit people to perform contact tracing?	58
Q144. Is the ministry studying the possible use of digital data technology such as cell phone Apps to improve contact tracing? What type of digital data model is the ministry examining?	59
Q145. A partly Canadian-based company has developed a smart-phone app that helps with contact tracing, similar to one in place in Singapore. Would the government adopt this kind of technology to aid contact tracing?	59
NML'S RESPONSE TO OUTBREAK	60
Q146. What is the Public Health Agency of Canada (PHAC) National Microbiology Laboratory's (NML) response to the current COVID-19 outbreak? Were additional resources required to manage extra workload?	60
Q147. Why did scientists from the NML make trips to the Wuhan Institute of Virology level-4 lab	60
TESTING AND CONFIRMING CASES	61
Q148. How is Canada currently testing patients for COVID-19?	61
Q149. What specific tests are currently allowed in Canada for COVID-19 testing? Is it all being done through RT-PCR testing? What is the accuracy rate (as a percentage) for these current COVID-19 tests used in Canada? Is the federal government aware of instances of false positives or false negatives resulting from any current testing methods? If so, how many instances of each have been reported (as a percentage of total tests conducted)? Was is the government's overall stance on the safety and accuracy of current COVID-19 testing methods used in Canada?	61
Q150. Does the Public Health Agency of Canada agree that the best way to understand the transmission and progression of Covid-19 is by conducting serological antibody testing? Is Canada working on a serology test for COVID-19?	62
Q151. Does the Public Health Agency of Canada have concerns with serological testing being available? Are there any risks?	62
Q152. Do you have any update on the development of serological tests in Canada? Or a targeted time frame for the beginning of serological studies?	63

[APG]



Q153. What's the difference between swab tests and serological tests? How are they used differently?	63
Q154. Is the government considering the possibility of serology/immunity passports or certificates to allow people with immunity to move freely again?	64
Q155. Do we have enough tests? What are you doing to get more?	64
Q156. Is Health Canada looking to the cannabis sector for additional COVID-19 testing?	65
Q157. Are Spartan tests an effective way to test for COVID-19? What are the rates of false positives/false negatives?	65
Q158. Does the Public Health Agency of Canada plan to deploy any portable COVID-19 test kits produced by Spartan Bioscience to Canada's land borders?	65
Q159. Why is Canada not making the BTNX blood test available, as it is in other countries? When do you expect the review process on this test to be complete?	65
Q160. What are the requirements from Health Canada in terms of testing machines that have not received approval from Health Canada? Does Health Canada discourage the use of machines for COVID-19 testing that have not been approved? Do swab results from unauthorized testing kits need to be confirmed in another laboratory (using authorized Health Canada testing kits)?	66

DRUG, HEALTH PRODUCTS AND MEDICAL SUPPLIES **67**

Q161. When did Canada start to procure personal protective equipment and supplies to prepare for COVID-19?	67
Q162. How much PPE was exported to China from mid-January through March 31, through all known channels (institutional, retail, community)?	67
Q163. Is Health Canada aware of the advertising or sale of misleading or false COVID-19 products?	67
Q164. Has Health Canada been made aware of any misinformation or false claims about alcohol-based hand sanitizers?	68
Q165. Has the Government of Canada discovered fraudulent N95 or KN95 masks?	68
Q166. Given the recent statement warning against <i>fraudulent N95 masks</i> , can you please tell me if the Public Health Agency of Canada or Health Canada have identified any fraudulent or unauthorized equipment in the supplies the federal government has received?	69
Q167. Can Health Canada discuss the extent of COVID-19 related drug shortages and what is being done to address them? How long until hospitals would run out of drugs? Which provinces are experiencing the biggest shortages?	69
Q168. What is Health Canada doing to limit these potential shortages of Tier 3 drugs?	70
Q169. What is driving the potential for drug shortages?	71
Q170. When you say you're working with drug suppliers, what actions does that involve?	72
Q171. What role do provinces and territories play in being alert to potential shortages in their jurisdictions?	72
Q172. Can you confirm whether or not Health Canada is looking for alternative sources for Salbutamol or Ventolin?	72
Q173. What is the current supply of the following drugs: Remdesivir; Chloroquine and hydroxychloroquine; Ritonavir/lopinavir; and Ritonavir/lopinavir and interferon-beta?	73
Q174. Is Canada looking to increase hydroxychloroquine imports from India?	73
Q175. Is Immune-Tami going to be licensed for sale in Canada?	74

[APG]



Q176. Is Health Canada aware of any medical device shortages due to COVID-19, and what is being done to monitor supply?	74
Q177. Will 3D printed medical devices be allowed to be used to alleviate supply shortages in Canada during this pandemic?	74
Q178. Are there any concerns about these items being produced without the usual quality checks or certification processes?	74
Q179. What is the scope of Canada’s need for reagent chemicals used for testing COVID-19?	75
Q180. Is the bioMérieux reagent product the only one you have been manufacturing? Are you, or will you, replicate others?	75
Q181. Did Biomerieux share its proprietary formula with the Public Health Agency of Canada?	75
Q182. Is there an estimate in terms of how many ICU beds Canada will require as the epidemic reaches its peak? And how many ICU beds are available now?	76
Q183. Where will medical supplies be stored before they are distributed by Canada Post or Purolator to hospitals?	76
Q184. How many ventilators does Canada have now, and how many would be needed when the epidemic reaches its peak?	76
Q185. What is the federal government doing in terms of increasing the supply of ventilators and masks?	76
Q186. Has Health Canada approved KN95 masks for use in Canada. If not why not?	77
Q187. Is the KN95 respirator NIOSH certified? Does it meet an equivalent alternate standard?	77
Q188. Can anyone sell a mask that is advertised for non-medical use? Does it matter if there is no English on the mask?	77
Q189. What is the status of Health Canada’s review of the “WOODBRIDGE INOAC MASK” and whether it can be used at hospitals?	77
Q190. Is the government thinking about increasing supply of the flu shot for the next flu season in light of the demand the COVID-19 pandemic?	77

INTERIM ORDER RESPECTING DRUGS, MEDICAL DEVICES AND FOODS FOR A SPECIAL DIETARY PURPOSE IN RELATION TO COVID-19 **77**

Q191. How will Health Canada assess these health products for safety and effectiveness?	78
Q192. Is Canada guaranteed to receive adequate supply of these items?	78
Q193. How does this Interim Order compare to the interim measure the Department announced last week to allow for the importation of hand sanitizers, disinfectants, personal protective equipment and swabs that do not fully meet Health Canada requirements?	78
Q194. And how does it compare to the shortage provisions in the Legislative Amendments?	78
Q195. What are the new requirements for medical device shortage reporting?	78
Q196. How does this affect personal importation?	79
Q197. How do we know which COVID-19 diagnostic kits have been approved by Health Canada under the Interim Order for Expedited Medical Devices, signed March 18, 2020?	79
Q198. What qualifies as a “food for a special dietary purpose” under the Interim Order, other than infant formula?	79
Q199. How will access to disinfectants and hand sanitizers be expedited?	79
Q200. What is the Government currently doing to address any drug and medical device shortages related to COVID-19?	79

[APG]



Q201. How will these amendments enhance the Government’s ability to manage drug shortages? 80

Q202. Will Health Canada use these amendments to the *Patent Act* to bypass-patent protection (sometimes called compulsory licensing) and allow other companies to produce patented drugs? 80

Q203. Has the Minister of Health made any applications to the Commissioner of Patents thus far? 80

Q204. Does the Minister of Health believe that the use of this power is necessary to enable Canadian companies to manufacture personal protective equipment, ventilators or any other medical supplies that the government is currently procuring to combat COVID-19? 80

EXPEDITING ACCESS TO HAND SANITIZERS, HARD SURFACE DISINFECTANTS, PERSONAL PROTECTIVE EQUIPMENT AND SWABS **81**

Q205. Were these changes made through new regulations? 81

Q206. What does this new rule mean? 81

Q207. When will these products be made available on store shelves? 81

Q208. Is Health Canada actively reaching out to manufacturers to get more products imported? 82

Q209. Is Health Canada reaching out to the three RCMP forensic labs to provide personal protective equipment to health care workers? 82

Q210. What steps are being taken to get the necessary equipment/products to the food producing and processing businesses? 82

Q211. On the federal level, how do you handle donations coming from other countries to Canada? After they arrived at our border, where were they sent to? What’s the Federal government’s procedure to get them distributed? Who gets first? 83

Q212. Does the government have any requirements on the standards of medical supplies used by local health agencies? If so, what are they? 83

Q213. Do you ever have concerns about the quality/standard of medical equipment donated to Canada? 83

Q214. Has the Public Health Agency of Canada rejected any donated supplies that it has quality controlled? Has any equipment failed quality control tests in the last two months? 83

Q215. Who specifically are the members of this "interdepartmental, multidisciplinary technical assessment committee"? 83

Q216. When will the assessment of donated medical supplies be completed? 84

Q217. Are the medical supplies donated by China last week in Canada? Are they in storage in Ottawa? 84

Q218. What is the status of the quality control testing for donations/purchases of PPE from China? 84

Q219. How many of these items have passed quality control checks and how many have not? 84

Q220. What happens to those items that fail inspection? Are they destroyed? Shipped back to donor country? 84

Q221. How many swabs did Canada receive to date and how many have been distributed? 84

Q222. Recent media coverage has highlighted that during the week of April 6, Canada received 320,000 swabs from China that were contaminated with mould. What measures are being taken to ensure that this does not happen again? Is there other medical equipment coming from China that could not be used because it does not meet Health Canada’s criteria? 85

Q223. Will the federal government consider to have a plan in place to increase the speed of donated medical supplies to fulfil the medical equipment shortage? 85

[APG]



Q224. If these products don't meet all of Health Canada's regulatory requirements, should Canadians be concerned about their safety?	86
Q225. How are medical devices regulated in Canada? What are Class I devices?	86
Q226. How can consumers distinguish between a fraudulent product and a product imported through this interim measure?	86
Q227. What else is Health Canada doing to improve the supply of health products during the COVID-19 pandemic?	87
Q228. Can people obtain access to medical devices and drugs that have not been authorized in Canada, but are available in other countries?	87
Q229. Has Health Canada been made aware of the influx of Chloroquine which has been coming through our borders? How equipped are we to police this, considering the danger it poses to the health of Canadians?	87
Q230. Is Chloroquine permitted in Canada? Do you have any evidence that it can be effective if taken for coronavirus prevention? What's your guidance on the use of this drug? Does your Department advise people to take this drug?	88
Q231. Considering the known health effects of chloroquine, if taken improperly or mixed with another drug it's not supposed to be taken with, what's Health Canada's advice to Canadians who are getting it shipped here with the intent of taking it as a precautionary, easier way to prevent COVID-19?	89
Q232. How many cases have there been of Canadians becoming ill because they took chloroquine?	89
Q233. Has Health Canada been tracking the global discussions about chloroquine and how studies being done in Brazil has failed?	90

INTERIM ORDER RESPECTING COVID-19-RELATED MEDICAL DEVICES 90

Q234. When will Health Canada be able to approve the first test kits for COVID-19 as medical devices?	90
Q235. How quickly are reviews of submissions sent to Health Canada regarding COVID-19 tests being done?	90
Q236. Is Health Canada exploring the idea of take-home antibody tests, in a similar vein as the UK? Could you comment on the efficacy of these tests?	91
Q237. How will these new test kits help test more patients?	91
Q238. How often are Interim Orders used?	91
Q239. How will Health Canada ensure that these kits are safe and effective?	91
Q240. Is Canada guaranteed to receive adequate supply of diagnostic test kits?	92

NATIONAL EMERGENCY STRATEGIC STOCKPILE (NESS) 92

Q241. Who is in charge of NESS? Where are NESS storage facilities located?	92
The Public Health Agency of Canada (PHAC) maintains the National Emergency Strategic Stockpile (NESS). NESS facilities consist of a central depot in the National Capital Region and warehouses strategically located across Canada. For security reasons, we don't disclose specific locations.	92
Q242. How large is the stockpile and how will the supplies be allocated and distributed?	92
Q243. Which provinces and territories have drawn on supplies from the NESS? What have they taken?	93
Q244. Alberta's modelling data indicated that Alberta expects 6 ventilators from the Public Health Agency of Canada. Are those coming from the NESS or some other source?	93

[APG]



Q245. How many surgical and N95 masks does Canada have now, and how many would be needed when the epidemic reaches its peak? 93

Q246. How many other NESS warehouses and stockpiles were disposed of or shut down across Canada in recent years? How many remain? 94

Q247. Was the number of PPE supplies reduced because of the drop in NESS warehouses or was the same level of PPE supplies just consolidated in the smaller number of locations? 94

Q248. Why did the Regina NESS facility close and were the masks and gloves replaced? 94

Q249. How many masks and gloves were thrown away and why? 94

Q250. Why doesn't Ottawa have a plan to provide the NESS medical supplies to other users before they expire (i.e., provincial health care systems)? 95

Q251. What is the process for personal protective equipment distribution and how are these prioritized? 95

Q252. Is it the Government of Canada's responsibility to maintain the NESS stockpile or is it a provincial or territorial responsibility? 95

Q253. Has inventory been added to NESS since the outbreak of COVID19? 96

Q254. Is NESS fully integrated with other repositories of medical equipment in Canada? 96

Q255. Was a recent notice on the Government Buy and Sell site a call out to identify additional suppliers for NESS? 96

Q256. Does PHAC have to go to tender to replenish NESS supplies or can it use the Emergency Rule to buy directly? 97

Q257. A 2010 audit found that PHAC did not have a complete up-to-date inventory of its emergency medical supply stockpile, designed for distribution to the provinces during public health emergencies like this one. Does the federal government now have a complete inventory of its emergency medical supply stockpile? Has it shared this inventory with the provinces or public? Can you provide evidence of the inventory? 97

Q258. What has changed since the 2011 evaluation report of the NESS? 97

Q259. Can you explain why the number of warehouses stocking supplies from the National Emergency Strategic Stockpile was reduced, and whether that led to a reduction in the amount of PPE that was stockpiled by the federal government? 97

TEMPORARY EXEMPTION UNDER THE CONTROLLED DRUGS AND SUBSTANCES ACT FOR MEDICAL TREATMENTS 98

Q260. Was this exemption requested by provinces and territories? 98

Q261. How soon will pharmacists and practitioners be able to begin doing these new activities? 98

Q262. What activities are currently authorized for pharmacists? 98

Q263. If a patient doesn't have a prescription, can a pharmacist now prescribe new medications for patients? 99

Q264. Will this exemption apply to other healthcare professionals? 99

Q265. Has there been any consideration of permanently giving pharmacists extended authorities? 99

Q266. Are there any special provisions being made to assist supervised consumption sites during the COVID-19 pandemic? 100

VACCINE AND TREATMENT 100

Q267. Is there a vaccine that protects against coronaviruses in humans? If none are currently approved, are there any that are in development or being tested? 100

[APG]



Q268. Is the P13 vaccine, used against pneumonia, useful as a therapy against COVID-19?	100
Q269. How long will it take to develop a vaccine?	101
Q270. How are people being treated for this illness?	101
Q271. Is Health Canada investigating these reports and is there any current direction regarding the use of Vitamin C as a defence or treatment against the coronavirus?	101
Q272. Are there safety issues with the use of ibuprofen in COVID-19 cases?	102
Q273. Can Hydroxychloroquine and azithromycin be used to treat any patient who is infected with COVID-19? Will they be effective for everyone?	102
Q274. Are there clinical trials underway to determine whether Hydroxychloroquine and azithromycin are effective?	102
Q275. What are Hydroxychloroquine and azithromycin usually used for? What are the approved indications?	103
Q276. Does Health Canada have an official position on Hydroxychloroquine and chloroquine for treating COVID-19?	103
Q277. Are Hydroxychloroquine or chloroquine being used in Canadian hospitals for either trials or treatment?	103
Q278. What is Health Canada doing about products claiming to prevent, treat or cure COVID-19?	104
Q279. Are there any natural health products, including traditional Chinese medicines, Ayurvedic medicines and homeopathic products to protect against or treat this virus?	104
Q280. Have Lianhua Qingwen Capsules been approved for sale in Canada? If so, why?	104
Q281. Are the Lianhua Qingwen capsules effective in curing COVID-19, as claimed by the manufacturer?	105
Q282. Is Favipiravir or Avigan approved in Canada? Is Canada taking any steps to get them approved?	105
Q283. Will Health Canada or Public Health Agency of Canada be issuing treatment guidelines if drugs like favipiravir or other antivirals, or any other drug, is found effective in another country/jurisdiction at treating COVID-19?	105
Q284. Can you provide any details on how plasma therapy for COVID-19 works and how before it gets approved?	106
Q285. Is Canada taking part in the Solidarity II project lead by WHO?	106
<u>VIRUS TRANSMISSION</u>	107
Q286. How is COVID-19 transmitted?	107
Q287. Can COVID-19 be transmitted when a person is not showing symptoms?	107
Q288. What should you do if you have been exposed to an individual who has a confirmed case of COVID-19?	107
Q289. Are Canadians at risk for contracting COVID-19 if they touch a surface that could potentially be contaminated?	108
Q290. Are Canadians at risk for contracting COVID-19 from products shipped within or from outside of Canada?	108
Q291. Can COVID-19 be transmitted through food, food products or water?	109
<u>PREVENTION AND RISKS</u>	109
Q292. How can I protect myself from this virus?	109

[APG]



- Q293. Should the general population in Canada wear masks to protect themselves from this virus? 109
- Q294. Can vaping/smoking/doing drugs damage the lungs - making someone more vulnerable to COVID-19? 110
- Q295. In the US, people under age 44 make up a large proportion of hospitalizations. What are we seeing with younger people in Canada? 110
- Q296. What is your message to young people (especially those who smoke/vape/do drugs) who think they are immune to COVID-19? 110

ANIMALS **110**

- Q297. Can I get this virus from animals in Canada? 111
- Q298. Can my pet or other animals get sick from this virus? 111
- Q299. Am I at risk of getting COVID-19 if I have contact with an animal recently imported from an affected area (e.g. a dog imported by a rescue organization)? 111

DISINFECTION AND SANITATION PRACTICES FOR AIRLINES AND AIRPORTS **112**

- Q300. Do airlines have a role in preventing the spread of infectious diseases? 112
- Q301. Are planes carrying passengers who had symptoms of the virus in-flight provided guidance on decontamination of the vessel? 112
- Q302. Are touch screen kiosks and other communal area surfaces at airports being cleaned and sanitized on a regular basis? 112
- Q303. What precautions is PHAC recommending to flight attendants who may be in close quarters with sick people for extended periods of time? 113

SAFETY OF EMPLOYEES **113**

- Q304. What is Health Canada doing to ensure federal employees are taking the appropriate precautions? 113
- Q305. What protocols did Health Canada follow after receiving confirmation that an employee tested positive for COVID-19? 114
- Q306. Can you confirm that a number of employees who work at Canada's National Microbiology Laboratory in Winnipeg have tested positive for COVID-19? 114

[APG]



CANADA'S SITUATION

Q1. What is Canada doing in response to the current pandemic situation?

Our top priority is the health and safety of Canadians. The Public Health Agency of Canada is actively monitoring the situation regarding the novel coronavirus (COVID-19) and continuously assessing the risks to adapt our response, accordingly.

The Government of Canada has created the infrastructure to respond to the public health threats of the virus, and is well prepared to act—in collaboration with provincial and territorial governments and international partners—to minimize the health, economic, and social impacts of this rapidly evolving public health issue.

Canada's response is based on plans and guidance related to pandemic preparedness, with the following guiding principles:

- **Collaboration** - all levels of government and stakeholders need to work in partnership to produce an effective and coordinated response.
- **Evidence-informed decision-making** - decisions should be based on the best available evidence.
- **Proportionality** - the response to a pandemic should be appropriate to the level of the threat.
- **Flexibility** - actions taken should be tailored to the situation and evolve as new information becomes available.
- **A precautionary approach** - timely and reasonable preventive action should be proportional to the threat and informed by evidence to the extent possible.
- **Use of established practices and systems** - well-practised strategies and processes can be rapidly ramped up to manage a pandemic.
- **Ethical decision-making** - ethical principles and societal values should be explicit and embedded in all decision-making.

These principles build on lessons learned from past events, particularly the Severe Acute Respiratory Syndrome (SARS) outbreak in 2003, which led to dedicated legislation, plans, infrastructure, and resources to help ensure that the country would be well prepared to detect and respond to a pandemic outbreak. Some examples include:

- The creation of the [Public Health Agency of Canada](#), which monitors and responds to disease outbreaks that could endanger the health of Canadians.
- The appointment of a [Chief Public Health Officer](#), who advises the Government of Canada and Canadians on the steps they should take to protect their health, working in close collaboration with the chief medical officers of health in provinces and territories.
- The development of the [Canadian Pandemic Influenza Preparedness: Planning Guidance for the Health Sector](#), which sets out guidance to prepare for and respond to a pandemic.
- The enhancement of diagnostic capacity in the [National Microbiology Laboratory](#).
- The strengthening of working relationships with the World Health Organization and other international partners, such as the United States Centers for Disease Control and Prevention.

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While the Government of Canada has been focusing on containing the spread of COVID-19, it has also been undertaking coordinated planning to prepare for possible broader transmission of the virus, and to mitigate the impacts of a potential pandemic.

To support these efforts, the Prime Minister convened an **Incident Response Group on coronavirus**, which has been meeting since the end of January, and, on March 5, he created a **Cabinet Committee on the federal response to the coronavirus disease (COVID-19)**. Chaired by the Deputy Prime Minister and vice-chaired by the President of the Treasury Board, the committee meets regularly to ensure whole-of-government leadership, coordination, and preparedness to limit the health, economic and social impacts of the virus.

Q2. When and how have the provinces and territories been activating and implementing their pandemic plans?

Activation of provincial/territorial emergency plans is at the discretion of the provinces and territories. PHAC has been actively monitoring this issue since late December. It officially activated the Health Portfolio Operations Centre (HPOC) in mid-January to ensure effective planning and coordination of the Agency's response efforts, in collaboration with international and federal, provincial and territorial partners.

The Federal/Provincial/Territorial (F/P/T) Response Plan for Biological Events was activated on January 28, 2020. This was federal, provincial and territorial decision made by the F/P/T Special Advisory Committee. The Committee meets several times a week and as required to discuss the response to COVID-19, including pandemic planning, infection prevention and control guidance, and procurement and distribution of PPE.

Q3. If the Public Health Agency of Canada sets up temporary hospitals, where would they be?

The Public Health Agency of Canada is working with provinces and territories, and other partners to continually assess community needs in response to COVID-19. Provinces and territories are responsible for the health system response in their respective jurisdictions and are taking significant actions to prepare for an increase in cases. The Government of Canada stands ready to assist provinces and territories as they respond to pressures on their health care systems.

Q4. Is Canada planning to use WHO guidelines for reopening the economy and the borders to base its plan?

Canada has a strong history of pandemic planning and has been a leader both nationally and internationally on this front. The 2006 pandemic plan was released after SARS and leveraged for our response to the previous H1N1 pandemic. Since H1N1, we've been continuously updating our plan. One of the key lessons we learned from H1N1 is that we need a flexible and scalable approach to planning.

We are carefully reviewing the World Health Organization's COVID-19 Strategy Update, in consultation with our partners. In the meantime, our public health efforts will continue to focus on reducing the spread of the virus by rapidly identifying cases, finding close contacts and using tried and true public health measures such as isolation and physical distancing.

[APG]



We are continually evaluating the impact of our public health measures on the number of cases reported and we are adjusting them as needed in collaboration with our provincial and territorial partners. Our response must be based on evidence because our understanding of the science of COVID-19 continues to grow.

INFORMING CANADIANS

Q5. Where can Canadians find the most up-to-date information about this coronavirus?

For the latest and most up-to-date information, visit canada.ca/coronavirus. You can also follow Canada's Chief Public Health Officer, Dr. Theresa Tam, on Twitter at @CPHO_Canada.

A new toll-free phone number (1-833-784-4397) has been established to answer questions from Canadians about the 2019 novel coronavirus. Service is available from 7 a.m. to midnight.

Canadians travelling abroad are encouraged to consult the Travel Health Notice on travel.gc.ca.

Q6. Why is the Government of Canada running an ad campaign about COVID-19?

The Government of Canada is implementing a comprehensive national public education campaign for COVID-19 that will provide Canadians with credible information on behaviours that will protect individuals and overall public health. The campaign will include advertising, social marketing, the development of information resources, the establishment of partnerships and targeted outreach to at-risk populations. This work will complement current Public Health Agency of Canada outreach and communications activities such as the website for information on COVID-19 with a virtual assistant to help Canadians get to the information they need more efficiently, a toll-free information line, a self-assessment tool, digital advertising, social media posts, and regular updates to media.

The first elements of this campaign have begun to roll out. The pieces include two 30-second national television advertisements, a radio spot and newspaper advertisements.

Public education plays a critical role in our response to COVID-19 as it helps to:

- increase awareness and understanding about symptoms and treatment;
- provide information on preventive measures such as self-isolation; and
- address misinformation and public concerns.

For more information please view the English advertisements at:

<https://www.youtube.com/watch?v=sscyXpYQ6Dk>

<https://www.youtube.com/watch?v=k7ns6t9NzXs>

The French advertisements can be found at:

<https://www.youtube.com/watch?v=TS7UorOEmbW>

https://www.youtube.com/watch?v=Ih3Db_Mb8OI

Q7. When will the ads for the COVID-19 campaign begin?

Ads are planned for a number of ethnic radio and print paper by the end of April 2020. However, given the current situation where certain print outlets are closed and we need to find alternatives, we are unable to provide a list of specific media outlets and timelines.

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CANADA COVID-19 APP

Q8. How do I access the Canada COVID-19 app?

The app is accessible as a free mobile app for modern Apple iOS and Android smartphones and tablets, but is also available as a web application that can be accessed through any modern laptop or desktop computer browser.

Q9. How does it work?

The app is simple to use and designed to provide users with information and recommendations based on their personal risk. It also provides users with the ability to track their symptoms.

It includes educational information related to COVID-19 on subjects like physical distancing, handwashing, food safety, pets and other common questions, as well as links to reliable and up-to-date public health information sources.

The Canada COVID-19 app will help Canadians access the information they need, whether through email, app or online service. In addition, we are putting in place other tools to further enhance the ability of Canadians to easily receive reliable and up-to-date information on COVID-19.

Q10. How does this app relate to resources already available in some provinces?

This app builds on what provinces and territories are doing and provides another valuable resource for Canadians. This mobile platform was based on a mobile app launched by BC and developed by Thrive Health.

On the national platform, where a province or territory opts in to this mobile app, users will be directed to a province-specific module that will contain jurisdiction-specific information.

Q11. What have been the results of these types of self-assessment tools?

Canadians using the tool are able to get the information and guidance they need, and this is resulting in a reduction calls to 811 and telehealth lines, as well as in-person services such as family doctor visits, walk-in visits, and urgent care centres.

The additional functionality of the new Canada COVID-19 app will further support Canadians to ensure they have evidence based recommendations, up-to-date information and resources.

Q12. Is the government planning to make other COVID-19 digital tools and resources available to Canadians?

The government is working with provinces and territories to make available additional digital platforms that can help governments in their response to COVID-19, including education, information, mental health supports, alerts, and screening tools.

We will continue to work with all of our partners to ensure that Canadians have access to up-to-date information, tools, and resources on COVID-19.

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FUNDING

Q13. Can you confirm what the Public Health Agency will do with the \$50 million allocated for COVID-19 public health information work?

The funding will support the development and implementation of a comprehensive national public education campaign for COVID-19 that will provide Canadians with credible information that promotes behaviours that will protect individuals and overall public health. This will include advertising, social marketing, the development of information resources, the establishment of partnerships and targeted outreach to at-risk populations. This work will complement current Public Health Agency of Canada outreach and communications activities such as the website for information on COVID-19, a toll-free information line, digital advertising, and regular updates to media.

Public education plays a critical role in our response to COVID-19 as it helps to:

- increase awareness and understanding about symptoms and treatment;
- provide information on preventive measures such as self-isolation;
- address misinformation and public concerns.

Q14. Which organizations funded through that \$30 million were not Canadian outlets? How much money was given to non-Canadian businesses for that advertising?

Various media outlets and platforms are being considered, including print, TV, radio and digital platforms to reach a range of audiences. The majority of platforms are Canadian based; however, exceptions were made for some digital platforms that effectively reach some of our specific target audiences within Canada, including Facebook and YouTube. We do not yet have final costs for the media buy, as the campaign is ongoing and final invoices have not been received yet.

Q15. Are the ads to raise awareness about COVID-19 on Spotify included in that \$30 million?

The Government of Canada ads featured on Spotify are part of the \$30 million campaign. As final invoices have not been received, we are unable to provide information related to expenditures.

Q16. What is the cost of the contract between the government (PSPC) and Cossette? How much is Cossette being paid to do this work?

The total value of Cossette's contract with the Government of Canada (Public Services and Procurement Canada) for ongoing services is currently \$813,600 (including tax) for a period of three years.

Other services are provided upon request and paid for based on work completed (task authorizations), in accordance with the Basis of Payment of the Contract, including the Contractor's fees and rates. Cossette's fees and rates are business confidential.

MENTAL HEALTH SUPPORT FOR CANADIANS

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LAUNCH OF WELLNESS TOGETHER CANADA PORTAL

Q17. How do I access the Wellness Together Canada portal?

The portal can be found on Canada.ca/coronavirus and the [Canada COVID-19 app](#), along with the other COVID-19 virtual tools offered by Health Canada.

Q18. Is the government planning to make other COVID-19 digital tools and resources available to Canadians?

This portal is part of a suite of virtual products supported or funded by Health Canada to provide Canadians with information and support during the COVID-19 pandemic. The [self-assessment tool](#) and [Canada COVID-19 app](#) have already been launched.

We will continue to work with all of our partners to ensure that Canadians have access to up-to-date information, tools, and resources on COVID-19.

Q19. How does it work?

The portal will provide much-needed support to Canadians with respect to mental health and substance use challenges in the context of the current COVID-19 pandemic. It will offer Canadians different levels of support depending on their need, ranging from information and self-assessment tools, to the opportunity to chat with peer support workers and other professionals. The chats can include a limited number of live telephone sessions.

The portal is being offered by a consortium of organizations who specialize in mental health and substance use. It is led by Stepped Care Solutions. Partner organizations include Kids Help Phone and Homewood Health, along with contributions from Bell Canada Enterprises, the Mental Health Commission of Canada, the Canadian Psychological Association, and Facebook Canada.

Q20. Is the information I share in this portal safe?

The resources and services available on the portal are provided by accredited professionals. Any information provided will be kept in the strictest confidence.

Q21. Will Canadians have to provide personal information to register for these services through the Wellness Together Canada app?

Crisis support links and a number of resources can be accessed directly through the portal without registration. There is the option to register for additional support and resources. Any information provided will be kept in the strictest confidence.

Q22. What is the projected number for Canadians using the Wellness Together Canada app? What is the capacity for the portal right now?

The portal provides 24/7 access to free evidence-based tools and resources to Canadians in all provinces and territories to help meet their needs for mental health and substance supports. In addition, there are more than 6000 service providers employed with Homewood Health and Kids

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Help Phone who will deliver the psycho-social support services to which Canadians are referred through the portal.

Following the SARS outbreak, it was reported that more than 40% of the population reported increased levels of stress in family and work settings during the outbreak, with 16% showing signs of traumatic stress levels. Based on these estimates and other considerations unique to the COVID-19 pandemic, it is anticipated that approximately 11 million Canadians will experience high levels of stress in family and work settings, and close to 2 million will show signs of traumatic stress. That's why access to the portal will be closely monitored to adjust services to align with the demands of Canadians.

Q23. How many psychologists, social workers, peer supporter workers and other professionals have been retained so far and how many is the government seeking to retain? How many of these staff are available full time?

The suite of tools on Wellness Together Canada will offer Canadians different levels of support depending on their needs, ranging from information and self-assessment tools, to the opportunity to chat with peer support workers and other mental health professionals. There are more than 6000 service providers employed with Homewood Health and Kids Help Phone who will deliver the psycho-social support services via text and call.

While the exact provider mix is not available at this time, the service providers cover a range of health professions, including social work and psychology, with diverse backgrounds: counselling psychology, clinical social work, rehabilitation, crisis management, child psychology/neuropsychology, sexuality, adolescence issues, marital/family therapy, and substance use. The vast majority of these service providers are licensed mental health and substance use professionals.

Q24. Will the federal government pay for the psychologists the Mental wellness portal refers people to?

The Wellness Together Canada portal is part of a suite of virtual products that are supported or funded by Health Canada to provide Canadians with information and support during the COVID-19 pandemic. Funding for the portal is provided to a consortium of organizations, including Stepped Care Solutions, Kids Help Phone and Homewood Health. The psycho-social support services that Canadians are referred to through the portal are delivered by trained mental health professionals employed by Kids Help Phone and Homewood Health. These services are paid by Health Canada through the same funding that pays for the portal.

Q25. Will the Government of Canada be making additional mental health and suicide prevention investments?

As a result of school closures and reduced access to community resources, Kids Help Phone is experiencing increased demand for its confidential 24/7 crisis support services, which are available online, by telephone, and through text messaging. In response, the Government of

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Canada has provided \$7.5 million to Kids Help Phone to meet this increased demand and provide young people with the mental health support they need during this difficult time.

This additional support will provide English and French e-mental health services to children and youth across Canada who are feeling the social and financial impacts of the COVID-19 pandemic. It will ensure that vulnerable Canadian youth and children can find the help they need when they need it most.

Q26. Were the particular needs of Indigenous people taken in to consideration in this portal?

In the process of funding this initiative, Health Canada requested that the portal take cultural safety into account. The Department also requested that the portal be trauma-informed. This portal is for all Canadians.

Q27. Is the portal accessible for people without internet access?

The portal is a digital tool and can only be accessed via the internet. If you need mental health or substance use support and do not have access to the internet, we encourage you to contact your local health authority or crisis line. There are many services available, with more organizations stepping up every day, to support Canadians during this difficult time.

Q28. There have been many mental health announcements recently. Will people be confused?

These are very difficult times for Canadians. We are thrilled to see so many organizations stepping up to offer direct services, resources and funding to this sector. Canadians should not worry or be confused -- no matter who you call or what resource you use, there will be people to help. This portal is simply one way to bring together a number of organizations who are uniquely positioned to provide a wide array of information, resources and counselling help.

Q29. What is the status of the pan-Canadian suicide prevention service?

Budget 2019 announced \$25 million over 5 years, and \$5 million per year ongoing, to implement and sustain a fully operational pan-Canadian suicide prevention service. This will provide people across Canada with access to bilingual, 24/7 crisis support from trained responders, using the technology of their choice: voice, text or online chat.

In July 2019, the Public Health Agency of Canada launched a call for applications for funding for organizations interested in leading a pan-Canadian suicide prevention service. This solicitation ended on October 31, 2019. A decision is expected soon.

Q30. This initiative does not address the issue of safe supply of drugs. As the illicit drug availability continues to decrease because of supply chain issues in the illicit market, people who traffic illegal substances may start using harmful cutting agents, leading to an even more dangerous drug supply. What is the government doing to help avoid an increase in overdose deaths in the context of COVID-19?

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The Government of Canada is taking action to assist community health services providers and all levels of governments as they respond to the COVID-19 pandemic. The Government supports harm reduction, treatment, housing and other services for people who use drugs. We are committed to ensuring provinces and territories have the tools they need to manage the compounding effects of the opioids overdose crisis and the COVID-19 pandemic on their communities.

- On March 19, 2020, Health Canada issued a six-month exemption for prescriptions of controlled substances (such as narcotics) under the *Controlled Drugs and Substances Act* and its regulations. This exemption temporarily authorizes practitioners to issue, verbally, prescriptions with controlled substances, allows pharmacists to refill and renew prescriptions more easily, allows prescriptions to be transferred to other pharmacies, and allows medications to be delivered or picked up by other individuals.

This will help people with substance use disorder in treatment with opioid agonist therapy maintain access to their medication, while physically distancing.

- On April 6, 2020, Health Canada issued class exemptions allowing provinces and territories to establish new temporary Urgent Public Health Need sites (also known as overdose prevention sites) within existing supervised consumption sites, shelters or other temporary sites, as needed, to help people stay safe from overdose and respect physical distancing and self-isolation measures.

The Department will also permit community health service providers to ensure existing supervised consumption sites can quickly adapt their operations to respect public health guidelines in the context of COVID-19. This can be done without the need to advise or seek additional approval from Health Canada. These changes to operations could include new measures on how people move through the space, changes to hours of operation, changes to the number of booths, or other measures.

FUNDING TO KIDS HELP PHONE TO MEET INCREASED DEMAND FOR MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH IN RELATION TO COVID-19

Q31. Why is the Government focused on support for only one of the many crisis service lines in Canada?

The demand for Kids Help Phone services increased overwhelmingly as a result of the COVID-19 pandemic, which has caused closures of schools and community services. For example, there has been a:

- nearly 100% increase in texting conversations since March 15; and a
- nearly 350% increase in phone, text, and chat conversations about COVID-19.

Without this additional support, Kids Help Phone will struggle to meet the demand and COVID-19 will have a disproportionate impact on our vulnerable youth population who have fewer resources to help them deal with the health, social, and economic impacts of the pandemic. The cumulative risks of stress, hardship, and abuse are expected to rise as young people become unable to access the social and community supports that they rely on.

This investment is an important first step in connecting Canadians across the country to the mental health resources they need.

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Q32. What is the Government of Canada doing to provide crisis support for other Canadians?

Budget 2019 announced \$25 million over 5 years, and \$5 million per year ongoing, to implement and sustain a fully operational pan-Canadian suicide prevention service. This will provide people across Canada with access to bilingual, 24/7 crisis support from trained responders, using the technology of their choice: voice, text or online chat.

In July 2019, the Public Health Agency of Canada launched a call for applications for funding for organizations interested in leading a pan-Canadian suicide prevention service. This solicitation ended on October 31, 2019. A decision is expected soon.

This funding builds on the current Canada Suicide Prevention Service, which is currently providing phone and text support to people across Canada.

Q33. What other resources are available for Canadians?

The COVID-19 pandemic is new and unexpected. This situation can be unsettling and can cause a sense of loss of control. It is normal for people and communities to feel sad, stressed, confused, scared or worried.

The Government of Canada is working with provinces and territories to spread and scale digital platforms that can help governments in their response to COVID-19, including education, information, mental health supports, alerts, and screening tools.

We will continue to work with all of our partners to ensure that Canadians have access to up-to-date information, tools and resources on COVID-19.

There are a number of resources for people in crisis, including:

Kids Help Phone

1-800-668-6868 or Text CONNECT to 686868 (Available to young Canadians between 5-29 years old who are seeking 24-hour confidential and anonymous care with professional counsellors).

Hope for Wellness Help Line

Call the toll-free Help Line at 1-855-242-3310 or connect to [the online chat](#). (Available to all Indigenous peoples across Canada who are seeking immediate crisis intervention)

Crisis Services Canada

1-833-456-4566 (Available to all Canadians seeking support).

LONG TERM CARE FACILITIES

Q34. Why do you recommend that personal support workers and essential visitors and volunteers wear personal protective equipment when there is a shortage?

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Personal support workers are an integral and important part of the health care system. Personal support workers provide close, direct care to patients. Every person entering a long-term care home, including essential visitors and volunteers, has a responsibility to prevent infections among residents of these facilities, who are at high risk of severe illness and death from COVID-19.

The Government of Canada is working to ensure health care workers have the personal protective equipment and medical supplies they need. We are doing this through collaborative bulk procurement with the provinces and territories, building domestic production capacity, and identifying potential alternatives and ways to extend product life.

Q35. Why are you telling workers to not to have multiple jobs when they may need to have multiple jobs to survive?

We know that seniors are more at risk of developing severe complications from COVID-19 because of their underlying medical conditions and age.

For seniors living in long-term care homes or assisted-living facilities, there is an even greater risk of infection and transmission of the virus owing to proximity. The movement of workers from one facility to another increases the risk of spread of infection, which ultimately puts seniors more at risk of contracting the virus. We need to protect seniors in these challenging times.

Therefore, the guidelines recommend identifying staff who work in more than one location and ensuring efforts are made to prevent this where possible.

Q36. How would residents' needs be met if there is a further restriction on the availability of personal support workers?

The administration of long-term care is the responsibility of provincial and territorial governments. They have put in place a number of measures to support continued quality care to residents during this crisis. For example, actions undertaken have included introducing flexibility in staffing policies and approaches, and working with third-party providers to deliver short-term care support.

The Government of Canada is working with provincial and territorial governments to respond to COVID-19. A national recruitment campaign has been developed, seeking volunteers, including individuals with health care experience, to help conduct case tracking functions and support health system surge capacity. An inventory of volunteers is being maintained from which provincial and territorial governments can draw as needed.

More information is available at: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page1800?toggleLanguage=en&poster=1437722>

Q37. What is the Government doing to support low wage workers?

The Government of Canada is taking strong and quick action to protect our economy, and the health, safety, and jobs of all Canadians during the global COVID-19 outbreak.

The new Canada Emergency Response Benefit will support Canadian workers, whether employed or self-employed, who have stopped working and lost their income because of

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COVID-19. It will provide eligible workers \$2,000 a month for up to 4 months to help them pay the bills.

The Government of Canada's priority is to ensure that Canadians receive the money they are entitled to as quickly as possible. We have launched a portal to provide information and to help workers apply for the new benefit.

Q38. What is the Government of Canada doing to protect seniors' financial security?

The Government of Canada is taking measures to ensure that the Canada Pension Plan and Old Age Security benefits that seniors rely on will continue to be paid without delay, and that new applications for these benefits will be processed in a timely fashion.

The Old Age Security pension is intended to provide a minimum income guarantee to all seniors. Therefore, the Old Age Security pension is based on age and residence and not on employment history or investment income, and it continues to be paid to seniors monthly.

The income-tested Guaranteed Income Supplement is provided to all low-income seniors. Old Age Security pensioners who experience a drop in income as a result of the pandemic may be eligible to receive this additional support.

To further protect seniors' financial security, we are introducing several new measures. For low- and modest-income Canadians, including seniors, starting April 9, 2020, the Government began providing a one-time special payment through the Goods and Services Tax (GST) credit. This will provide close to \$400 to low-income single individuals and close to \$600 to low-income couples.

We are also reducing required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25% for 2020. This will provide flexibility to seniors and help preserve RRIF assets during a volatile market.

Further, we are extending the deadline to file your income taxes to June 1, 2020, and allowing any new balances due, or instalments, to be deferred until September 1, 2020, without incurring interest or penalties.

Q39. What is the Government doing to protect seniors' pensions?

Budget 2019 introduced new measures to enhance the security of workplace pensions in the event of corporate insolvency.

Measures to make insolvency proceedings fairer, more transparent and more accessible for pensioners and workers are now in force.

Higher expectations and better oversight have also been set for corporate behaviour:

- federally incorporated businesses are now explicitly permitted to consider pensioner and worker interests when acting in the best interests of the corporation; and
- publicly traded, federally incorporated firms will be required to disclose their policies pertaining to workers and pensioners well-being and executive compensation, or explain why such policies are not in place.

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Finally, measures protect Canadians' hard-earned benefits by clarifying in federal pension law that pension plan members are entitled to the same pension benefits when a plan is wound up as when it was ongoing.

Q40. What is the Government doing to protect seniors from elder abuse?

The Government of Canada is committed to protecting the safety and well-being of seniors in Canada and recognizes the devastating impact of elder abuse on seniors and their families.

We continue to provide information, resources and tools to help seniors, caregivers, service providers and the general public identify elder abuse and respond appropriately.

We will continue to work collaboratively with provinces and territories, as well as community organizations, to implement measures to help improve the lives of seniors and their families.

Q41. What is the Government doing to protect seniors from COVID-19 related fraud and scams?

The Government of Canada is working to implement measures to help improve the lives of seniors and their families and is taking the issue of financial exploitation of seniors very seriously. Indeed, fraud and theft are offences under the *Criminal Code*.

Employment and Social Development Canada has been sharing anti-fraud content from other government departments in real time on its Seniors Facebook page, as well as other departmental channels.

In the longer term, the Government will move forward with a national definition of elder abuse, invest in better data collection and law enforcement, and establish new penalties in the *Criminal Code* relating to elder abuse.

This builds on work underway, such as the National Seniors Council's examination of the issue of financial abuse of seniors and funding under the New Horizons for Seniors Program to community groups to help reduce elder abuse.

VOLUNTEER RECRUITMENT

Q42. How many people are you looking for with the volunteer recruitment program? What will they do and how will they be trained?

As part of the comprehensive federal, provincial and territorial response to COVID-19, the Government of Canada is supporting provinces and territories by facilitating an inventory for recruitment and mobilization of skilled Canadians to provide surge capacity in key areas.

To assist provinces and territories, the Government of Canada is working with them to identify their needs. They have identified contact tracing and case recording as areas where they require assistance. Therefore, the skills required include case management, data collection and management, public outreach and telephone interview skills. Referrals from the inventory have also been shared with a number of jurisdictions for help in long-term care facilities. Other call-outs may be issued as jurisdictions identify new areas requiring assistance. As needs evolve, support in other areas requiring assistance will be provided.

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Q43. Can you describe the recruitment process including when volunteers will be training/starting work? Are some people being hired (i.e. paid instead of volunteer)?

The Government of Canada is reaching out in stages. The first stage was to enlist qualified federal public servants who are currently not in roles essential to ongoing federal work to assist in those jurisdictions feeling the most pressure. The second stage includes leveraging the inventory established as part of a COVID-19 Volunteer Recruitment campaign, and reaching out to faculties of health, public health and science across the country to disseminate a call for interested individuals to register in the inventory. A third stage will involve reaching out to all health professional and health science associations for retirees or individuals currently not engaged in the COVID-19 response.

Q44. How many volunteers have signed up so far?

As of April 19, there were more than 38,400 volunteers registered in the inventory.

ISOLATION, QUARANTINE (SELF-ISOLATION), AND PHYSICAL DISTANCING

Q45. I have heard elsewhere that people who are asymptomatic can go outside for walks, for example, as long as they maintain physical distancing, but now you are saying they can't leave their property. Which is correct?

For all Canadians, you can go for a walk if you:

- Have not been diagnosed with COVID-9
- Do not have symptoms of COVID-19
- Have not travelled outside of Canada in the past 14 days.

If you go out for a walk, do not congregate and always practise physical (social) distancing by keeping at least two metres from others at all times.

For travellers entering Canada, during their 14-day period of isolation or quarantine:

- For those in mandatory isolation, stay inside your home.
- For those in quarantine (self-isolation), you may go outside for fresh air in a private place like your yard or on a balcony; however, you must stay on your property and not go into community settings.

Q46. Under what circumstances should Canadians get in their cars? Is it acceptable to go for a drive when not picking up necessities?

We recognize that isolating at home can be difficult. To limit potential spread of COVID-19, the Public Health Agency of Canada recommends Canadians stay home as much as possible, including for meals and entertainment. Rather than going out, consider other things you can do while staying at home, such as:

- use food delivery services or online shopping;
- exercise at home or outside;
- use technology, such as video calls, to keep in touch with family and friends through online dinners and games;
- conduct virtual meetings;

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- host virtual playdates for your kids;
- work from home, if possible; and
- on your own property: go outside on your balcony or deck, walk in your yard or get creative by drawing chalk art or running back yard obstacle courses and games.

If you do go for a drive, exercise caution and maintain appropriate physical distancing (i.e., keeping a distance of at least 2 metres from others). And if you stop for gas, or any reason, ensure you wash your hands as soon as possible.

Q47. A team of Canadian and Chinese researchers analyzed 2000+ COVID cases and found that 1 in 8 people develop symptoms more than 14 days after exposure. The research team recommend that quarantines be extended from 2 weeks to 3 weeks. Is Canada considering an extension to the quarantine period?

To our knowledge, a 14-day post-exposure isolation period has been applied with success. Further exploration on the length of the incubation period is needed to support decisions on changing the isolation recommendations.

One of the findings of the study is that approximately 12% of patients had an incubation period that they self-estimated was longer than 14 days. The incubation period is inferred from the recorded date of onset of symptoms and reported date of contact with another case. There are a number of ways by which these dates may be imprecise, including patients being unable to precisely remember when symptoms began and certainty about when an individual actually acquired infection.

It is possible that more information will be available following the study's peer review. We continue to collect, analyze, and monitor new evidence as it becomes available.

BORDER MEASURES

CANArrive MOBILE APPLICATION

Q48. How do I access the CANArrive app?

The mobile app is currently available in the Google Play Store or the Apple App Store. It is accessible and can be downloaded and installed for free on:

- iPhones running iOS 12 or above; and
- Android phones and tablets running OS 6 and above.

It is also available as a web application that can be accessed through any laptop or desktop computer browser.

Q49. How does it work?

The App is simple to use and is designed to collect basic contact and travel information from travellers, as well as their location for mandatory isolation. The App also asks yes or no questions related to symptoms and self-isolation plans.

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Q50. Is the Government planning to make other COVID-19 digital tools and resources available to Canadians?

The Government of Canada is working with provinces and territories to make available additional digital platforms that can help with the response to COVID-19, including education, information, mental health and substance use supports, alerts, and screening tools.

On March 31, 2020, the Government of Canada launched [the Canada COVID-19 mobile platform](#). The platform provides users with;

- information and recommendations based on their personal risk
- the ability to track their symptoms
- links to reliable and up-to-date public health information sources
- educational information related to COVID-19 on subjects such as:
 - physical distancing
 - handwashing
 - food safety
 - pets

The App is accessible as a free mobile application for modern Apple iOS and Android smartphones and tablets. It is also available as a web application that can be accessed through any modern laptop or desktop computer.

We will continue to work with all of our partners to ensure that Canadians have access to up-to-date information, tools and resources on COVID-19.

Q51. Why not just use the paper contact form instead of a mobile app?

This App allows for the seamless transition of contact information from the traveller to the border services officer upon entry to Canada.

The CANArrive app, launched during the week of April 25, will be an alternative to paper forms. It will enable faster processing at the border for travellers returning to Canada, and we encourage travellers to use it.

This electronic collection method also limits physical contact between travellers and Border Services Officers and Quarantine Officers. This protects both the travellers and the officers.

Q52. What is the difference between the App and the web version of the form?

The web version of the form can be accessed using the web browser on any laptop, tablet or smartphone and requires a constant connection to the internet. The web version requires a local token to be entered first. The token is provided only at the port of entry into Canada before allowing traveller(s) to enter and submit their information.

The CANArrive app is an application that a user can download directly to their mobile phone. The CANArrive app allows traveller(s) to enter their information without a token and before arrival at the port of entry into Canada. The CANArrive App requires only the token provided at the port of entry into Canada for the final submission step.

The CANArrive app enables all incoming travellers to submit information quickly, easily and securely.

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Q53. Is this app going to be used to track travellers?

The CANArrive app will not be used to automatically track people's location through their phone or via GPS, nor is it a surveillance tool. The protection of Canadians' information is a priority for the Government of Canada, and any tool used to collect personal information undergoes a rigorous privacy assessment.

Q54. What kind of information is the app collecting?

Information collected under CANArrive (as well as the paper and online form) is required under the *Quarantine Act* and includes:

- name, date of birth, flight number and destination details
- self-assessment on symptoms (yes or no question on whether traveller is showing signs of a cough, difficulty breathing, or fever)
- self-isolation plan (yes or no question on whether a plan is in place)

Q55. How will the information be protected?

Personal information under the control of a federal government institution is subject to the *Privacy Act*. Information is collected, used, disclosed, retained and disposed of in accordance with this law.

Q56. How is the information used?

The collected information will be used for three activities under subsection 15(1) of the *Quarantine Act*:

1. to monitor, verify or enforce compliance with the Mandatory Isolation Order;
2. to provide information to promote compliance with the Mandatory Isolation Order; and
3. for public health follow-up.

Compliance and enforcement officers may use the information provided to contact travellers during their mandatory isolation period to ensure they are respecting the requirement to stay in their place of isolation. It is not a surveillance or tracking tool.

Travellers are informed upon entry into Canada of the compliance monitoring and verification activities, the possible consequences of non-compliance, and the enforcement actions and penalties they could face.

The Public Health Agency of Canada is working with the Royal Canadian Mounted Police and provincial law enforcement agencies to verify the compliance of returning travellers with the mandatory isolation order using a risk-based approach, based on the information given by travellers at the border.

Q57. What gives the government the authority to require personal information?

This information is required pursuant to subsection 15 (1) of the *Quarantine Act*:

15 (1) *Every traveller shall answer any relevant questions asked by a screening officer or quarantine officer and provide to the officer any information or record in their*

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possession that the officer may reasonably require in the performance of a duty under this Act.

Q58. Why does CANArrive collect more information than the paper and online forms do? Why is there a discrepancy?

At present, the App includes all information to be collected to administer and enforce the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 2*. In comparison to the current paper and online forms, the App requires additional information, such as flight or border crossing information, and questions on whether travellers are exhibiting symptoms of COVID-19 and whether they have a self-isolation plan.

While some of this information is not captured in the paper or online form, that includes questions on self-assessment of symptoms and confirmation on whether a self-isolation plan has been considered by each incoming traveller, it is asked nevertheless by a border services officer and captured on their end.

The mobile app, paper and online options of the Coronavirus Form will eventually all align to collect the same information from all incoming travellers. PHAC is currently working with the operations team on this alignment.

OIC 10 - EMERGENCY ORDER – MANDATORY ISOLATION

Q59. What is the new federal Emergency Order made pursuant to the *Quarantine Act* and why has the Government of Canada implemented it?

Effective April 15, 2020, the Government of Canada has implemented a federal Emergency Order under the *Quarantine Act* requiring anyone entering Canada, whether by air, land or sea, to isolate for 14 days if they have symptoms of COVID-19 or, if not exempted, to quarantine themselves for 14 days if they do not have symptoms, in order to limit the introduction and spread of COVID-19.

This applies to all people entering Canada with few exceptions — and captures those who have symptoms of COVID-19 and those who do not have symptoms.

These measures will help protect the health of individuals in question, any individuals with whom they may live and Canadians in general, including people who are vulnerable, such as adults aged 65 years or over and people with pre-existing medical conditions who are at greatest risk of severe COVID-19 disease.

Q60. How is this new Order different from the first mandatory isolation Order?

Based on new scientific evidence showing that people without symptoms may transmit the disease, any traveller now arriving in Canada—whether they have symptoms (are symptomatic) or do not have symptoms (are asymptomatic)—is required to wear a non-medical mask or face covering while in transit to isolation (if symptomatic) or quarantine (if asymptomatic).

Previously, only symptomatic people were prohibited from isolating where a vulnerable persons would be exposed.

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This Order extends that directive to asymptomatic individuals as well. As such asymptomatic individuals may not quarantine in a place where they would be in contact with vulnerable persons, such as adults aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions that makes them susceptible to complications relating to COVID-19.

If an asymptomatic person is unable to quarantine themselves in a suitable location, they will be transferred to a quarantine facility chosen by the Chief Public Health Officer of Canada.

In addition, the 14-day quarantine period is reset if the person develops any signs and symptoms of COVID-19, or if they are exposed to someone who is subject to the Order and exhibits signs and symptoms after entering Canada.

Q61. How will travellers be notified of the protocol for this type of situation upon re-entry?

Upon entering Canada, travellers will be asked questions about their health and symptoms, which they are required to report to a screening or Quarantine officer. They will also be asked to acknowledge that they are required, under the *Quarantine Act*, to isolate or quarantine for a 14-day period that begins on the day on which they enter Canada.

Travellers will be provided with a hand-out that informs them that they are subject to the Order, outlines the requirements of the Order, provides public health advice and provides a link to the Canada.ca/coronavirus website where they can obtain additional information.

Persons entering Canada should also consult their provincial or territorial public health authority for any additional measures and/or restrictions regarding mandatory isolation or quarantine.

Q62. What does the Order made pursuant to the *Quarantine Act* require of persons entering Canada?

What is the difference for travellers between what they can do at home if they have no symptoms versus if they have symptoms?

Every person entering Canada must answer relevant questions asked at the border and provide any information or record in their possession that is required. They must also wear a non-medical mask or face covering upon entry and while in transit to their place of isolation or quarantine.

The Order also requires that all persons entering Canada, who are not exempted, be placed into one of two categories: asymptomatic (without symptoms) and symptomatic (with symptoms).

Asymptomatic

Persons entering Canada who do not have signs and symptoms of COVID-19 are subject to the Order and must **quarantine** for 14 days, beginning on the day on which they enter Canada, because they are at risk of developing symptoms and/or infecting others.

Quarantine means the separation of persons entering Canada from others in such a manner as to prevent the possible spread of infection or contamination.

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Asymptomatic persons entering Canada must:

- go directly to their place of quarantine, without delay, and stay there for 14 days
- not quarantine in a place where they will have contact with vulnerable persons such as adults aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions
- ensure they have a suitable place to quarantine where they will have access to the necessities of life
- monitor their health for signs and symptoms of COVID-19 until the expiry of the 14 day period
- not leave their place of quarantine unless it is to seek medical attention
- arrange for the delivery of essentials like groceries or medication
- not have visitors
- not use public transportation
- not go to school, work or any other public areas
- practise physical distancing at all times (i.e. keep a distance of at least 2 metres from others)

Asymptomatic persons are encouraged to take private transportation, such as a private vehicle to their place of quarantine. They can take public transportation to their place of quarantine, but must wear an appropriate non-medical mask or face covering while in transit. They must not make any stops on the way to their place of quarantine and practice physical distancing at all times.

Persons who do not have symptoms may be required to remain in a quarantine facility chosen by the Chief Public Health Officer of Canada if they plan to quarantine themselves for a period of 14 days in a place:

- where they would be in contact with vulnerable persons;
- where they do not have access to the necessities of life (e.g. food, heat, medication); or
- that is not considered suitable (e.g. it is a shelter or other place where many people would be newly exposed by nature of staying there).

It is important to underscore that individuals entering Canada may be asymptomatic on entry but could subsequently become sick. There are unfortunate cases where an asymptomatic individual can develop symptoms and deteriorate quite quickly.

If a person develops symptoms within 14 days they must:

- isolate themselves from others
- immediately call a health care professional or [public health authority](#) and:
 - describe their symptoms and travel history
 - carefully follow the instructions provided

The 14-day quarantine period and associated requirements is reset (begins again) if the person develops any signs or symptoms of COVID-19 or if they are exposed to someone who is subject to the Order and exhibits signs and symptoms after entering Canada.

If anyone develop signs or symptoms of COVID-19 they must act in accordance with the instructions for symptomatic individuals.

Symptomatic

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Persons entering Canada who have COVID-19 or signs and symptoms of COVID-19 or reasonable grounds to suspect they have signs symptoms of COVID-19 are subject to the Order and required to remain in **isolation** until the expiry of the 14-day period that begins on the day on which they enter Canada, because they are at risk of infecting others.

Isolation means the separation of persons who are infected with COVID-19 or who have signs and symptoms of COVID-19 from others in such a manner as to prevent the spread of infection or contamination.

Symptomatic persons entering Canada must:

- use private transportation (i.e. personal vehicle) to travel to their place of isolation
- wear a non-medical mask or face covering while in transit to isolation
- go directly to the place where they will isolate, without delay, and stay there for 14 days
- not isolate in a place where they will have contact with vulnerable persons such as adults aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions
- ensure they have a suitable place to isolate where they will have access to the necessities of life
- undergo any health assessments required
- monitor their signs and symptoms and report to the public health authority if they require additional medical care
- stay inside their place of isolation
- not leave their place of isolation unless it's to seek medical attention
- arrange for the delivery of essentials like groceries or medication
- not use public transportation
- not have visitors
- not go to school, work or any other public areas
- practise physical distancing at all times (i.e. keep a distance of at least approximately 2 metres from others)

Symptomatic persons entering Canada may be required to remain in a quarantine facility chosen by the Chief Public Health Officer of Canada if they:

- have to use a public means of transportation to get to their place of isolation; or
- plan to isolate themselves for a period of 14 days in a place:
 - where they would be in contact with vulnerable persons;
 - where they do not have access to the necessities of life (e.g. food, heat, medication); or
 - that is not considered suitable (e.g. it is a shelter or other place where many people would be newly exposed by nature of staying there).

Q63. Who is considered a vulnerable person?

Persons aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions that makes them susceptible to complications relating to COVID-19. All of these groups are at an increased risk of more severe illness.

Q64. What is the difference between isolation and quarantine?

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Isolation means the separation of persons who are infected with COVID-19 or who have signs and symptoms of COVID-19 from others in such a manner as to prevent the spread of infection or contamination.

Quarantine means the separation of persons entering Canada from others in such a manner as to prevent the possible spread of infection or contamination.

Q65. How is it determined if travellers meet the conditions to isolate or quarantine at home or in a place of their choice?

Upon entering Canada, travellers are asked questions about their health and to assess their ability to meet the conditions outlined in the Order to isolate or quarantine in an appropriate accommodation.

Considerations include whether the person is able to isolate or quarantine at a place that is suitable (e.g. it is not a shelter or other place where many people could be newly exposed by nature of the individual staying there), where they can get the necessities of life and are not in contact with vulnerable persons. If the traveller is unable to meet one or more of these conditions they will be required to complete their 14-day isolation in a quarantine facility chosen by the Chief Public Health Officer of Canada.

Persons entering Canada should also consult their provincial or territorial public health authority for any additional measures and/or restrictions regarding mandatory isolation or quarantine.

Q66. How do I monitor for signs and symptoms of COVID-19?

Symptoms of COVID-19 include cough, difficulty breathing, or fever equal to or greater than 38°C (signs of fever could include shivering, flushed skin, and excessive sweating). Information about COVID-19 is also available at www.canada.ca/coronavirus and by calling 1-833-784-4397.

Visit the provincial or territorial public health authority website where you are located for more information, including when to contact the public health authority.

Q67. When does the 14-day period start? Is it from the day of entry into Canada or the day the traveller arrives at the place where they will quarantine themselves or isolate?

The 14-day period begins on the day the person enters Canada.

Individuals should consult their provincial or territorial public health authority for any additional measures and/or restrictions, such as a provincial emergency order that requires individuals isolate themselves for 14 days upon entering their province from another part of Canada.

Q68. What is considered to be an appropriate non-medical mask or face covering?

Wearing an appropriate non-medical mask or face covering is an additional measure you can take to protect others around you, even if you have no symptoms. It can be useful for short periods of time to prevent respiratory droplets from contaminating others or landing on surfaces.

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Examples of appropriate non-medical masks and face coverings include a homemade cloth mask, a dust mask or a bandana.

An appropriate non-medical mask or face covering is made of protective layers of absorbent fabric (such as cotton) that fit snugly over the nose and mouth and are secured to the face with ties or loops. Masks or coverings should allow for easy breathing, stay the same shape after machine washing and drying and be changed as soon as possible if damp or dirty.

Q69. Who determines if the traveller is wearing an appropriate non-medical mask or face covering upon entry into Canada?

Quarantine officers or screening officers will determine the appropriateness of non-medical masks or face coverings worn by travellers entering Canada.

If it is determined that the traveller is wearing an inappropriate non-medical mask or face covering they will be asked to remove it as per the guidelines provided by PHAC. The traveller will then be required to put on an appropriate non-medical mask or face covering.

Q70. Are co-travellers able to quarantine or isolate together if one of them is a vulnerable person?

Under the terms of the new Order individuals who travelled together are able to quarantine or isolate together if one of them is a vulnerable person as long as the person is a consenting adult or is the parent or minor in a parent-minor relationship.

Q71. Am I required to comply with the Order if my province or territory has their own legal requirements for quarantine or isolation?

Yes, anyone entering Canada must comply with the Order with few exceptions.

Provinces and territories may implement their own legal requirements around quarantine and isolation. Persons entering Canada will be expected to comply with the federal government's Order and any measures and/or restrictions enforced by their province or territory as long as they do not contradict or replace those of the Order (i.e. they must be stricter than the requirements or the Order).

Individuals should consult their provincial or territorial public health authority for any additional measures and/or restrictions.

Q72. What type of masks or face coverings will be provided at border entries? If all travellers entering Canada will be required to wear masks, how will this impact the supplies available for healthcare workers?

Travellers require non-medical masks or face coverings upon arrival. Travellers can also wear homemade cloth face coverings. Masks or face coverings may be provided upon arrival as appropriate.

Medical masks, including surgical, medical procedure face masks and respirators (such as N95 masks), should be reserved for healthcare workers and those providing direct care to COVID-19 patients.

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Even while wearing a non-medical mask or face covering, strict hygiene and public health measures, including frequent hand-washing and physical distancing, must be maintained to reduce your chance of passing on the virus to someone else. It is also important to be aware that wearing a non-medical mask or face covering in the community has not been proven to protect the person wearing it. Wearing a non-medical mask or face covering is an additional measure for people—including those who do not have symptoms—to take to protect others.

Q73. Will the new requirements (e.g. travellers having to confirm their planned place to isolate or quarantine; being given a non-medical masks or face covering) create back-ups at airports?

With the introduction of the updated Emergency Order, we are building on measures previously implemented on March 25th 2020, to reduce the introduction and further spread of COVID-19 in Canada. While it can be expected that processing travellers at the border may initially increase wait times, the additional measures being implemented will further contribute to the reduction and spread of COVID-19. Efforts will be made to expedite processing travellers at the borders, while respecting public health measures and guidance, such as physical distancing by maintaining a 2 metre distance between travellers. All travellers are expected to contribute to help keep Canadians safe.

TRAVELLERS WITH NO SYMPTOMS (ASYMPTOMATIC)

Q74. Why do travellers with no signs and symptoms of COVID-19 have to quarantine themselves? Is it mandatory?

Yes, the Order to quarantine is mandatory for travellers without signs or symptoms. They must quarantine themselves without delay and monitor for signs and symptoms of COVID-19 until the expiry of the 14-day period that begins when they entered Canada.

Given the rapid spread of COVID-19 around the world, with widespread transmission in an increasing number of countries, people who travelled outside of Canada are considered to be at risk of exposure to COVID-19. Also, there are numerous examples of asymptomatic individuals arriving in Canada and falling ill and emerging public health science indicates that asymptomatic and pre-symptomatic individuals may potentially spread COVID-19. Therefore, it is extremely important for their own health and that of others, for persons entering Canada to quarantine and monitor for symptoms.

As such, additional stringent measures are required to reduce the possibility of spread by persons who do not have symptoms. The Government of Canada has implemented an Order requiring anyone who is asymptomatic upon entering Canada, whether by air, land or sea, (and is not exempt) to quarantine for 14 days in order to limit the introduction and spread of COVID-19.

Q75. Why can some people without symptoms quarantine at home or a place of their choice and others must go to a quarantine facility?

Asymptomatic travellers entering Canada will be instructed to go directly to their place of quarantine, without delay, and remain there for 14 days. If they are unable to quarantine

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themselves in accordance with the conditions of the Order they will be sent to a quarantine facility at the discretion of the Quarantine Officer.

Considerations include whether the person is able to quarantine at a place that is suitable (e.g. it is not a shelter or other place where many people could be newly exposed by nature of the individual staying there), where they can get the necessities of life and are not in contact with vulnerable persons. If the traveller is unable to meet one or more of these conditions they will be required to complete their 14-day isolation in a quarantine facility chosen by the Chief Public Health Officer of Canada.

Q76. If I don't have symptoms can I quarantine at home if there are vulnerable people living with me?

No. Asymptomatic travellers are unable to quarantine at home if they live with a one or more vulnerable persons who are at an increased risk of more severe illness as emerging science indicates that asymptomatic and pre-symptomatic individuals may potentially spread COVID-19.

Q77. Why does my quarantine period reset if I am exposed to COVID-19 from another person subject to the Order?

Under the new Order, the 14-day quarantine period is reset if the person develops any signs and symptoms of COVID-19, or if they are exposed to someone who is subject to the Order and exhibits signs and symptoms after entering Canada.

Persons who entered Canada may develop symptoms of COVID-19 while in quarantine and expose others who are in quarantine with them and also subject to the Order. As symptoms may take up to 14 days to appear after exposure more stringent measures are required to reduce the possibility of spread.

Q78. Can travellers with no symptoms take public transportation (including taxi) or rent a vehicle (from the airport) to get home or the place where they will quarantine?

Yes. Persons not exhibiting symptoms may take public transportation and/or rent a vehicle to get to their place of quarantine. However, they must wear an appropriate non-medical mask or face covering while in transit and go directly to the place where they will quarantine themselves without delay.

While in transit, people must follow the instructions of the quarantine officers and screening officers to avoid spreading infection to others. For example, practise physical distancing — maintain a 2-metre distance — and practise good hand hygiene and cough etiquette.

Under the terms of the Order, public transportation includes an aircraft, bus, train, taxi, subway or ride-sharing service.

Persons returning to their home to mandatory quarantine should also consult their provincial or territorial public health authority for any additional measures and/or restrictions to travel within their jurisdiction.

Q79. Can travellers without symptoms who will transit home by private vehicle have someone pick them up and drive them or must they be the sole occupant

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of the vehicle? If someone drives them, does that person then need to quarantine for 14 days?

For asymptomatic travellers, it is recommended that you do not ask someone to pick you up.

However, if required to do so, you must wear an appropriate non-medical mask or face covering at all times, should not make any stops on the way home and must practise physical (social) distancing at all times. This is also the case if you need to take a taxi or public transit to your home to quarantine.

In either case, if getting gas, pay at the pump. Use a drive-thru to get a meal. If you need to stop to rest, use rest areas or other places where you can park and rest in your vehicle, avoiding contact with other people.

If private transportation is unavailable, the Public Health Agency of Canada may arrange medical transportation, depending on the distance of the traveller's home or place of quarantine.

Anyone who has been in direct contact with someone who has or is suspected to have COVID-19, must quarantine for 14 days.

Q80. Why do I have to wear a non-medical mask or face covering when taking public transportation to get to my place of quarantine if I do not have symptoms of COVID-19?

Emerging science indicates that asymptomatic and pre-symptomatic individuals may potentially spread COVID-19, which may account for the occurrence of a number of secondary cases. As such, more stringent measures are required to reduce the possibility of spread by persons who do not have symptoms.

Wearing a non-medical mask or face covering is an additional measure you can take to protect others around you, even if you have no symptoms. It covers your mouth and nose and can reduce the chance that others are coming into contact with your respiratory droplets. It can be useful for short periods of time, when physical distancing is not possible in public settings such as when using public transit.

Q81. Are travellers with no symptoms allowed to take connecting flights?

Yes. Persons not exhibiting symptoms may take connecting flights to their final destination to quarantine as long as they wear an appropriate non-medical mask or face covering while in transit.

Travellers will be instructed by quarantine officers or screening officers to follow additional precautions while travelling to their place of quarantine to avoid spreading infection to others. For example, practise physical distancing when possible — maintain a 2-metre distance — and practise good hand hygiene and cough etiquette.

Persons returning to their home to mandatory quarantine should also consult their provincial or territorial public health authority for any additional measures and/or restrictions to travel within their jurisdiction.

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Q82. What happens if a Canadian traveller, not exhibiting symptoms, misses their connecting flight and has to stay overnight in a city, before getting on their connecting flight the next day? Can they stay at a hotel or with friends or family?

People entering Canada not exhibiting symptoms may be permitted by the instructions of a quarantine officer or screening officer to stay at a hotel for an overnight layover before making their connecting flight the next day. They must wear an appropriate non-medical mask or face covering while in public settings, and go directly to their hotel without any unnecessary stops along the way.

While staying at a hotel, travellers should stay in their room to avoid contact with others, practise physical distancing (maintain a 2-metre distance) and practise good hand hygiene and cough etiquette at all times. To get a meal, use room service as long as your meal is delivered and left outside the door of your hotel room.

It is not recommended to stay with friends or family where it could be harder to avoid contact with people compared to a hotel room.

Q83. If people arrive in Canada on a charter flight, not at one of the designated four International Airports, can they use a private vehicle to get to their final destination in another province to isolate there?

Yes. People who have access to private transportation may continue onward travel, including driving to another province to isolate.

If you must stop, follow precautions to avoid spreading infection to others. You must wear an appropriate non-medical mask or face covering and avoid contact with others (maintain a 2-metre distance) and practise good hand hygiene and cough etiquette.

If getting gas, pay at the pump. Use a drive-thru to get a meal. If you need to stop to rest, use rest areas or other places where you can park and rest in your vehicle, avoiding contact with other people.

Once home, use food delivery services or online shopping to purchase essential items, and ask family, a neighbour or friend to help with essential errands.

Q84. What about people entering Canada by land – can they stay overnight in a hotel during their drive home?

Asymptomatic individuals may be permitted by the instructions of a quarantine or screening officer to stay in a hotel overnight if necessary, but should go directly to their hotel without any unnecessary stops along the way. An appropriate non-medical mask or face covering must be worn at all times when in public settings.

While staying at a hotel, travellers should stay in their room to avoid contact with others, practise physical distancing (maintain a 2-metre distance) and practise good hand hygiene and cough etiquette at all times. To get a meal, use room service as long as your meal is delivered outside the door of your hotel room.

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It is important that travellers avoid any unnecessary stops on their way home and contact with others.

Q85. There are reports of RVs being spotted in store parking lots near the border. Are they allowed to stop there to shop on their return home?

Asymptomatic people travelling in an RV will generally receive instructions that it is permissible for them to stay in their RV overnight. Their RV is, essentially, their first place of quarantine.

If they must stop overnight they are to follow precautions to avoid spreading infection to others. They must stay in their RV and avoid contact with others (maintain a 2-metre distance) and practise good hand hygiene and cough etiquette. They must avoid going into stores to make purchases.

Q86. Can people stop to get gas, use a washroom or acquire essential items on their way home to isolate?

It is important for asymptomatic travellers entering Canada to avoid contact with others. As per the instructions provided upon entry into Canada, go directly to the place where you will isolate, without delay, and wear an appropriate non-medical mask or face covering while in transit.

If you must stop, follow precautions to avoid spreading infection to others. Avoid contact with others (maintain a 2-metre distance), and practice hand hygiene and cough etiquette at all times.

If getting gas, pay at the pump. Use a drive-thru to get a meal. If you need to stop to rest, use rest areas or other places where you can park and rest in your vehicle.

Once home, use food delivery services or online shopping to purchase essential items, and ask family, a neighbor or friend to help with essential errands, if possible.

Q87. What happens if a traveller without symptoms is unable to get to a place to quarantine themselves for 14 days?

Quarantine facilities, for example, hotels designated by the Government of Canada, will be used to lodge asymptomatic persons unable to quarantine themselves in a place:

- that is considered suitable (e.g. it is a shelter or other place where many people would be newly exposed by nature of staying there);
- where they will not be in contact with vulnerable persons; or
- where they will have access to the necessities of life (e.g. food, heat, medication).

Transportation from the point of entry into Canada to the quarantine facility will be arranged by the Government of Canada.

TRAVELLERS WITH SYMPTOMS

Q88. Why can some people with symptoms isolate at home and others must go to a quarantine facility or hospital?

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People entering Canada who report having COVID-19 or signs and symptoms of COVID-19 or has reasonable grounds to suspect they have signs and symptoms of COVID-19 will be instructed to go directly to their place of isolation, without delay, and remain there for 14 days. If they are unable to fulfil the conditions of the Order and isolate themselves, they will be sent to a quarantine facility, or transported to a hospital, at the discretion of the quarantine officer.

Considerations include the severity of symptoms or illness and whether they have a suitable place to isolate where they will have access to the necessities of life and will not be in contact with vulnerable persons. In addition, symptomatic travellers must have private transportation to get to their home or place of isolation.

For example, if they have onward connections, or the distance to get home is too far for PHAC-arranged medical transportation, or if they live with one or more vulnerable persons, travellers will be required to complete their 14-day isolation in a quarantine facility chosen by the Chief Public Health Officer of Canada.

Q89. How is symptomatic being defined?

Anyone who has COVID-19, or has signs and symptoms of COVID-19, or has reasonable grounds to believe they have signs and symptoms of COVID-19, are considered to be symptomatic. Signs and symptoms of COVID-19 include a fever and a cough or a fever and difficulty breathing.

Q90. Can symptomatic travellers who are going home to isolate by private transportation be picked up and driven by someone or must they be the sole occupant of the vehicle?

Symptomatic individuals must have private transportation to get to their place of isolation. They cannot have someone pick them up.

If private transportation is unavailable, the Public Health Agency of Canada may arrange medical transportation, depending on the distance of the traveller's home or place of isolation.

If the distance to get home is too far for the PHAC-arranged medical transportation, travellers will be required to complete their 14-day isolation in a quarantine facility chosen by the Chief Public Health Officer of Canada.

Q91. If I am symptomatic, can I stop at a hotel while I'm driving home?

No. It is important that you avoid contact with others. Go to the place where you will complete your 14-day mandatory isolation without delay. This means you must:

- wear an appropriate non-medical mask or face covering while in transit to their place of isolation
- go directly to the place where you will isolate using private transportation (i.e. personal vehicle) and stay there for 14 days

If you must stop, follow precautions to avoid spreading infection to others. Wear an appropriate non-medical mask or face covering, avoid contact with others (maintain a 2-metre distance) and practise good hand hygiene and cough etiquette.

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Q92. Can I stop at the store to acquire essential items on my way to isolate?

No. It is important that you follow the instructions of a quarantine officer or screening officer and avoid contact with others.

Once home use food delivery services or online shopping to purchase essential items, and ask family, a neighbour or friend to help with essential errands, if possible.

Q93. What happens if a traveller with symptoms is unable to get to a place to isolate?

If private transportation is unavailable, PHAC-arranged medical transportation, up to a distance of 12 hours, may be provided to get the traveller to their home or place of isolation. If the traveller has onward connections or the distance to get to their place of isolation is too far for the PHAC-arranged medical transportation travellers will be required to complete their 14-day isolation in a quarantine facility chosen by the Chief Public Health Officer of Canada.

Quarantine facilities, for example, hotels designated by the Government of Canada, will also be used to lodge symptomatic persons unable to isolate themselves in a place:

- that is considered suitable (e.g. it is a shelter or other place where many people would be newly exposed by nature of staying there);
- where they will not be in contact with vulnerable persons; or
- where they will have access to the necessities of life (e.g. food, heat, medication).

Transportation from the point of entry into Canada to the quarantine facility will be arranged by the Government of Canada.

COMPLIANCE AND ENFORCEMENT

Q94. Who will verify compliance with the Order (i.e., spot checks)?

When entering Canada, travellers are required to provide their contact information to the Government of Canada for compliance monitoring and verification purposes.

If there are concerns that a traveller is not complying with the requirements of the Emergency Order, the assistance of peace officers may be requested to establish contact with the traveller and confirm compliance. This could include a visit to the traveller's place of isolation. PHAC is working with the Royal Canadian Mounted Police (RCMP) and provincial law enforcement agencies to verify the compliance of returning travellers with the Emergency Order.

Q95. What happens if someone does not comply with the Order?

Failure to comply with this Order is an offence under the *Quarantine Act*. Individuals who contravene the mandatory isolation or the mandatory quarantine requirements may be subject to a range of enforcement measures under the *Quarantine Act*, which include verbal and written warnings, and arrest, detention or escort to a designated quarantine site.

Spot checks will be conducted by the Government of Canada to verify compliance.

Maximum penalties include a fine of up to \$750,000 and/or imprisonment for six months. Peace officers will use their discretion in determining the most appropriate action in each circumstance.

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Further, a person who causes a risk of imminent death or serious bodily harm to another person while willfully or recklessly contravening this Act or the regulations could be liable for a fine of up to \$1,000,000 or imprisonment of up to three years, or to both.

Amendments under the *Contraventions Act* now allow for increased flexibility in enforcement of offences under the *Quarantine Act*. Law enforcement agencies, including the Royal Canadian Mounted Police, local and provincial police forces, can issue tickets to individuals with fines ranging from \$275 to \$1000, based on the seriousness of the non-compliance to the Quarantine Act and the Order.

The Public Health Agency of Canada (PHAC) will work with federal and provincial partners to promote, monitor and verify compliance with the Order.

Q96. How is the Public Health Agency of Canada working with federal and provincial partners to verify compliance with the Order?

PHAC is working with the Royal Canadian Mounted Police and provincial law enforcement agencies to verify the compliance of returning travellers with the mandatory isolation order using a risk-based approach, based on the information given by travellers at the border.

The information required to follow up with travellers is collected at the border and shared with provincial law enforcement agencies.

As a result of regulatory amendments made under the *Contraventions Act*, enforcement authorities, including the Royal Canadian Mounted Police, as well as local or provincial police forces, can now issue tickets to individuals who do not comply with orders under the Quarantine Act, such as orders requiring individuals to isolate after international travel.

ESSENTIAL SERVICE WORKERS

Q97. Are essential service workers exempt from the Order?

Certain persons who cross the border regularly to ensure the continued flow of goods and essential services, or individuals who receive or provide other essential services to Canadians, are exempt from the requirements to quarantine themselves, as long as they do not have symptoms of COVID-19 upon entry in Canada.

Officers with the Canada Border Service Agency will assess whether persons crossing the border are exempt from the Order.

Persons exempt from mandatory quarantine are still required to respect the intent of the Order to minimize the spread of COVID-19 in Canada including wearing an appropriate non-medical mask or face covering upon entry into Canada, and while in transit or public settings. They will receive a handout at the border advising them to monitor their health for symptoms of COVID-19, to be aware of and respect the public health guidance and instructions of the area where they are travelling or located and the link to the [Canada.ca/coronavirus](https://www.canada.ca/coronavirus) website where they can obtain further information.

Q98. Why are some essential service workers not allowed to work with persons 65 years of age or older until they complete their 14-day quarantine?

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Adults 65 years of age and older are one of the populations at the greatest risk of severe COVID-19 disease. Recent circumstances have highlighted the fact that residents of long term care homes are vulnerable to infections due to their communal living spaces, shared healthcare providers, external visitors and transfers from other healthcare facilities.

Persons entering Canada whose work requires them to provide direct care to persons 65 years or older must complete mandatory 14-day quarantine to reduce the possibility of spreading COVID-19.

Q99. How will employers of temporary foreign workers support compliance with the Order?

Employers have an important role to play in helping to prevent the introduction and spread of COVID-19. Importantly, employers must not prevent or inhibit workers from meeting their obligations under the *Quarantine Act* in any way. The employer is responsible for regularly monitoring the health of workers who are in quarantine, as well as any employee who becomes sick after the quarantine period. If a worker becomes symptomatic at any time, the employer must immediately arrange for the worker to be fully isolated from others, and contact local public health officials. It is also suggested that the employer contact the appropriate consulate.

The employer must house quarantined asymptomatic workers in accommodations that are separate from those not subject to quarantine. This may require finding alternate accommodations (e.g. hotel) if this requirement cannot be met. Appropriate quarantine accommodations must allow for an environment that ensures access to the essential necessities of life (e.g. food, water, heating, etc.) while at the same time preventing exposure to vulnerable populations.

Like all Canadians, the employer is asked to report a violation to the *Quarantine Act* on the part of a worker under quarantine or isolation to local law enforcement. This includes workers that do not respect the mandatory quarantine or isolation period.

Q100. I am a temporary foreign worker and do not have a place to quarantine myself for 14 days in Canada. What do I do?

Your employer must house quarantined asymptomatic workers in accommodations that are separate from those not subject to quarantine. This may require finding alternate accommodations (e.g. hotel) if this requirement cannot be met. Appropriate quarantine accommodations must allow for an environment that ensures access to the essential necessities of life (e.g. food, water, heating, etc.) while at the same time preventing exposure to vulnerable populations.

Quarantine facilities (for example, hotels designated by the Government of Canada), may be used to lodge symptomatic or asymptomatic persons unable to isolate or quarantine because they do not have appropriate accommodations.

ORDER IN COUNCIL 11 – MINIMIZING THE RISK OF EXPOSURE TO COVID-19 IN ORDER (PROIBITION OF ENTRY INTO CANADA FROM THE UNITED STATES)

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Q101. Why is Canada accepting asylum seekers during a pandemic?

Canada is committed to protecting the health, safety and security of Canadians while continuing to uphold our domestic and international obligations with respect to asylum seekers. The Order in Council will continue to prohibit foreign nationals from entering Canada from the U.S. temporarily for the purposes of making a claim for refugee protection, subject to some exceptions. For those that meet an exception however, we will assess their asylum claims.

Q102. The Government of Canada has implemented extraordinary restrictions at the border and within Canada on foreign nationals, permanent residents and Canadians to respond to the pandemic. What measures are being put in place to help mitigate any risks to public health that may be increased by re-opening the border to asylum claimants.

Foreign nationals who enter Canada at a place other than an official land port of entry will continue to be prohibited from entering Canada for the purposes of making a claim for refugee protection, unless they meet an exception or exemption to the prohibition. Individuals ineligible to make a claim under the STCA would be removed to the U.S., a designated safe-third country, while those who are prohibited from entering Canada to make a claim for refugee protection will be directed back to the U.S. While the global flow of persons has slowed due to the pandemic, this policy change on asylum may result in increased numbers of people entering Canada. All foreign nationals who enter Canada including asylum seekers are still subject to the mandatory isolation period of 14 days upon entry into Canada.

Where they are not able to appropriately isolate or quarantine, the Federal Government will work with claimants to find suitable accommodations for the quarantine period upon entry into Canada. Discussions between PHAC, IRCC, and CBSA are underway to establish an efficient process at the border.

Q103. What are exceptions under STCA?

Exceptions to the Safe Third Country Agreement are based on principles that take into account the importance of family unity, the best interests of children and public interest.

There are four types of exceptions:

- Family member exceptions
- Unaccompanied minors exception
- Document holder exceptions
- Public interest exceptions

Despite qualifying for one of the exceptions outlined above, refugee claimants must still meet all other eligibility criteria of Canada's immigration legislation. For example, a person seeking refugee protection will not be eligible to make a refugee claim in Canada if he or she has been determined to be inadmissible to Canada on grounds of security, violating human or international rights, or criminality.

Q104. What are the exceptions to the prohibition of those coming between ports of entry by land or at airports?

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Foreign nationals who enter other than at an official land port of entry (including those who enter at airports or in between official land ports of entry) to make an asylum claim entry will continue to be directed back to the U.S., a designated safe-third country, with exceptions for:

- Unaccompanied minors
- U.S. citizens and stateless habitual residents of the U.S.

NOTE: Parents and legal guardians of U.S. citizens under the age of 18 fell under the exceptions under OIC 9. However, this does not align with the STCA and is removed by OIC11.

Q105. Can refugee claims be made at airports?

Refugee claims will continue to be prohibited at airports and other non-land ports of entry, unless the claimant is an unaccompanied minor, US citizen or stateless habitual resident of the US.

Q106. If a traveller returning to Canada is required to stay in a quarantine facility, will they have to pay for the costs associated with their stay?

Costs associated with staying in a quarantine facility will not be billed back to travellers who are required by a Quarantine Officer to quarantine or isolate in a designated quarantine facility. Transportation to the facility will also be provided at no cost.

When travellers are in a quarantine facility, they are provided with three meals daily and other essentials through our contract with the Canadian Red Cross. All of these items are delivered to their rooms. They also have access to a toll free phone number (Canadian Red Cross) where they can identify essential items that they require.

QUARANTINE FACILITIES

Q107. How will the Public Health Agency of Canada house and feed people who enter Canada who are not allowed to return to their homes for 14 days?

The Government of Canada has established quarantine facilities, for example hotels, to prevent the potential spread of COVID-19. Quarantine facilities will be used to lodge persons entering Canada who are unable to isolate or quarantine because they are unable to meet the conditions of the Order (e.g. live with a vulnerable person, do not have private transportation if they are symptomatic). Transportation from the point of entry to the quarantine facility will be provided by the Government of Canada.

These measures will help protect older adults and medically vulnerable people, who are at the greatest risk of severe COVID-19 disease.

PHAC is working with partners to provide the necessary needs, including food and any medical needs, of travelers who will be in isolation at a designated quarantine facility.

Q108. How will my medical needs be tended to if I am required to stay in a quarantine facility?

Persons requiring care for other medical conditions will have access to medical care and emergency medical services at the quarantine facility.

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Q109. How many people are in quarantine in federal facilities and how many reports of quarantine-related violations have there been across the country?

As of 10 p.m. on April 5, 2020, there were 23 Canadians in federally designated quarantine sites and federally supported self-quarantine lodgings. There have been no charges laid for violations against the *Quarantine Act* as of April 6, 2020.

Q110. Where are the federally designated quarantine sites? Are any hotels serving as quarantine locations for travellers to self-isolate for 14 days upon returning internationally?

The Government of Canada has established designated quarantine sites. These sites provide lodging for travellers who enter Canada and either have symptoms consistent with COVID-19 or are asymptomatic and do not have a suitable dwelling for self-quarantine. In order to protect the privacy and safety of travellers, locations of designated quarantine sites are not being made public.

Q111. Have any people been sent to designated quarantine locations to date?

As of 2100EDT, on April 15, 2020, there were 26 Canadians in federally designated quarantine sites and 14 federally supported self-quarantine lodgings. As indicated earlier, the location of the designated facilities is not public, as to respect the health and safety of all Canadians.

MODELLING AND SURVEILLANCE

Q112. What is predictive modelling?

Predictive modelling uses mathematical equations to estimate how many cases of a disease may occur in the coming weeks or months. There are many variables included in the calculation that are based on what we know about the affected population, the disease, the virus and how it spreads.

We can then change the calculations in ways that reflect how public health measures would decrease transmission and assess how well these measures may control the epidemic.

Q113. What are the objectives of modelling?

The objectives are to:

- predict the possible number of cases of COVID-19 that may occur in the coming weeks or months; and
- assess the best methods to control the epidemic in Canada.

The various projections help us to decide what public health measures we need to use, and how to prepare the health care system for the anticipated number of patients affected by COVID-19.

Q114. What considerations or factors are the modelling data based on? What information are you using to make predictions?

There are two general types of model:

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- **Forecasting models** use our knowledge of how the epidemic has evolved in Canada and in other parts of the world in recent days and weeks to forecast how many new cases we may expect to see in the coming week or so. These models assume that the number of cases will continue to grow as they have in previous days or weeks.
- **Dynamical or mathematical models** use our knowledge of the virus causing COVID-19 (the SARS-CoV-2 virus) and how it spreads based on studies from around the world. This knowledge is used to produce a mathematical representation (i.e., a model) of how COVID-19 may spread in the Canadian population under different public health measures to control the disease. We develop these models to help us with planning. The models are to be adjusted as we get better data on the actual epidemic situation, and the resulting predictions will change over time.

Q115. What are the different public health measures that are being used by communities and are modelled to anticipate their potential impacts on the epidemic?

The main public health measures are:

- Social or physical distancing—which includes measures such as closing schools, universities, meetings and meeting places, and teleworking, with the aim of reducing the possibility that an infected person will transmit the virus to another person.
- Case detection and isolation—which is finding infected people through testing and public health surveillance and isolating them (at home or in hospital) so they cannot transmit the infection to someone else.
- Contact tracing and quarantine—which is finding people who have had contact with a COVID-19 case and making sure they remain in quarantine for 14 days (or longer if they themselves start to show symptoms) so they cannot transmit infection.

All of these public health measures aim to break chains of transmission in the community.

Q116. How reliable is the data?

Our knowledge of COVID-19 continues to evolve internationally. The epidemic in Canada also continues to evolve, and new data for cases become available every day. Model-based predictions will be updated and adjusted as the science evolves and as new data on the cases occurring in Canada become available. The models will also be updated to reflect any changes in the public health measures being used to control the epidemic.

This iterative approach to our modelling will help us to assess the possible impact of changes in public health measures over time. It will also help us prepare the health care system for the anticipated number of COVID-19 cases requiring hospital care.

The actions Canadians take every day will continue to influence the predictions and the actual numbers.

Q117. Why are you providing two different models? Isn't one enough? What's the difference in the two models and what are their limitations?

The **forecasts** are based on data from the epidemic as it is actually evolving in Canada and allow us to understand what is happening in the short term based on our experience so far in Canada and the experience of other affected countries.

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The **dynamical models** provide a long-term view of possible ways the epidemic may evolve and help us evaluate which public health measures will minimize the impact on Canadians.

Q118. Do we have different projections from provinces and territories that have released modelling data? If so, why?

We are using similar methods for forecasting cases in the coming weeks, and modelling impacts of different public health measures. However, we are forecasting and modelling what is happening in Canada as a whole, while individual provinces have a local focus. The provincial models are based on data from their provincial cases, so their predictions will be different and specific to their evolving situation.

Q119. What external experts are advising on this work?

The Public Health Agency of Canada established an external advisory group to support our efforts to model and make predictions on the COVID-19 epidemic. This advisory group comprises 37 experts on infectious disease modelling and epidemiology from provincial and territorial public health organizations and from universities across Canada. The group meets twice a week.

The Agency participates in the World Health Organization modelling group to learn from studies conducted around the world and to benchmark our studies against them.

Q120. Will these models show us whether we are achieving our objectives?

Models suggest what will happen with different types of public health measures. How effective these are will be reflected in surveillance data. We are continually evaluating the impact of our public health measures on the number of cases reported in surveillance, and we are adjusting them as needed in collaboration with our provincial and territorial partners. It is important to remember that it takes about two weeks before we can see the impact of public health measures in our surveillance data. This is because of the time lapse between when a case is infected and when they are reported to the Public Health Agency of Canada as a confirmed case.

Q121. Does the federal modelling take into account specific demographics?

We are using a range of modelling methods to assess and predict how COVID-19 may spread in Canada in the coming weeks and months. We know that based on the data provinces and territories have provided about their cases that there are different patterns of spread and different populations affected in each jurisdiction. While we undertake model-based predictions for the country as a whole, we are also developing models that consider the spectrum of differences amongst provinces and territories, municipalities, and vulnerable populations.

Q122. Researchers at U of T who have been maintaining this public dashboard of COVID-19 cases and trends by province (<https://art-bd.shinyapps.io/covid19canada/>) complain that Canada lacks data about the age and other demographic information of those who have been tested for the virus, limiting our understanding of infectiousness and mortality in different populations. Does PHAC have this data available?

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We recognise that there is room for improvement to fill gaps in the completeness and timeliness of the data. PHAC continues to work with the provinces to improve on these areas. Provinces are also working within their jurisdictions to increase capacity and implement new technology to increase the speed and efficiency of data collection and analysis to meet the data demands for this new disease and rapidly evolving epidemiology.

Q123. In the daily epidemiological report, only about 1/3 of COVID-19 include hospitalization data. Why is this? Have certain provinces failed to provide hospitalization data? If yes, which provinces and for what reason?

All efforts are being made to have timely information, but there are inherent delays in collating information in a surveillance system flowing from the local to the national level. PHAC and provincial and territorial public health authorities are working closely together to provide the most accurate information to Canadians. As noted, detailed data on cases have been received at the national level from the provinces and territories for approximately 65% of reported cases. Data on these cases are preliminary and may have missing values for characteristics of interest or they may be coded as “unknown.” For the most part, when hospitalization information is not available to us on the case report form, it is because hospitalization status has been coded as “unknown.”

Q124. Is Canada's total COVID-19 death toll greater than reported and that it will take modelling based on overall death statistics after the pandemic is over to understand the full extent of the death toll?

As of the morning of April 15, 2020, there were 27,063 cases and 903 deaths of COVID-19 reported in Canada, leading to a case fatality ratio (CFR) of 3.3%. The CFR is a commonly used method proposed by the World Health Organization and represents the number of deaths divided by the total number of cases.

As experienced in all countries, this measure varies over time during an epidemic. During the early phase of the epidemic, a lower estimate is usually obtained because people who die tend to do so late in the course of their illness. Other emerging factors, such as recent outbreaks in vulnerable populations at long-term care homes, as well as other factors affecting data reporting can influence this estimate at any given time. We are expecting the accuracy of the CFR to increase as we progress in the epidemic.

Our knowledge of COVID-19 continues to evolve every day. Model-based predictions will be updated and adjusted as the science evolves and as new data on the cases occurring in Canada become available.

Q125. What is PHAC's response to Dr. Amir Attaran criticisms of the Canadian COVID-19 modelling?

Models provide information on what could happen under various scenarios, to allow us to prepare for the worst case, and guide public health action to enable the best possible outcome. The possible outcomes presented in the Government of Canada's modelling are a synopsis of modelling studies including those conducted by the Public Health Agency of Canada (PHAC), and by other epidemiologists and modellers in Canada and elsewhere in the world. The three possible outcomes presented were: a “no controls” scenario in which an unconstrained outbreak

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occurs infecting a very high proportion of Canadians, a “weaker controls” scenario in which the epidemic is not brought under control by public health measures but is prolonged and the peak lowered by public health measures, and a “stronger epidemic control” scenario in which the epidemic is brought under control by a combination of public health measures. These scenarios are for planning purposes and not predictions of the future. Studies conducted outside PHAC have been published and are widely available, while those conducted within the Agency will be made available in the coming weeks.

We are collaborating with federal, provincial and territorial governments and universities to explore the possible future spread of COVID-19 in Canada and to estimate a range of possible numbers of cases, hospitalizations and deaths that may occur in the coming weeks and months given different scenarios for public health interventions. Predictive modelling for COVID-19 requires that we make assumptions based on incomplete data and evolving science. These assumptions change as we get new information about the virus and more data about the epidemic in Canada. We are continually improving the models to provide the best available information to Canadians about possible outcomes.

The work Dr. Attaran cites is consistent with our own studies and those of other groups. In the absence of public health measures, 70% or more Canadians may acquire infection. If public health measures are implemented and then all released suddenly or too soon, the epidemic will simply rebound. If public health measures are not sufficient to cause the epidemic to end, they may nevertheless somewhat reduce the percentage of Canadians that must acquire infection and become immune for “herd immunity” to cause the epidemic to die out.

Additional work by the Agency and other modellers, and consistent with observations in other countries, suggest that low percentages of infected Canadians (the 1-10% range) could be achieved with high levels of public health effort. This effort would include sustained public health measures to prevent reintroduction of transmission, to detect and isolate cases in Canada, and to trace and quarantine people who have come into contact with cases.

Q126. Prof Attaran also accused PHAC of censoring data provided to scientists. If true, why does PHAC censor data before disclosing it?

The Public Health Agency of Canada (PHAC) established an external advisory group to support our efforts to model and make predictions on the COVID-19 epidemic. This advisory group comprises over 40 experts on infectious disease modelling and epidemiology from provincial and territorial public health organizations and from universities across Canada. This collaborative group meets twice a week. PHAC is also committed to ensure that research and scientific information produced by the Agency is made available to the public in a timely manner and in keeping with the Government of Canada’s Directive on Open Government, including a daily epidemiological report and preliminary data tables related to confirmed cases. In some cases, PHAC is not in a position to transfer some data if these are the property of a third party or if there are compelling reasons for limiting disclosure, such as for privacy reasons. Our knowledge of COVID-19 continues to evolve internationally. The epidemic in Canada also continues to evolve, and new data for cases become available every day. Model-based predictions will be updated and adjusted as the science evolves and as new data on the cases occurring in Canada become available.

FLUWATCHERS

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Q127. Prior to COVID-19, what was the Fluwatchers program responsible for? Can you also share any numbers you may have e.g. how many Canadians have volunteered to participate in the Fluwatch in 2018 and 2019?

FluWatchers started in the Fall of 2015 and is part of FluWatch, Canada's National influenza surveillance program. It is a syndromic surveillance program used for the surveillance of influenza-like illnesses in Canada.

Traditional influenza surveillance programs, such as laboratory-based and hospital-based surveillance, only capture individuals who seek medical care or test positive for influenza and, as a result, miss a lot of potential influenza cases. For that reason, the Public Health Agency of Canada (PHAC) started FluWatchers with a goal of capturing cases of influenza-like illness in individuals who do not seek medical care or get tested for influenza. This program enables Canada to get a more robust picture of influenza cases in Canada during the typical influenza season. The FluWatchers program also provides additional valuable surveillance indicators such as how many symptomatic individuals seek medical attention, how many get tested and their results.

The weekly number of participants have been growing from 400 weekly participants in 2015, to 2,200 in 2018, to 3,200 in 2019.

Q128. When did the Fluwatchers program pivot towards tracking COVID-19, and why?

PHAC has been monitoring the FluWatchers data since the start of the pandemic in Canada for signals of unusual increases in Canadians experiencing cough and fever. Minimal changes were made to the questionnaire near the end of March 2020 to include COVID-19 specific questions. PHAC is using FluWatchers to track COVID-19 for the same reasons it is used to track influenza. The vast majority of individuals are likely not going to seek medical care or get testing; therefore, a large proportion of the population will not be captured in the traditional surveillance methods currently being used. The FluWatchers program will also provide an idea of how many symptomatic individuals seek medical attention and how many get tested and their results. This program will hopefully enable Canada to get a more robust picture of COVID-19 cases in the country, the same way it does for influenza.

Q129. How can you differentiate between the flu and COVID-19 in the responses you receive now?

Syndromic surveillance programs such as FluWatchers are used for signal detection. If this program is signaling something, we usually use it as a trigger to look into our other surveillance data streams to validate the signal that we are seeing. We are able to validate the results we get from FluWatchers against data from our other influenza surveillance programs. For example, currently, based on our laboratory surveillance data stream, there is very little influenza or other seasonal respiratory viruses circulating in Canada. Our other influenza indicators such as hospitalizations and outbreaks surveillance are also reporting very low influenza activity. We can use this knowledge to differentiate the data being reported by FluWatchers. If influenza was in high circulation, we suspect that responses from FluWatchers would likely be influenza. Since there is currently very low circulation of influenza (and other respiratory viruses) and as we see the end of flu season, we can hypothesize that responses from FluWatchers could be attributed to COVID-19.

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Q130. Can you share how many Canadians have participated in tracking COVID-19 via the Fluwatchers program? Have any trends emerged in your responses?

PHAC began increasing promotion of FluWatchers through social media since April 3, 2020, in an effort to recruit additional participants. Since then, our weekly participation rate has increased to from 3,200 to 8,700 weekly participants. The more participants reporting, the more accurate the data.

The percentage of participants reporting cough and fever has been low. For example, for the week of March 29, 2020, of the 6,200 participants, 0.5% (32 participants) reported having cough and fever. For the week of April 5, of the 8,700 participants, 0.3% (24 participants) reported having cough and fever. These low rates of cough and fever may be the results of physical distancing measures and we hope that these rates remain low in the coming weeks.

GPHIN'S ROLE IN SURVEILLANCE

Q131. During virus outbreaks, what data does GPHIN collect and use for alerts and in what languages is the data disseminated?

The Public Health Agency of Canada's Global Public Health Intelligence Network (GPHIN) is an early-warning and situational awareness system for potential chemical, biological, radiological and nuclear public health threats worldwide—including outbreaks of infectious disease.

GPHIN users include non-governmental agencies and organizations, as well as government authorities who conduct public health surveillance. GPHIN is a significant contributor to the World Health Organization's Epidemic Intelligence from Open Sources.

Every given day, about 7,000 articles are captured in the GPHIN system. The web-based application in the GPHIN system continuously scans and acquires news sources of information worldwide in nine languages (Arabic, Farsi, English, French, Portuguese, Russian, Spanish, and simplified and traditional Chinese).

GPHIN's main data provider is Factiva, a global news database and research platform that contains nearly 33,000 sources, including newswires, newspapers, and trade publications. GPHIN also mines specific RSS feeds from relevant publications and twitter accounts.

In addition, GPHIN analysts have programmed specific Google Alerts and monitor other news aggregators applications, such as ProMED and HealthMap, to further increase the variety of what is included in GPHIN.

GPHIN analysts have extensive lists of websites and social media accounts from official governmental sources, medical expert forums and other relevant sources that they monitor on a daily basis. Once the data are in the GPHIN system, they are processed, validated, and assessed.

Q132. When was data first collected on the coronavirus outbreak and from what source?

[APG]



On December 31, 2019, at 05:16 AM EST, an article called "[China probes mystery pneumonia outbreak amid SARS fears](#)" was published by Agence France Presse and uploaded in the GPHIN system at 05:42 AM EST.

Q133. When did GPHIN first send out an alert about the coronavirus outbreak and to whom?

The GPHIN analysts conducting their daily review recognized the potential importance of this issue and highlighted it in the Daily GPHIN report, which was distributed at 07:50 EST that day to Canadian public health practitioners at the federal, provincial and territorial levels. The report included the following summary:

International Events of Interest

China - China probes mystery pneumonia outbreak amid SARS fears (Media)

Authorities are investigating an outbreak of viral pneumonia in central China amid online speculation that it might be linked to SARS, the flu-like virus that killed hundreds of people a decade ago. There were 27 cases of "viral pneumonia of unknown origin" reported in Wuhan, in central Hubei province, the city's health commission said in a statement. Seven patients were in a critical condition.

Q134. What is the GPHIN Renewal Project? What was the upgrade done in stages?

Public health intelligence is very important in identifying and monitoring outbreaks. PHAC is in the final stages of completing the GPHIN Renewal Project. The objective of the project was to create an enhanced web-based platform that met Government of Canada information technology policy requirements and used emerging technologies to provide greater automation in the collection, collation and analysis of open source information. The project was designed as a collaboration between PHAC and the National Research Council.

The GPHIN Renewal Project met the following objectives:

- The platform is compliant with information technology policies, guidelines and standards, and the Government of Canada has the ability to further implement improvements and innovations to the system.
- GPHIN can leverage the variety, volume and velocity of data available—including from social media and from more websites—and provide visual representation of events in place and time with built-in analytics and assessment capacity as well as automated summaries of articles.
- The system's artificial intelligence can learn and improve its relevance scoring accuracy.

A phased approach enabled PHAC to develop, create, implement and test functionalities. A post-launch review of Release 1 identified quality and functionality issues that were addressed in Release 2, enabling further enhancements to be made to the system.

Q135. Were analysts ever told to stop reporting on COVID-19?

No. From the start of the COVID-19 outbreak, GPHIN was, and continues to be, an important source of public health intelligence for PHAC.

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Q136. Can you confirm the departure of some of at least two senior analysts in the last 18 months?

Similar to other teams, the GPHIN Team has seen people depart for new opportunities, and new arrivals bring in different expertise. The number of resources in the GPHIN Team remains stable.

Q137. How does GPHIN's selection of data, or analysis of data, differ from approaches taken by ProMED, HealthMap and commercial providers such as Blue Dot?

GPHIN consists of two critical components:

- A professional multidisciplinary team of life science analysts, reviewing information in nine languages and conducting rapid risk assessments to detect public health threats; and
- An Information Management Tool that uses machine learning and natural language processing to facilitate the work of the analysts.

GPHIN requires a free subscription from eligible users, which include non-governmental agencies and organizations, as well as government authorities who conduct public health surveillance.

ProMED uses information coming from volunteer “rapporteurs”, as well as information from subscribers and from staff-conducted searches of the Internet, media, and various official and unofficial websites. Moderators assess these reports for plausibility, edit them as necessary, and often add comments or context before posting. ProMED is one of the many data sources of GPHIN.

HealthMap's content is aggregated from freely available information (including ProMED) and automatically processed by machine learning algorithms. Unlike GPHIN, there is no human assessment of the information published, which could influence the system performance.

BlueDot is a private company for which you need to pay a subscription to access the data. It gathers information from official and mass media sources including the WHO and ProMED-mail.

Much of this work is complementary, and organizations rely on a broad range of inputs to help identify potential threats and provide early warning.

Q138. Is the Government of Canada using BlueDot's AI to trace COVID-19 contacts?

Both the Public Health Agency of Canada and Health Canada have contracts with BlueDot. Neither contract involves the use of AI to trace contacts.

Q139. I have confirmed with Public Health Ontario and the Institut national de santé publique du Québec that they are not collecting race/ethnicity data in relation to COVID-19. My understanding is that the Public Health Agency of Canada does not collect this type of data either. Could you confirm that?

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It is true that the COVID-19 case report form does not include any questions on race or ethnicity, but it does include a section for identifying and classifying cases as Indigenous (First Nations, Metis, Inuit). This section is completed only when the affected person self-identifies as a member of one of the three Indigenous groups. Data in this section are often incomplete or missing.

Q140. Are there any plans to add more social determinants of health (such as education or income) as risk factors to the case reporting form used for the collection of COVID-19 data?

The case report form contains information on age and known risk factors, such as having a pre-existing medical condition or being a resident of a long-term care facility. These data are analyzed regularly and included in an epidemiological summary.

There are no plans at this time to add social determinants of health (education or income) as risk factors to the case report form used to collect data on COVID-19. If a revision of the form were to be considered, the Public Health Agency of Canada would call on a national advisory committee of provincial and territorial public health experts to discuss it, since responsibility for data collection rests with the provincial and territorial health authorities.

Q141. What is Health Canada's role in the Ontario's Health Data Platform? Will this become the norm across provinces? Does Health Canada endorse this plan, which is designed to slow the spread of COVID-19?

Understanding a patient's history is essential to safe and appropriate care. That is why sharing health information among health care providers, safeguarded by strong privacy and data security requirements, can lead to better outcomes through more informed, coordinated and integrated care. A system that is responsive to the needs of patients can also enable patients to have better access to their own health information. Health Canada is working with provincial and territorial partners, as well as key national data agencies, to support greater patient access to health data while ensuring the protection of personal health information.

Q142. Are there any Canadian studies on Covid-19 and sewage analysis?

At this time, the Public Health Agency of Canada is not aware of any Canadian studies collecting sewage samples for the detection and identification of COVID-19.

Under the recently funded Canadian Institutes of Health Research's Canadian 2019 Novel Coronavirus (COVID-19) Rapid Research Funding Opportunity, a project led by Dr. Jeffrey Joy, from the University of British Columbia, will collect environmental samples to better understand the epidemiology and evolution of COVID-19 (<https://www.canada.ca/en/institutes-health-research/news/2020/03/government-of-canada-funds-49-additional-covid-19-research-projects-details-of-the-funded-projects.html>). However, it is unknown at this time if sewage samples will form part of this work.

CONTACT TRACING

Q143. Can you tell me more about the federal government program to recruit people to perform contact tracing?

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As part of the comprehensive federal, provincial and territorial response to COVID-19, the Government of Canada is supporting provinces and territories by facilitating a virtual inventory for recruitment and mobilization of skilled Canadians to provide surge capacity in key areas.

To assist provinces and territories, the Government of Canada is working with them to identify their needs. They have identified contact tracing and case recording as areas where they require assistance. Therefore, the skills required include case management, data collection and management, public outreach and telephone interview skills. Other call-outs may be issued as jurisdictions identify new areas requiring assistance. As needs evolve, support in other areas requiring assistance will be provided.

The Government of Canada is reaching out in stages. The first and second stages are already underway. The first stage was to enlist qualified federal public servants, who are currently not in roles essential to ongoing federal work, to work in those jurisdictions feeling the most pressure. The second stage includes leveraging the inventory established as part of a COVID-19 Volunteer Recruitment campaign, and reaching out to faculties of health, public health, and science across the country to disseminate a call for interested individuals to register in the inventory. A third stage will reach out to all health professional and health science associations for retirees or individuals currently not engaged in the COVID-19 response.

As of April 17, there were more than 36,000 volunteers registered in the inventory.

Q144. Is the ministry studying the possible use of digital data technology such as cell phone Apps to improve contact tracing? What type of digital data model is the ministry examining?

Mobile apps can help to encourage physical distancing by empowering Canadians to modify their activities and reduce risky behaviours. These could complement public health measures aimed at flattening the curve, such as:

- avoiding crowded places and non-essential gatherings;
- washing your hands often with soap and water for at least 20 seconds; and
- avoiding touching your eyes, nose, or mouth with unwashed hands.

However, any support from the federal government would be highly contingent on measures taken by developers to protect the privacy and security of users.

Q145. A partly Canadian-based company has developed a smart-phone app that helps with contact tracing, similar to one in place in Singapore. Would the government adopt this kind of technology to aid contact tracing?

Contact tracing is an important public health action that aims to identify persons with potential COVID-19 exposure and to ensure those persons take precautions (such as self-isolation and monitoring for symptoms) to prevent further exposure to others. Contact tracing is a provincial and territorial responsibility and has been ongoing since the beginning of the COVID-19 outbreak. While an essential public health tool, contact tracing is resource-intensive. Phone apps using location or proximity data to help alert those who have come into contact with COVID-19 patients may be a useful tool in combatting the epidemic. Please direct questions on specific provincial or territorial policies or regulations with regards to contact tracing to the relevant provincial or territorial public health authorities.

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NML'S RESPONSE TO OUTBREAK

Q146. What is the Public Health Agency of Canada (PHAC) National Microbiology Laboratory's (NML) response to the current COVID-19 outbreak? Were additional resources required to manage extra workload?

The Public Health Agency of Canada (PHAC) National Microbiology Laboratory's (NML) response to the current COVID-19 outbreak is a whole-of-community effort, with more than 75 staff directly contributing at this time. Almost all NML staff have training in emergency response, and all have something to contribute from their various areas of expertise.

The Influenza and Respiratory Viruses section is leading the laboratory diagnostic efforts, including the design and implementation of testing approaches. This team is directly supported by Science Technology Cores and Services (leading on genetic sequencing) and the Canadian Public Health Laboratory Network Secretariat (leading on collaboration with provinces and territories). NML scientists with broad scientific expertise in virology and response to emerging pathogens are now developing research plans to characterize the virus, to develop animal models, and to pursue collaborative studies on vaccine research and development. Scientists are also contributing expertise in knowledge synthesis and disease modelling.

The NML's Emergency Operations Centre has also been activated, drawing upon experts across all disciplines and from all areas of the NML, including administration, logistics, communications, informatics, emergency response, and our business office.

Scientists from the NML are also onsite at Canadian Forces Base Trenton to test any symptomatic individuals from the charter plane from Wuhan, China.

The NML is exceptionally proud of its contribution in response to this outbreak.

Q147. Why did scientists from the NML make trips to the Wuhan Institute of Virology level-4 lab

In response to a request from the Institute for viral samples of Ebola and Henipah viruses, the Public Health Agency of Canada sent samples for the purpose of scientific research in 2019. The National Microbiology Laboratory (NML) shares samples with other public health laboratories—as they do with the NML—to contribute to the advancement of science. Transfers are subject to strict protocols, including requirements under *the Human Pathogen and Toxins Act*, the *Transportation of Dangerous Goods Act*, the Canadian Biosafety Standard, and standard operating procedures of the NML.

The NML also provides training to international laboratory professionals and has previously trained scientists from many countries including China.

If Pressed

For privacy reasons, we will not comment on individual employees.

Any speculation about the role of the Public Health Agency of Canada (PHAC)'s scientists in the emergence of the novel coronavirus has no factual basis.

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TESTING AND CONFIRMING CASES

Q148. How is Canada currently testing patients for COVID-19?

Canadians can be confident in the methods and laboratory capabilities of Canada's NML.

The NML is internationally recognized for its scientific excellence.

Multiple provincial public health laboratories can now test for COVID-19 with a very high degree of accuracy.

BC, AB, SK, ON, and QC are able to confirm laboratory diagnostics for the virus that causes COVID-19. For all other provinces, their results undergo additional testing at NML because this is a previously unknown virus and it is good practice to use additional tests to provide further confirmation of initial laboratory findings.

There are multiple testing approaches that will be used by the laboratory to confirm cases. Follow-up results from the NML are expected to be available within 24 hours after receipt at the NML.

The NML is providing all provinces and territories with laboratory reference services. These testing services provide a variety of support to provincial and territorial laboratories across Canada including confirmatory testing, quality assurance, and in-depth analysis of difficult to diagnose specimens.

Q149. What specific tests are currently allowed in Canada for COVID-19 testing? Is it all being done through RT-PCR testing? What is the accuracy rate (as a percentage) for these current COVID-19 tests used in Canada? Is the federal government aware of instances of false positives or false negatives resulting from any current testing methods? If so, how many instances of each have been reported (as a percentage of total tests conducted)? Was is the government's overall stance on the safety and accuracy of current COVID-19 testing methods used in Canada?

With the implementation of new diagnostic tests for the novel SARS-CoV-2 virus, Canadian public health laboratories have used the collective strengths of their network to evaluate these new tests to ensure that they are accurate, while also promoting the ability to rapidly distribute testing capacity across Canada.

After the release of the genetic sequence of the virus in January, it was possible to immediately develop multiple molecular tests (polymerase chain reaction) that detect specific genetic traits of the virus. The network of Canadian laboratories recommended that molecular tests targeting two different traits of the virus would be used to diagnose infections, and that for select cases (such as travel from countries that had not yet reported COVID-19 infections), further testing would include genetic sequencing to provide definitive evidence for the presence of SARS-CoV-2. With the use of multiple testing approaches, and by conducting tests at multiple sites, such as when tests were presumptively positive in provinces and then confirmed by the National Microbiology Laboratory, Canada was able to ensure that each confirmed case was a true case.

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With a level of confidence in the tests, but needing to streamline the testing approach so that it could be conducted in additional laboratories across Canada, the case definition has been successively adjusted to allow for cases to be confirmed as positive using a single molecular test. The selection of this test has been based upon the knowledge of how different tests have been performing across the different Canadian laboratories, with the most sensitive targets now being used routinely.

In regards to false negative results, more understanding of COVID-19 infections and the course that the virus takes during infections is needed at this time. It is conceivable that very early or very late in infections, the amount of detectable virus is low and the current molecular tests do not detect these cases. However, as shown throughout this outbreak response, the laboratories will seek to continually improve their testing approach as supported by evidence.

Further, the current molecular tests that are being used throughout the country, and which were born by the collective sharing of information and tools by laboratorians, will soon become the gold standard to compare to and implement the next phase of testing, where rapid point of care tests will be implemented in order to allow testing to occur within health care settings, rather than requiring shipment of specimens to a laboratory for testing.

Q150. Does the Public Health Agency of Canada agree that the best way to understand the transmission and progression of Covid-19 is by conducting serological antibody testing? Is Canada working on a serology test for COVID-19?

Antibody-based serologic testing will be essential to understand the immune response to virus infection and will play a key role in a number of public health investigations that seek to determine the immune status of those who have been infected. The Public Health Agency of Canada's National Microbiology Laboratory and its partners are working on developing a number of serologic tests in addition to evaluating a variety of commercial serologic tests for COVID-19. This pan-Canadian collaboration includes members of the Canadian Public Health Laboratory Network, clinical researchers from front-line health care settings, and Canadian Blood Services, all of whom are working to establish the materials needed for both the evaluation and then implementation of serologic testing.

A serological test detects the presence of antibodies in patients' blood that are specific to the virus and allows public health professionals to identify individuals who have been infected by the virus that causes COVID-19. These studies will provide a means to understand community transmission and exposure rates of COVID-19.

It is important to note that serologic testing has not been validated as a routine diagnostic approach, and that molecular testing approaches will continue to be the diagnostic standard. At this time, it is envisioned that pilot studies and then larger scale studies will be conducted to investigate the immunity within health care workers and other select populations.

Q151. Does the Public Health Agency of Canada have concerns with serological testing being available? Are there any risks?

This is an emerging virus and little is understood about the body's immune reaction to it at this time. Serological tests depend on the body's immune reaction for their results. There are concerns about the utility of serological technologies for the purposes of clinical diagnosis

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because of the time required for antibody development (i.e., the seroconversion process) and the potential for cross-reactivity with antibodies to other viruses. Use of a diagnostic test that produces false or inaccurate results can put individuals and the Canadian population at risk. Health Canada is being vigilant to ensure that serological tests undergo a scientific review leveraging validation results produced by trusted laboratories in Canada and internationally.

Using validated and effective serological tests for COVID-19 will be an important step in Canada's public health response.

Antibody-based serological testing will be essential to understand the immune response to virus infection and will play a key role in a number of public health investigations that seek to determine the immune status of those who have been infected.

Q152. Do you have any update on the development of serological tests in Canada? Or a targeted time frame for the beginning of serological studies?

As of April 17, 2020, Health Canada has not authorized any serological-based tests. A list of pending applications is available [here](#).

Only [diagnostic tests authorized by Health Canada](#) can be imported or sold in Canada. Unauthorized tests may not produce accurate results, leading to potential misdiagnosis. COVID-19 tests that are authorized by Health Canada are well supported by evidence indicating they will provide accurate and reliable results.

Developing and implementing a validated and effective serological test for COVID-19 is an important step in Canada's public health response. This is an emerging virus, and little is understood about the body's immune reaction to it at this time. The Public Health Agency of Canada's National Microbiology Laboratory is evaluating a variety of commercial tests for COVID-19.

Use of a diagnostic test that produces false or inaccurate results can put individuals and the Canadian population at risk. Canada is being vigilant to ensure that serological testing is used appropriately, in conjunction with other laboratory tests.

Q153. What's the difference between swab tests and serological tests? How are they used differently?

Serology tests are used to indicate if an individual has been infected by the virus that causes COVID-19. As an infection progresses, the patient's immune response will produce antibodies against the virus, and it is the presence of these antibodies in blood samples that are the basis of serological testing. Alternatively, traits of the actual virus, rather than the human immune response, are the basis for the molecular tests that are now in place to diagnose COVID-19 from swabbed specimens.

The results from serological testing are valuable for determining within certain settings or communities the rates of infection and the prevalence of those who have protective antibodies. This would include in health care workers. These results are also important to better understand the overall immune response to the virus, including to inform the development of COVID-19 vaccines.

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Serological testing is not recommended to diagnose COVID-19 infections because antibodies are not likely to develop until later in the infection, thereby giving false negative results in many cases. For diagnostic testing, it is preferred to test directly for the virus while infections are occurring.

Q154. Is the government considering the possibility of serology/immunity passports or certificates to allow people with immunity to move freely again?

Each day, we are adding to our knowledge of COVID-19, keeping pace with the rapid growth of new scientific evidence as it emerges. This is critical to decision-making.

There is an active international effort to assess whether those who have recovered from illness are safe to resume daily activities. No decisions have been made yet in Canada on whether we can certify individuals with their immunity status.

COVID-19 is an emerging virus and that means we need more data before we know whether those who have recovered will have long-lasting protective immunity.

At this time, we do not know whether people who've recovered will have immunity, how long that immunity may last, and whether it's possible for individuals to get COVID-19 twice, or experience milder or more serious illness if they get COVID-19 a second time.

We recognize that waiting for the science can be difficult, but, while we learn more about COVID-19, we have to use public health measures that we know are effective.

We are continuing to advise Canadians to stay home, to practise good hand hygiene, and, if they have to leave their home, to practise physical distancing. These are tried and true public health measures that we know work.

We are working hard to improve our understanding of COVID-19 across Canada so we can continue to adapt our response to slow the spread of the virus.

Q155. Do we have enough tests? What are you doing to get more?

We anticipate that there will be adequate supply of diagnostic tests.

Health Canada has been working with manufacturers to enable market access for commercial diagnostic devices in order to increase Canada's COVID-19 diagnostic capacity.

The Minister of Health has signed an Interim Order, as an emergency public health measure, to allow expedited access to COVID-19-related medical devices.

With the Interim Order, two new diagnostic tests are made readily accessible in Canada:

- the Roche Molecular Systems Inc. cobas SARS-CoV-2 diagnostic device; and
- the ThermoFisher Scientific TaqPath™ COVID-19 Combo Kit.

This will help improve access to medical devices that could permit faster and more convenient testing of patients in Canada.

Point-of-care diagnostic tests are in development and may become available through this Interim Order, which would also permit quicker and more convenient testing of patients.

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Q156. Is Health Canada looking to the cannabis sector for additional COVID-19 testing?

A number of options are being assessed to increase testing capacity to support provincial and territorial public health authorities. As part of this, Health Canada is working to identify lab capacity that might be available across the country in various sectors, including at licensed cannabis production sites, to assist with supporting COVID-19 testing. On March 26, Health Canada sent an email to all licence holders, asking those with lab capacity that are interested in assisting to notify the Department by email. Several labs have responded indicating their willingness to assist. The department is currently confirming next steps, including confirming whether they have the appropriate equipment, certifications and protocols to assist.

Q157. Are Spartan tests an effective way to test for COVID-19? What are the rates of false positives/false negatives?

The Spartan Biosciences diagnostic test kit was authorized by Health Canada under an Interim Order put in place by the Minister to allow for the exceptional importation or sale of medical products as part of the response to the COVID-19 outbreak. The authorization follows a scientific assessment by Health Canada reviewers to ensure that the devices meet standards for safety and effectiveness, which, in the case of diagnostic devices, means that they meet requirements to ensure the accurate identification of COVID-19 cases and to minimize the risks of false positives and false negatives. As part of the authorization, there is also a requirement for Spartan Biosciences to submit data on an ongoing basis as further testing results become available.

The Health Canada review is aligned with international best practices and ensures that devices meet standards such as those outlined in the applicable guidance documents including:

- (i) the Policy for Diagnostic Tests for Coronavirus Disease-2019 during the Public Health Emergency issued by the US FDA on March 16, 2020; and
- (ii) the EUA [Emergency Use Authorization] Interactive Review Template for Molecular-Based Tests for SARS-CoV-2 That Causes COVID-19 (EUA guidance) issued by the US FDA on March 12, 2020.

Q158. Does the Public Health Agency of Canada plan to deploy any portable COVID-19 test kits produced by Spartan Bioscience to Canada's land borders?

The Public Health Agency of Canada is planning to deploy available COVID-19 test kits produced by Spartan Bioscience Inc. to support testing in rural and remote communities. The test kits are not expected to be deployed to Canada's land borders at this time.

Q159. Why is Canada not making the BTNX blood test available, as it is in other countries? When do you expect the review process on this test to be complete?

Canada has maintained a science-informed approach to managing the pandemic, including maintaining requirements for pre-market authorization of diagnostic tests. Health Canada will continue to focus on the health and safety of Canadians while expediting supply of safe and effective health products related to COVID-19.

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Health Canada authorizes tests that are well supported by evidence that indicates they will provide accurate and reliable results. Only diagnostic tests authorized by Health Canada can be imported or sold in Canada. Unauthorized tests may not produce accurate results, leading to potential misdiagnosis.

Serology tests are used to indicate if an individual has been infected by the virus that causes COVID-19 in the past. As an infection progresses, the patient's immune response will produce antibodies against the virus, and it is the presence of these antibodies in blood samples that are the basis of serological testing. Serological tests, unlike the tests currently authorized in Canada that analyze samples obtained using swabs from the nose or throat, do not diagnose active COVID-19 infection.

The results from serological testing are valuable for determining within certain settings or communities the rates of infection and the prevalence of those who have protective antibodies. These results are also important to better understand the overall immune response to the virus, including to inform the development of COVID-19 vaccines.

Health Canada is collaborating with the Public Health Agency of Canada's National Microbiology Laboratory and provincial public health laboratory partners to leverage their studies of immune responses and serological technologies underway in Canada and internationally. Health Canada's position with regards to the use of serological assays is in line with the World Health Organization's view that serological assays will play an important role in research and surveillance but are not currently recommended for early case detection.

There are currently no serological tests authorized for sale in Canada because they have not been reviewed to demonstrate that they can reliably provide accurate results. These tests can result in false negative results if this technology is used for diagnosis. False negative results could result in harm to the individual if they delay seeking medical treatment because they believe they are not infected. False negative results could also result in increased community spread by the individual who was misinformed about their infection status. For these reasons, authorization of diagnostic tests using nucleic acid technology has been prioritized.

Health Canada is considering applications for serological diagnostic devices and could authorize them for specific purposes other than diagnosis when sufficient evidence is obtained.

Q160. What are the requirements from Health Canada in terms of testing machines that have not received approval from Health Canada? Does Health Canada discourage the use of machines for COVID-19 testing that have not been approved? Do swab results from unauthorized testing kits need to be confirmed in another laboratory (using authorized Health Canada testing kits)?

Only diagnostic tests authorized by Health Canada can be imported into or sold in Canada. Unauthorized tests have not been reviewed by Health Canada and their accuracy has not been validated. Health Canada has confirmed that authorized COVID-19 tests are well supported by evidence indicating that they will provide accurate and reliable results. A list of authorized diagnostic devices for use against COVID-19 is available [here](#).

The Xpert Xpress SARS-CoV-2 was authorized under the [Interim Order \(IO\)](#) on March 24, 2020.

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The BD SARS-COV-2 REAGENTS FOR BD MAXTM SYSTEM was authorized under the IO on April 19, 2020. It will appear on the list of authorized devices in the next two days.

Health Canada does not have any pending submissions for a COVID-19 device manufactured by Altona. The Department contacted the Prince Edward Island provincial laboratory to confirm that Altona's PCR kit was marketed and sold to them for research purposes and internal use only. Based on the information obtained to date, no non-compliance with the Medical Device Regulations was found.

The Department encourages anyone who has information regarding the potential non-compliant sale or advertising of any health product claiming to treat, diagnose, prevent or cure COVID-19 to report it using the [online complaint form](#).

DRUG, HEALTH PRODUCTS AND MEDICAL SUPPLIES

Q161. When did Canada start to procure personal protective equipment and supplies to prepare for COVID-19?

In January 2020, the Public Health Agency of Canada (PHAC) began monitoring the coronavirus outbreak in China and started assessing its inventories in the National Emergency Strategic Stockpile (NESS). That same month, PHAC initiated work with Public Services and Procurement Canada to procure supplies needed to respond to a possible outbreak in Canada with bulk orders for medical supplies in addition to orders placed for the NESS.

Q162. How much PPE was exported to China from mid-January through March 31, through all known channels (institutional, retail, community)?

As announced on February 9, 2020, the Government of Canada donated approximately 16 tonnes of personal protective equipment to China, in collaboration with the Canadian Red Cross and the Red Cross Society of China. More information on that deployment can be found [here](#).

Q163. Is Health Canada aware of the advertising or sale of misleading or false COVID-19 products?

As of April 15, Health Canada has followed up on nearly 200 cases of health products making false or misleading claims related to COVID-19 identified through proactive monitoring or complaints received.

The Department will continue to monitor and take action as needed to ensure that health products making false and misleading claims to diagnose, prevent, treat, or cure COVID-19 are removed from the market. Selling or advertising health products making false or misleading claims is illegal in Canada under Sections 9 (1) and 20 (1) of the Food and Drugs Act.

Various compliance and enforcement options are available to manage the risk posed to public health and safety by false or misleading claims related COVID-19 including on site inspections, regulatory letters, recalls, public communications or product seizures. In certain circumstances, when the regulatory enforcement responses are not appropriate to achieve compliance Health Canada may also refer its findings to the Public Prosecution Service of Canada for potential prosecution.

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Health Canada encourages Canadians to report health products with false and misleading claims related to COVID-19.

On March 27, Health Canada issued a public communication to warn Canadians about the risks posed by health products making false and misleading claims related to COVID-19: [https://healthy Canad ians.gc.ca/recall-alert-rappel-avis/hc-sc/2020/72659a-eng.php](https://healthy Canadians.gc.ca/recall-alert-rappel-avis/hc-sc/2020/72659a-eng.php).

Q164. Has Health Canada been made aware of any misinformation or false claims about alcohol-based hand sanitizers?

In Canada, alcohol-based hand sanitizers are considered natural health products. Alcohol-based hand sanitizers that have been authorized for sale by Health Canada will have an eight-digit Natural Product Number (NPN) on the product label.

Health Canada has received complaints about health products that make false or misleading claims related to COVID-19. The Department is currently addressing these cases and has directed companies to remove these claims from their websites and advertising materials. Health Canada continues to monitor websites for these claims and is working with online retailers to ensure that products making these claims are removed. Selling or advertising health products making false or misleading claims is illegal. The Department takes this issue seriously and will not hesitate to use all mechanisms and tools at its disposal to stop these activities.

On March 18, 2020, in light of the unprecedented demand and urgent need for products that can help limit the spread of COVID-19, Health Canada issued an advisory announcing that the Department is facilitating access to products that may not fully meet current regulatory requirements, as an interim measure. This includes hand sanitizers, disinfectants and personal protective equipment (e.g., masks and gowns), as well as swabs. While these products are typically subject to regulatory requirements, such as licensing and bilingual labelling, the Department is allowing certain products to be sold in Canada that may not fully meet all requirements under this interim measure. Health Canada is maintaining an updated list of products sold in Canada through this measure on its website for consumers to consult.

In addition, Health Canada is expediting approvals of products, as well as establishment and site licences related to these types of products. A list of more than 550 authorized hand sanitizer products has been published on Health Canada's website. The list is updated daily and includes information on alcohol-based hand sanitizers. If consumers see a disinfectant or hand sanitizer for sale that is making false or misleading claims, they are encouraged to report it to Health Canada using its online complaint form.

More information to help inform Canadians on buying and using drug and health products safely is available here.

Q165. Has the Government of Canada discovered fraudulent N95 or KN95 masks?

Health Canada has received reports that fraudulent and unauthorised N95 respirators that falsely claim to protect consumers against COVID-19 are being illegally sold to consumers online. Health Canada is taking action to stop this activity and has previously warned Canadians about the risks of products making false and misleading claims related to COVID-19.

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In Canada, N95 respirators are regulated by Health Canada as Class I medical devices and are manufactured or imported by companies that hold a Medical Device Establishment Licence. They are also certified by the U.S. National Institute for Occupational Safety and Health (NIOSH).

When worn properly, NIOSH certified N95 respirators are designed to secure a close facial fit and to reduce the risk of inhaling hazardous airborne particles and aerosols. The 'N95' designation means that when subjected to careful testing, the respirator blocks at least 95% of very small test particles, such as pathogens. Fraudulent or uncertified N95 masks may not meet the same performance measures required by the NIOSH N95 standard and, as a result, may not protect consumers from COVID-19.

Selling or advertising health products that make false or misleading claims is illegal. The Department takes this issue seriously and will not hesitate to use all available tools at its disposal to stop these activities.

Health Canada monitors websites and takes action when false claims and unauthorized and uncertified products are identified, and is working with online retailers to ensure that these products are removed from their websites.

The Department is providing regular updates and advisories to Canadians about fraudulent products on the following two Health Canada webpages:

- a. Health Product Advertising Incidents related to COVID-19
- b. Recalls and safety alerts

The reports that Health Canada receives may originate from a number of sources, including the Department's proactive online searches, stakeholder outreach or public complaints.

Health Canada encourages Canadians to report to the Department information on potential false or misleading advertising or sale of unauthorized and counterfeit products in Canada.

Q166. Given the recent statement warning against *fraudulent N95 masks*, can you please tell me if the Public Health Agency of Canada or Health Canada have identified any fraudulent or unauthorized equipment in the supplies the federal government has received?

Personal protective equipment received by the Government of Canada, whether donated or procured, is verified by PHAC to meet the Government of Canada technical specifications for COVID-19 before it is allocated to provinces and territories for frontline healthcare response. To date, fraudulent product has not been identified.

Q167. Can Health Canada discuss the extent of COVID-19 related drug shortages and what is being done to address them? How long until hospitals would run out of drugs? Which provinces are experiencing the biggest shortages?

Health Canada has been actively monitoring the impact of the COVID-19 pandemic on the supply of drugs in Canada and is aware that an increased demand has resulted in supply constraints and reported shortages. The Department has been proactively looking at the Canadian supply chain to identify areas where supply may be vulnerable and addressing those vulnerabilities before shortages develop. These increased surveillance efforts include regularly engaging provinces and territories, industry, health care and patient groups—in some cases on a daily basis. Health Canada is also working with international regulatory partners, including the

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European Medicines Agency, the United States Food and Drug Administration, the Australian Therapeutic Goods Administration, and the World Health Organization to share information on any signs of global supply disruptions. This engagement has enabled us to better identify early shortage signals, potential mitigation strategies and to coordinate responses.

As part of the whole-of-government response to the COVID-19 pandemic, the *COVID-19 Emergency Response Act* was passed on March 25. The amendments to the *Food and Drugs Act* enable Health Canada to put in place more robust tools to support efforts to alleviate shortages that occur and prevent shortages from happening when possible. For example, on March 30, the Minister of Health signed an Interim Order to help prevent or alleviate shortages related to COVID-19. This Order permits the exceptional importation and sale of drugs, medical devices, and foods for a special dietary purpose that may not fully meet Canadian requirements related to licensing and labelling, but are manufactured according to comparable standards. Information for companies on how to request that a drug be added to the *List of Drugs for Exceptional Importation and Sale* is available on Health Canada's website.

Drug shortages that have been designated as *Tier 3 shortages* qualify to be added to the *List of Drugs for Exceptional Importation and Sale*. Tier 3 shortages are those that have the greatest potential impact on Canada's drug supply and health care system and are being actively managed by Health Canada, in collaboration with the provinces and territories, industry and health care professionals, to identify measures to mitigate the impact on patients. The Tier 3 list currently includes drugs that are being used to support COVID-19 patients, such as muscle relaxants, inhalers, sedatives, blood pressure stabilizers, antibiotics and pain medications, and will be updated as needed. Tier 3 assignments are determined based on a recommendation from a Tier Assignment Committee, which includes federal and provincial/territorial governments, healthcare professionals and industry stakeholders.

Working with companies to address existing shortages and mitigate the impacts on patients is the top priority for Health Canada. The Department is also looking at options for long-term stability. As part of these efforts, the Government of Canada issued four Requests for Information (RFI) on April 19, 2020 and three on April 21, 2020 that ask companies to indicate if they have access to additional supplies of these critical drugs.

The RFIs will be used to identify additional supply that has not already been earmarked to meet Canada's current needs. The Government of Canada is not looking for information on products already identified to mitigate a current supply constraint or shortage, but additional products to bolster the overall supply. RFIs have been posted for Salbutamol, Cisatracurium, Fentanyl for injection, Propofol, Norepinephrine, Epinephrine and Azithromycin. The RFIs indicate that the government is interested in procuring up to a twelve-month supply, which could be acquired incrementally, at elevated demand levels. The government will consider additional RFIs for other critical drugs in shortage and drugs that are showing promise in clinical trials as potential COVID-19 treatments.

Health Canada will continue to work with other federal departments, provincial and territorial governments, international partners, and industry to mitigate the impact on Canadians of any shortages related to COVID-19. These efforts will help ensure that Canadians have access to the drugs they need during the COVID-19 pandemic now and as the situation continues to evolve.

Q168. What is Health Canada doing to limit these potential shortages of Tier 3 drugs?

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As part of the whole-of-government response to the COVID-19 pandemic, the *COVID-19 Emergency Response Act* was passed on March 25. The amendments to the *Food and Drugs Act* enable Health Canada to put in place more robust tools to support efforts to alleviate shortages that occur and prevent shortages from happening when possible.

For example, on March 30, the Minister of Health signed an Interim Order permitting the exceptional importation and sale of drugs, medical devices, and foods for a special dietary purpose needed to prevent or alleviate the effects of shortages directly or indirectly related to COVID-19. The interim Order permits the exceptional importation of specified drugs that may not fully meet Canadian regulatory requirements under the *Food and Drugs Act* and its Regulations, to safeguard the Canadian drug supply and protect the health of Canadians during this time. Only drugs included on the *List of Drugs for Exceptional Importation and Sale* will be eligible for the exceptional importation and sale provisions provided for in the Interim Order. At this time, only drugs that have been designated as Tier 3 shortages qualify to be added to the *List of Drugs for Exceptional Importation and Sale*. While there are no drugs currently on this list, Health Canada will consider proposals from companies to access Tier 3 shortage drugs, including propofol, under this new pathway and update the list as appropriate.

Tier 3 shortages are those that have the greatest potential impact on Canada's drug supply and health care system. Impact is based on availability of alternative supplies, ingredients or therapies. The Tier Assignment Committee (TAC), which includes federal and provincial/territorial governments, health care professionals, and industry stakeholders, makes recommendations on the Tier assignment of drug shortages. The TAC assessment includes a review of the information gathered on the shortage issue, and a thorough discussion on its potential impact and next steps.

Information for companies on how to request that a drug be added to the *List of Drugs for Exceptional Importation and Sale* is available on Health Canada's [website](#)

Health Canada is aware that an increase in demand is resulting in supply constraints for certain drugs frequently used in hospital ICUs, such as sedatives (including propofol), analgesics, and muscle relaxants. While there is supply of these products currently available, the Department is proactively working with other federal departments, provinces and territories, companies, and other stakeholders to mitigate the impact on patients, including working with companies that can ramp up supply for the Canadian market and exploring the potential access to international supply.

Health Canada will continue to work with other federal departments, provincial and territorial governments, international partners, and industry to mitigate the impact on Canadians of any shortages related to COVID-19 and to help ensure that Canadians have access to the drugs they need during the COVID-19 pandemic.

Q169. What is driving the potential for drug shortages?

There are a multiple factors that may impact the availability of a drug and increase the potential for a shortage. These include manufacturing disruptions, availability of ingredients, supply chain disruptions, and increase in demand. Health Canada works with companies and partners to identify the root cause of shortages and mitigate any impact on patients as quickly as possible. Health Canada [recently advised Canadians](#) not to purchase more medication than they need, and health professionals to avoid prescribing or dispensing larger supplies of medication than necessary, to help prevent shortages caused by increased demand.

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Q170. When you say you're working with drug suppliers, what actions does that involve?

Health Canada is working with industry, provinces and territories, and other healthcare partners to mitigate the impact on Canadians of any shortages related to COVID-19. When an anticipated or actual shortage is reported to Health Canada, the Department works with companies from across the supply chain to better understand root causes, plans to resolve the shortage and measures that can be taken to mitigate the impacts on Canadians. In the event of a critical national shortage, Health Canada engages with the company reporting the shortage, as well as other companies that supply the Canadian market, in order to explore all options for meeting Canadian demand. This includes options to facilitate access to alternative supply as needed and working with companies that are able to ramp up supply for Canadians.

Health Canada is working with other federal departments, provincial and territorial governments, international partners, and industry so that Canadians have access to the drugs and medical devices they need during the COVID-19 pandemic.

Q171. What role do provinces and territories play in being alert to potential shortages in their jurisdictions?

Addressing the complex issue of drug shortages is a multi-stakeholder responsibility requiring collaborative action from provinces and territories, manufacturers, distributors, health care professionals, and the federal government. Health Canada works closely with the provinces and territories, who notify the Department of shortages of concern.

When a critical national shortage occurs, Health Canada works with stakeholders across the drug supply chain to coordinate information sharing and identify mitigation strategies. Factors such as whether the shortage is national in scope, whether alternative supplies are available, and whether the product is considered medically necessary are considered in determining the potential impact and any necessary actions by Health Canada. More information on the roles and responsibilities in addressing drug shortages can be found on our [website](#).

Q172. Can you confirm whether or not Health Canada is looking for alternative sources for Salbutamol or Ventolin?

Health Canada is aware that an increase in demand has led to shortages being reported for a number of salbutamol inhalers, including Ventolin. Information regarding these shortages is available at www.drugshortagescanada.ca.

Health Canada is working closely with companies, other federal departments, provinces and territories, and other stakeholders such as the Canadian Thoracic Society to identify and implement mitigation options. This includes working with companies that can ramp up supply for the Canadian market and exploring international supply, to help ensure continued supply in Canada.

The Department recently [advised](#) Canadians not to purchase more medication than they need, and asked health professionals to avoid prescribing or dispensing larger supplies of medication than necessary, to help ensure that all Canadians continue to have access to the medications they need and prevent shortages caused by increased demand.

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Q173. What is the current supply of the following drugs: Remdesivir; Chloroquine and hydroxychloroquine; Ritonavir/lopinavir; and Ritonavir/lopinavir and interferon-beta?

Health Canada is closely monitoring the supply of any potential treatments for COVID-19 and working with companies to help ensure continued supply in Canada, including working with companies that can ramp up supply for the Canadian market.

Remdesivir is a drug that had not been authorized for sale in Canada, and is manufactured by Gilead Sciences Canada Inc. Due to the high global demand for Remdesivir, Gilead Sciences Canada Inc. notified Health Canada on March 23rd, 2020 that they are transitioning access to Remdesivir from Health Canada's Special Access Program to access through clinical trials, which the company is developing for this drug. During this transition period, Gilead is unable to accept new individual request via the Special Access Program; however, exceptions will be made for pregnant women or children less than 18 years of age with confirmed COVID-19 and severe manifestations of disease ([Special Access to Remdesivir for COVID-19 in Canada](#)).

Hydroxychloroquine is marketed in Canada by four companies: Apotex Inc., JAMP Pharma Corporation, Mint Pharmaceuticals Inc., and Sanofi-Aventis Canada Inc. Apotex Inc. is currently reporting a [shortage](#) due to an increase in demand, with an anticipated end date of April 15, 2020. The other three companies are not reporting shortages. Chloroquine is marketed in Canada by Teva and is reported to be in [shortage](#) with an anticipated end date of December 31, 2022 due to a shortage of an active ingredient.

Ritonavir/lopinavir is marketed in Canada by AbbVie and is currently not reported to be in shortage.

Interferon-beta is marketed by EMD Serono Canada and Biogen Canada Inc in Canada and neither are reporting a shortage.

Health Canada will continue to closely monitor supplies of these drugs in Canada and will take any necessary actions in collaboration with the companies, provinces and territories, and other stakeholders to help ensure continued supply in Canada. Companies are the best source for information regarding the supply of a particular drug and should be contacted for any questions about market status and the availability of a particular drug. Canadians may also wish to visit www.drugshortagescanada.ca for the latest information on any reported drug shortages in Canada.

Q174. Is Canada looking to increase hydroxychloroquine imports from India?

Health Canada is aware of a shortage of hydroxychloroquine, a drug that is approved for the treatment of lupus, rheumatoid arthritis, and malaria and is being studied as a potential treatment for COVID-19.

There are four companies that currently market hydroxychloroquine in Canada: Apotex Inc., JAMP Pharma Corporation, Mint Pharmaceuticals Inc., and Sanofi-Aventis Canada Inc. Apotex Inc. is currently reporting a shortage due to an increase in demand with an anticipated end date of April 15, 2020. The other three companies are not currently reporting shortages.

The Department is working with industry and health care partners to mitigate the impact of the shortage, including working with companies that can ramp up supply for the Canadian market

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and exploring international supply, with a priority being continued supply for patients who rely on it for approved treatments and to support clinical trials.

Q175. Is Immune-Tami going to be licensed for sale in Canada?

Health Canada has not authorised any product with the brand name 'Immune-Tami' or received any product licence application from Meon Supplements.

Health Canada opened a case after receiving a complaint regarding this product and will take action to address any confirmed non-compliance with the *Food and Drugs Act* and/or its Regulations.

Q176. Is Health Canada aware of any medical device shortages due to COVID-19, and what is being done to monitor supply?

At this time, Health Canada has not received any medical device shortage notifications from manufacturers of medical devices as a result of COVID-19.

The Department has engaged medical device industry stakeholders to seek any early signals of potential supply issues and none have been identified to date. Health Canada continues to monitor the situation and will take appropriate action, as required, to mitigate any impact on Canadians.

Q177. Will 3D printed medical devices be allowed to be used to alleviate supply shortages in Canada during this pandemic?

Health Canada is aware that groups here in Canada and in other countries (e.g. the UK, the U.S., Italy, China) may be using various manufacturing techniques to address some supply issues.

Health Canada, together with other federal organizations and private sector, is facilitating the assessment of existing 3D printing capacity in Canada and will help determine possible next steps to augment capacity where needed.

It is important to note that Health Canada remains the regulatory authority for all medical devices that are intended to be sold or imported and has dedicated processes to quickly assess safety, efficacy, and quality for medical devices manufactured for the COVID-19 response, including those manufactured by 3D printing.

Health Canada has reached out to its trusted 3D printing network in the medical device industry, hospitals, universities, colleges and industrial manufacturing facilities. As of March 20, we have received responses from 34 organizations with 3D printing experience who are willing to help.

Q178. Are there any concerns about these items being produced without the usual quality checks or certification processes?

Medical devices sold, imported or distributed in Canada must meet the safety, effectiveness, and quality regulatory requirements of the *Medical Devices Regulations* or the *Interim Order* in cases of devices involving COVID-19. These regulated devices include medical devices manufactured via 3D printing. Health Canada is the regulatory authority for all medical devices

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and has dedicated processes to quickly assess safety, efficacy and quality for medical devices manufactured for the COVID-19 response.

There are risks if devices such as personal protective equipment are not of high enough quality to properly protect patients and healthcare workers. We are working with conventional medical device manufacturers and certified 3D printing organizations regarding required device specifications and quality so Canadians can have timely access to medical devices that are safe, efficacious and of high quality.

Q179. What is the scope of Canada’s need for reagent chemicals used for testing COVID-19?

Canada’s COVID-19 response depends on laboratory testing to detect infection early and take effective public health measures to reduce spread. Canada’s public health laboratories work together through a network called the Canadian Public Health Laboratories Network to support COVID-19 diagnosis according to validated testing protocols. The global shortage of testing reagents is affecting laboratory capacity. The Public Health Agency of Canada’s National Microbiology Laboratory is supporting provincial requirements for testing reagents by developing in-house reagents as an interim solution and by working with the industry sector to procure supplies in bulk as they become available. Our priorities are accessing testing reagents, evaluating rapid point-of-care tests and accessing authorized test kits so that provinces and territories are equipped to ramp up testing according to their requirements.

Q180. Is the bioMérieux reagent product the only one you have been manufacturing? Are you, or will you, replicate others?

Since the beginning of the COVID-19 outbreak, Health Canada has been working with the Public Health Agency of Canada, other federal departments and provinces and territories, to ensure a coordinated response to anticipate and meet Canadians’ health product needs. This includes working diligently with manufacturers in Canada to bring products to market and increase domestic production of therapies and diagnostic devices.

The Public Health Agency of Canada (PHAC) continues to explore all options to help provinces meet the demands for testing. This includes reagents for which recipes have been published that may work on current testing devices, laboratory plastics or new designs for nasopharyngeal (i.e., nasal) swabs.

Q181. Did Biomerieux share its proprietary formula with the Public Health Agency of Canada?

In an innovative public-private partnership, bioMérieux Canada has provided the Government of Canada the right to manufacture their products used for COVID-19 testing in Canada.

The agreement with bioMérieux Canada provides a temporary licence. Further, the facilities that the Government of Canada will use to meet an expected temporary surge in demand were never intended for use in long-term manufacturing. In the long run, they will revert to their normal purposes.

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Q182. Is there an estimate in terms of how many ICU beds Canada will require as the epidemic reaches its peak? And how many ICU beds are available now?

According to the Canadian Institute for Health Information (CIHI), there were 3,902 ICU beds in Canada (excluding Quebec, Nunavut and Yukon), in 2017-18, which is the most recent and most complete data available. Further details can be downloaded from CIHI's web site. Health care system officials in the provinces and territories are closely monitoring their jurisdiction's health system capacity, including the demand and supply for key assets such as ICU beds and ventilators as the number of COVID-19 cases rise. The situation continues to evolve as many jurisdictions are taking various actions, including cancelling elective surgeries and moving alternative level care (ALC) patients to other sites to improve their acute care capacity in hospitals.

Health Canada is currently discussing with provincial and territorial officials the availability of ICU and ventilator capacities.

Q183. Where will medical supplies be stored before they are distributed by Canada Post or Purolator to hospitals?

Amazon will work directly with Canada Post to provide warehousing, and leverage its current third-party delivery channels, through Canada Post and Purolator, to deliver the products to provincial and territorial health authorities, across the country, for the frontline healthcare response.

Q184. How many ventilators does Canada have now, and how many would be needed when the epidemic reaches its peak?

The collaborative federal, provincial and territorial procurement order also includes ventilators. The federal government has contracted for more than 1,500 ventilators and is working to support the acquisition of additional ventilators in support of provinces and territories.

The global demand for these items is high, and PHAC will continue to assess needs with the provinces and territories as this event evolves.

Q185. What is the federal government doing in terms of increasing the supply of ventilators and masks?

The Government of Canada is investing \$2 billion to purchase PPE, including for bulk purchases with provinces and territories. This includes masks and face shields, gowns, ventilators, test kits and swabs, and hand sanitizer.

Discussions are continuing within the Government of Canada (Innovation, Science and Economic Development Canada, Public Services and Procurement Canada, Health Canada and the Public Health Agency of Canada) to explore alternative PPE supply routes and to scale up domestic production with Canadian companies such as Thornhill Medical and Medicom. To ensure that these production lines meet the technical specifications appropriate for use in frontline response, Health Canada and the Public Health Agency of Canada are conducting technical evaluations. This includes the Minister of Health's most recent signing of an Interim Order to allow expedited access to COVID-19-related medical devices. The list of authorized COVID-19 devices (with authorization dates) is available [here](#) and all licensed medical devices are listed in the Medical Device Active Licence Listing.

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Q186. Has Health Canada approved KN95 masks for use in Canada. If not why not?

Yes, we have approved KN95 full face respirators in the context of the pandemic on the basis of equivalent standards to N95 respirators.

Q187. Is the KN95 respirator NIOSH certified? Does it meet an equivalent alternate standard?

No, KN95 respirators are not NIOSH certified. They meet GB2626-2006, which is an equivalent standard to NIOSH-42CFR84. Equivalencies for masks and other equipment can be found at <https://buyandsell.gc.ca/specifications-for-COVID-19-products#100>

Q188. Can anyone sell a mask that is advertised for non-medical use? Does it matter if there is no English on the mask?

If not used in a clinical setting, and if it is explicitly clear in the product labelling that they serve a non-medical purpose (e.g., “not for medical use”, “industrial use only”), masks and respirators are not considered to be medical devices and are therefore not regulated by Health Canada.

Q189. What is the status of Health Canada’s review of the “WOODBIDGE INOAC MASK” and whether it can be used at hospitals?

Health Canada has authorized the “WOODBIDGE INOAC MASK” on April 4, 2020. The device is intended to mitigate the wearer’s exposure to hazardous particles. This device is not an N95 respirator, it is a surgical mask Level 3 which can be used in hospitals settings in accordance with the manufacturer’s labelling.

Q190. Is the government thinking about increasing supply of the flu shot for the next flu season in light of the demand the COVID-19 pandemic?

The Public Health Agency of Canada (PHAC) assists in coordinating and overseeing the distribution of influenza vaccines for public programs, in collaboration with Public Services and Procurement Canada, Health Canada, the manufacturers, and federal, provincial and territorial partners. PHAC does not decide how much vaccine provincial and territorial governments purchase for their populations; this decision is made by each provincial and territorial government based on past experience, the influenza season forecast, and the requirements of its immunization program.

In light of the COVID-19 pandemic, provincial and territorial governments are reviewing their vaccine supply orders for next year’s influenza season to determine whether they are sufficient or should be increased. There is still an opportunity to increase orders before final commitments need to be made.

INTERIM ORDER RESPECTING DRUGS, MEDICAL DEVICES AND FOODS FOR A SPECIAL DIETARY PURPOSE IN RELATION TO COVID-19

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Q191. How will Health Canada assess these health products for safety and effectiveness?

The Interim Order allows for the importation and sale of drugs, medical devices, and special foods that support Canada's response to COVID-19.

As with all drugs and medical devices, Health Canada will assess and monitor the safety, quality, and efficacy of all products allowed for import and sale under this Interim Order.

Drug and medical device manufacturers will be required to follow strict post-market safety requirements.

Q192. Is Canada guaranteed to receive adequate supply of these items?

Supply issues related to drugs, medical devices, or foods for special dietary purposes could occur at any time. That's why Health Canada is monitoring supplies of prescription drugs, medical devices, and health products such as hand sanitizers, and enabling the continued supply of these products to Canadians.

Q193. How does this Interim Order compare to the interim measure the Department announced last week to allow for the importation of hand sanitizers, disinfectants, personal protective equipment and swabs that do not fully meet Health Canada requirements?

This Interim Order applies to a greater variety of products, including prescription drugs and certain special foods, and creates shortage reporting requirements for medical devices.

Q194. And how does it compare to the shortage provisions in the Legislative Amendments?

Both the Interim Order and the amendments have provisions to allow products that are not approved for sale to be sold in Canada with certain restrictions.

The legislative amendments provide more flexibility on what may be imported, and provide additional powers such as allowing another company to make, use or sell a drug or medical device that is protected by patent in order to meet demand, when needed supplies cannot be obtained from the patent holder, subject to certain conditions as described in the interim order.

Q195. What are the new requirements for medical device shortage reporting?

Manufacturers and importers will be required to notify the Minister of shortages of devices considered critical during the COVID-19 pandemic. Manufacturers and importers will have to notify Health Canada within five days of becoming aware of a real or anticipated shortage. This is similar to what is already required of drug companies.

A manufacturer may allow an importer to report information on its behalf, to avoid duplication.

Having an accurate understanding of real and anticipated medical device and drug shortages will help the Minister decide which products to consider allowing for import and sale.

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Q196. How does this affect personal importation?

This Interim Order will not alter Health Canada's existing position, policies, and laws with respect to personal importation.

Q197. How do we know which COVID-19 diagnostic kits have been approved by Health Canada under the Interim Order for Expedited Medical Devices, signed March 18, 2020?

The [list of diagnostic devices](#) authorized via the [Interim Order](#) is available online. The list is updated daily.

Q198. What qualifies as a “food for a special dietary purpose” under the Interim Order, other than infant formula?

Foods for a special dietary purpose could include foods that are specially formulated to meet the needs of consumers with health conditions, such as low-protein foods for those suffering with kidney disease. These could also be foods that are the primary or sole source of nutrition for a person, such as infant formulas and specially formulated liquid diets for those unable to get proper nutrition through solid food.

Q199. How will access to disinfectants and hand sanitizers be expedited?

The Interim Order changes an application requirement for biocide drugs (hard surface disinfectants and certain hand sanitizers) to allow for their expedited review and authorization. In addition, the Interim Order exempts certain hand sanitizers, regulated under the *Food and Drug Regulations* (FDR), from establishment licensing.

Q200. What is the Government currently doing to address any drug and medical device shortages related to COVID-19?

Health Canada is actively monitoring the potential impact of the COVID-19 pandemic on the supply of drugs and medical devices in Canada.

Health Canada continues to actively engage the pharmaceutical drug and medical device industry and provinces and territories to monitor for any signals of supply disruptions in Canada. Health Canada is also working in collaboration with international regulatory partners, including the European Medicines Agency, the United States Food and Drug Administration, the Australian Therapeutic Goods Administration, and the World Health Organization (WHO) to share information on any global supply disruptions.

Drug companies are required by regulation in Canada to publicly report actual and anticipated drug shortages and discontinuations within a specified timeframe on drugshortagescanada.ca. Drug and medical device shortage signals may also be reported to Health Canada by the provinces and territories, health care professionals or the public.

Health Canada has contacted all Drug Establishment Licence holders in Canada to remind them of the requirement to report anticipated and actual drug shortages, and to notify the Department of any event that may affect the quality, safety or efficacy of a drug. Medical Device Establishment Licence holders have also been requested to report any shortages to Health Canada.

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Health Canada is also closely monitoring the supply of any potential treatments for COVID-19 and working with companies to help ensure continued supply in Canada, including working with companies that can ramp up supply for the Canadian market.

The Department will continue to closely monitor this situation and take any necessary action in collaboration with companies, provinces and territories and other stakeholders to help ensure continued supply of medications in Canada.

Q201. How will these amendments enhance the Government's ability to manage drug shortages?

These amendments will allow the Government of Canada to put in place more robust tools to support efforts to help prevent and alleviate shortages. For example, it enhances the Government's ability to put in place, through the Interim Order, a regulatory framework that allows for the importation of drugs and medical devices necessary to prevent or alleviate a shortage related to COVID-19.

Q202. Will Health Canada use these amendments to the *Patent Act* to bypass patent protection (sometimes called compulsory licensing) and allow other companies to produce patented drugs?

The Government of Canada respects patent rights and their importance to business, and knows that industry will do everything it can to meet the needs of Canadians.

To address a pandemic such as COVID-19, the Commissioner of Patents can authorize the Minister of Health to allow another company to make, use or sell a drug or medical device that is protected by patent in order to meet demand, when needed supplies cannot be obtained from the patent holder.

The amendments to the *Patent Act* that were introduced the week of March 22, 2020, would only be used in exceptional circumstances, and include several safeguards to protect the interests of patent holders, including ensuring that a patent holder receives adequate remuneration for the use of the patent and placing limitations on the duration of the authorization.

The Minister of Health's power to seek authorization for third-party manufacturers to supply needed patented inventions is in place until September 30, 2020.

Q203. Has the Minister of Health made any applications to the Commissioner of Patents thus far?

To date, the Minister of Health has not had to exercise the powers under Bill C-13 related to the *Patent Act* amendments.

Q204. Does the Minister of Health believe that the use of this power is necessary to enable Canadian companies to manufacture personal protective equipment, ventilators or any other medical supplies that the government is currently procuring to combat COVID-19?

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As Canadian businesses and manufacturers are stepping up in the fight against the COVID-19 pandemic, it has not been necessary to use the power under Bill C-13 to mobilize industry to manufacture these supplies. Nearly 5,000 Canadian companies have offered their expertise and capacity to provide the items that frontline health workers need for protection as they fight this global pandemic. Health Canada's partnerships with Canadian industry are helping to produce needed supplies and equipment, provide Canadians with the fastest possible access to safe and effective health products, strengthen our health care system, and better protect the health and safety of all Canadians.

Should the situation change, the Minister of Health could consider the use of the new authority under the *Patent Act* in consultation with the Minister of Innovation, Science and Industry, as well as provinces and territories, and manufacturers. The Government of Canada respects patent rights and their importance in business. Several safeguards are included in the amended *Patent Act* that protect the interests of patent holders.

EXPEDITING ACCESS TO HAND SANITIZERS, HARD SURFACE DISINFECTANTS, PERSONAL PROTECTIVE EQUIPMENT AND SWABS

Q205. Were these changes made through new regulations?

These are interim measures implemented given the unprecedented demand and the urgent need for products that can help limit the spread of COVID-19, including hand sanitizers, disinfectants and personal protective equipment (e.g., masks and gowns). This is not a new regulation.

Q206. What does this new rule mean?

It is an interim measure and expedited approach. It is meant to facilitate access to imported hand sanitizers and disinfectants that do not fully meet the regulatory requirements under the Food and Drugs Act. Health Canada will allow certain products to be sold in Canada under this interim measure, including:

- products that are already authorized for sale in Canada but are not fully compliant with Health Canada requirements (e.g., labelling in one official language, different packaging from what was authorized); and
- products that are not authorized for sale in Canada, but are authorized or registered in other jurisdictions with similar regulatory frameworks and quality assurances.

Health Canada will allow these low-risk products to be distributed in Canada to address the current shortage in supplies. The expedited process requires an attestation form that helps Health Canada maintain a record of all hand sanitizers and disinfectants on the Canadian market. As with all health products, Health Canada will continue to monitor the safety of these products once they are on the market and will take action to protect the health and safety of Canadians, if necessary.

Q207. When will these products be made available on store shelves?

For hand sanitizers and hard surface disinfectants subject to this interim approach, products may be imported and sold as soon as companies have submitted a complete notification form that meets the established criteria.

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For personal protective equipment (class I medical devices), products may be imported or sold immediately after Health Canada issues a medical device establishment licence. Health Canada is currently issuing these licences within 24 hours of receipt of a completed application.

There are products already on the market. More information can be found [here](#).

Q208. Is Health Canada actively reaching out to manufacturers to get more products imported?

Information about this expedited process was shared with all drugs, natural health products and medical device establishment licence holders and product licence holders in Canada and with relevant industry associations.

Products permitted to be sold under this interim measure are being added to the list posted on Health Canada's [website](#). At the time the advisory was posted on March 18, only hand sanitizers and disinfectants had met the criteria for sale under this interim approach. Since then, medical devices have been identified and will be added to the list in the coming days.

Q209. Is Health Canada reaching out to the three RCMP forensic labs to provide personal protective equipment to health care workers?

The Government of Canada has not asked the Royal Canadian Mounted Police to provide personal protective equipment to health care workers. We are working directly with the provinces and territories to identify needs and buy in bulk to leverage our collective buying power. We are also accepting donations, enhancing domestic industrial capacity, and expediting the regulatory process to ensure we are able to get critically needed products to Canadian markets.

Q210. What steps are being taken to get the necessary equipment/products to the food producing and processing businesses?

The Government of Canada is coordinating with provincial and territorial governments to quickly assess needs for personal protective equipment (PPE) for health professionals (e.g., N95 respirators, surgical masks, face shields, nitrile gloves, gowns and other protective clothing) as well as medical supplies (e.g., sanitizers, ventilators, swabs and testing kits). To meet these needs, we are purchasing large quantities of equipment and supplies, and working with Canadian companies to increase their manufacturing capacity to produce additional supplies.

The priority of the Public Health Agency of Canada (PHAC) and Health Canada is to support provinces and territories with PPE for the frontline healthcare response. PHAC has developed guidance to support employers and employees in preventing transmission of COVID-19 in the workplace. The most important measures are physical distancing, rigorous hand hygiene, respiratory etiquette, cleaning and disinfection of surfaces and objects, use of physical barriers, and redesign of the workspace to maintain physical distance.

The Government of Canada is working to assess the needs across essential service sectors and to increase the domestic capacity to manufacture PPE.

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Q211. On the federal level, how do you handle donations coming from other countries to Canada? After they arrived at our border, where were they sent to? What's the Federal government's procedure to get them distributed? Who gets first?

The Government of Canada is receiving donations of medical supplies from companies both internationally and domestically, and is working to make them available for use by frontline healthcare workers.

Currently, donations are being managed through the Public Health Agency of Canada (PHAC), and additional partners will assist to ensure that the volume is handled as efficiently as possible and that the distribution reach is maximized.

When the federal government receives a donation, it must assess its quality. In addition to working off a pre-existing list of product specifications, PHAC and Health Canada have formed a technical review team to assist in this regard.

Q212. Does the government have any requirements on the standards of medical supplies used by local health agencies? If so, what are they?

PHAC is directing suppliers [online](#) to provide information on the items we are seeking, as well as the expedited process for suppliers to follow, including information on product specifications.

Q213. Do you ever have concerns about the quality/standard of medical equipment donated to Canada?

An interdepartmental, multidisciplinary technical assessment committee has been established to assess donated medical supplies to verify that they meet the Government of Canada technical specifications for COVID-19 as available on the Public Services and Procurement Canada's [buy and sell website](#). The process for assessment varies depending on the medical device.

Q214. Has the Public Health Agency of Canada rejected any donated supplies that it has quality controlled? Has any equipment failed quality control tests in the last two months?

Received shipments are always subject to quality control. For example, items can sometimes be damaged in transit, and the Public Health Agency of Canada (PHAC) works to ensure that those items are not distributed to provinces and territories. In the context of the COVID-19 response, PHAC has had a small quantity of personal protective equipment (PPE) that was not released as it was damaged in transit, and PHAC continues to verify PPE as it is received. At this time, no shipments have been rejected due to quality issues.

Q215. Who specifically are the members of this "interdepartmental, multidisciplinary technical assessment committee"?

The interdepartmental, multidisciplinary technical assessment committee comprises representatives from the Public Health Agency of Canada (including the National Microbiology Laboratory), Health Canada and the National Research Council of Canada.

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Q216. When will the assessment of donated medical supplies be completed?

The Government of Canada is assessing donations as they are received. The objective is to conduct this process as rapidly as possible so that products that meet specifications can be distributed to the provinces and territories without delay.

Q217. Are the medical supplies donated by China last week in Canada? Are they in storage in Ottawa?

A number of shipments have arrived in the country, including from China, and the Government of Canada is working to rapidly allocate supplies to the provinces and territories. The Public Health Agency of Canada does not disclose the locations of the warehouses it is using to store personal protective equipment and other medical supplies.

Q218. What is the status of the quality control testing for donations/purchases of PPE from China?

Personal protective equipment (PPE) and medical supplies received by the Public Health Agency of Canada (PHAC) are verified to ensure compliance with technical specifications before allocation to the provinces and territories. The process can vary depending on the medical device, and is the same for both procurement and donations.

The Government of Canada cannot speak to the donation made by the Bank of China as it was received directly by the Bethune Medical Development Association of Canada.

Q219. How many of these items have passed quality control checks and how many have not?

Shipments received by PHAC are always subject to quality control. For example, items can sometimes be damaged in transit, and PHAC works to ensure that those items are not distributed to provinces and territories. In the context of COVID-19 response, PHAC has had a small quantity of PPE that was not released as it was damaged in transit, and PHAC continues to verify PPE as it is received. The same is true of donations received by PHAC.

Q220. What happens to those items that fail inspection? Are they destroyed? Shipped back to donor country?

PPE requirements for healthcare workers are more stringent than what is appropriate for outside the healthcare setting. Equipment that does not meet specifications for healthcare settings will be further assessed for potential use in the community.

Q221. How many swabs did Canada receive to date and how many have been distributed?

As of April 9, 2020, the Government of Canada, in collaboration with the provinces and territories, has confirmed procurement orders for more than 8 million swabs, and other medical supplies and personal protective equipment. Bulk orders of personal protective equipment and medical supplies are being delivered, and the Government of Canada is working to rapidly distribute to the provinces and territories in consideration of multiple factors including COVID-19 response needs, equity, and the optimal use of PPE.

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To date, the Public Health Agency of Canada has received over 568,800 swabs. All of these swabs have been distributed to provincial and territorial public health laboratories to support testing.

Q222. Recent media coverage has highlighted that during the week of April 6, Canada received 320,000 swabs from China that were contaminated with mould. What measures are being taken to ensure that this does not happen again? Is there other medical equipment coming from China that could not be used because it does not meet Health Canada's criteria?

When provinces and territories identified issues with the shipment of swabs in question, the company recalled the product and made a commitment to take corrective action and issue product replacement.

The Government of Canada is looking at options to ensure a secure supply of sterile swabs to support laboratory testing, including options to produce swabs in Canada. The Government of Canada has ordered more than over 11 million swabs, and is supporting provinces and territories in lab testing efforts, including ensuring that the demand for swabs is met.

Personal protective equipment and other medical supplies received by the Government of Canada, whether donated or procured, are verified by PHAC to meet the Government of Canada technical specifications for COVID-19 before they are allocated to provinces and territories. If PHAC cannot account for the quality of equipment or supplies, it will not deploy them for frontline healthcare response. The verification process varies depending on the medical device. For example, KN95 respirators, which are an accepted alternative to N95 respirators, are visually inspected to check for defects in design and construction, and tested to confirm they meet specifications for filtering face pieces. Gowns and surgical masks are visually inspected and tested for fluid penetration.

IF PRESSED:

PHAC has received some supplies that do not meet Government of Canada specifications. Although such products are non-compliant for frontline healthcare response, they are subsequently assessed to determine potential use in non-healthcare settings.

Q223. Will the federal government consider to have a plan in place to increase the speed of donated medical supplies to fulfil the medical equipment shortage?

PHAC and Health Canada have been working closely with the Canadian Border Services Agency to expedite medical supply donations.

In response to the COVID-19 pandemic, Health Canada has implemented interim measures to expedite the importation of medical equipment including hand sanitizers, disinfectants, and

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personal protective equipment (such as masks and gowns)—as well as swabs. Details on Health Canada’s interim measures can be found [here](#).

Q224. If these products don’t meet all of Health Canada’s regulatory requirements, should Canadians be concerned about their safety?

No. While these products are typically subject to certain regulatory requirements, such as licensing and bilingual labelling, Health Canada is allowing these low-risk products to be distributed in Canada to address their current unprecedented demand to help slow the spread of COVID-19.

The expedited process requires companies to complete and submit a notification form that allows Health Canada to maintain a record of all hand sanitizers, hard surface disinfectants and personal protective equipment being sold in Canada under this interim approach. As with all health products, Health Canada will continue to monitor the safety of these products once they are on the market and will take action to protect the health and safety of Canadians, if necessary.

Health Canada will continue to use all tools at its disposal to expedite the supply of safe and effective health products related to COVID-19. However, the department is not providing blanket approval of unauthorized drugs or devices.

We will update Canadians with any new information as it arises.

Consumers and patients are encouraged to [report](#) any health product adverse events to Health Canada.

Q225. How are medical devices regulated in Canada? What are Class I devices?

Canada takes a risk-based approach to the regulation of medical devices, where the level of review before approval depends on the potential risk that the use of the device presents. This approach balances the need to provide the healthcare system with timely access to new and innovative technology, with the appropriate level of oversight and time required to assess safety and effectiveness.

In Canada, medical devices are categorized into four classes based on the risk associated with their use, with Class I devices presenting the lowest potential risk (e.g., a mask or gown) and Class IV devices presenting the greatest potential risk (e.g., a pacemaker). Class II, III and IV medical devices must have a Medical Device Licence to be sold in Canada. Companies selling Class I medical devices in Canada are required to have a Medical Device Establishment Licence. However, during this pandemic situation, Class I to IV devices can instead receive authorization under the Interim order respecting the importation and sale of medical devices for use in relation to COVID-19.

Health Canada is currently expediting its review of licensing applications related to any medical device related to COVID-19. In addition, as with hand sanitizers and disinfectants, Class I medical devices that may not fully meet all regulatory requirements and are notified to Health Canada under this interim measure are being allowed on the market.

Q226. How can consumers distinguish between a fraudulent product and a product imported through this interim measure?

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Health Canada will maintain an updated list of products sold in Canada through this measure on its website for consumers to consult.

Hand sanitizers and hard surface disinfectants authorized for sale by Health Canada have an eight-digit Drug Identification Number (DIN) or Natural Product Number (NPN) on the product label. These products are listed on Health Canada's Drug Product Database or Licensed Natural Health Products Database.

Class I medical devices are not licensed by Health Canada, but companies importing or manufacturing them do require a Medical Device Establishment Licence from Health Canada. These are listed on Health Canada's website.

If consumers see a hand sanitizer or disinfectant for sale that does not have a DIN or NPN on the product label and is not on the list identified in the advisory, or if they become aware of a company importing or manufacturing a class I device without the required licence, they are encouraged to report it to Health Canada.

COVID-19-specific medical devices authorized for sale by Health Canada are listed on Health Canada's website.

Q227. What else is Health Canada doing to improve the supply of health products during the COVID-19 pandemic?

The Minister of Health signed an Interim Order on March 18, 2020, to speed up access to medical devices for COVID-19. The list of COVID-19 medical devices authorized under the Interim Order is available on Health Canada's website.

Q228. Can people obtain access to medical devices and drugs that have not been authorized in Canada, but are available in other countries?

Healthcare professionals can request access to COVID-19-related medical devices not yet licensed in Canada and drugs related to the management of patients with COVID-19 through Health Canada's Special Access Program (SAP). Applications are considered on a case-by-case basis.

For questions related to the SAP for medical devices, please contact the program via email.

Q229. Has Health Canada been made aware of the influx of Chloroquine which has been coming through our borders? How equipped are we to police this, considering the danger it poses to the health of Canadians?

Health Canada works closely with the Canada Border Services Agency (CBSA) to verify that imported health products meet the regulatory requirements of the Food and Drugs Act and associated Regulations.

The CBSA can refer shipments of health products to Health Canada, at its discretion. When a referral is received, Health Canada evaluates the product to determine whether it is in compliance with Canadian regulations. Shipments of health products that are

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deemed non-compliant are refused entry into Canada, or may be seized by Health Canada.

Chloroquine is a prescription drug in Canada for the treatment of malaria and extraintestinal amebiasis. Under the *Food and Drug Regulations*, prescription drugs can be imported only by a practitioner, a drug manufacturer, a wholesale druggist, a pharmacist, or a resident of a foreign country while visiting Canada. In specific circumstances, so as not to interrupt a course of treatment, Canadians returning from abroad may be permitted to bring with them on their person, a single course of treatment or a 90-day supply based on the directions for use, whichever is less, of a prescription drug. Any other importation of prescription drugs is illegal in Canada. Over the past few weeks, there has been an increase in the number of referrals of commercial shipments of chloroquine from the CBSA to Health Canada. Shipments that were determined to be compliant with legislative or regulatory requirements were released. Those that were assessed to be non-compliant with the legislative or regulatory requirements were refused entry into Canada.

When Health Canada identifies non-compliant products, it always takes appropriate action—including working with the CBSA—to prevent importation of these products. During these unprecedented times, Health Canada remains committed to managing risks posed to the public and has processes in place to ensure continuous delivery of critical services to Canadians.

Health Canada encourages anyone who has information regarding the potential non-compliant importation, sale or advertising of any health product to report it using the [online complaint form](#).

Q230. Is Chloroquine permitted in Canada? Do you have any evidence that it can be effective if taken for coronavirus prevention? What's your guidance on the use of this drug? Does your Department advise people to take this drug?

Currently there are no drugs specifically authorized to treat or prevent COVID-19 in Canada. Healthcare practitioners may prescribe drugs outside their approved indications (off-label use), based on other sources of information such as medical literature. This falls under the practice of medicine and is regulated at the provincial level.

The most appropriate way to access experimental therapies that have potential to be helpful in treating COVID-19 is through a clinical trial. Health Canada encourages drug manufacturers to work with researchers so that these drugs can be offered to COVID-19 patients in the context of clinical trials. This will provide Canadians access to new therapies aimed at preventing or treating COVID-19, as well as an opportunity for the healthcare community to collect information on the effectiveness of the treatments and their associated risks.

To date, no clinical trials have been approved for chloroquine in the context of COVID-19 in Canada. However, Health Canada has approved other potential therapies for treating COVID-19 patients, including three clinical trials for the use of

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hydroxychloroquine. A list of clinical trials approved for the prevention or treatment of COVID-19 can be found on [Health Canada's website](#).

While Health Canada issues market authorizations for drugs and approves the conditions for which the drugs are to be used (referred to as the indication), it does not issue treatment recommendations or guidelines.

In Canada, chloroquine is authorized to be marketed by Teva Canada Limited for the treatment of malaria and extraintestinal amebiasis. The guidance for its use under its approved conditions can be found on [Health Canada's Drug Product Database](#) by entering "chloroquine" in the "Active ingredient(s)" field. Teva Canada Limited is currently [reporting](#) a shortage of its chloroquine product due to a shortage of an active ingredient with an anticipated end date of December 31, 2022. For more information about this shortage and the latest status of supply, you may wish to contact the company directly.

Health Canada is closely tracking all potential therapeutic treatments, vaccines, diagnostic tests, medical devices, and disinfectants currently available and in development in Canada and abroad. The Department is aware of international reports of chloroquine as a potential drug for the treatment of COVID-19, based on preliminary evidence.

Q231. Considering the known health effects of chloroquine, if taken improperly or mixed with another drug it's not supposed to be taken with, what's Health Canada's advice to Canadians who are getting it shipped here with the intent of taking it as a precautionary, easier way to prevent COVID-19?

It is illegal to directly or indirectly advertise experimental therapies or the off-label use of authorized drugs. If Health Canada becomes aware of a situation in which there is illegal advertising of an experimental therapy, the Department will contact the party involved to seek immediate cessation of the advertising and take all required compliance and enforcement actions to achieve compliance, which may include seizing the product being advertised.

Canadians should not take any prescription drug that has not been prescribed to them by a healthcare professional, who can assess and advise the patient about potential side effects—including serious side effects—and drug interactions. There are several serious side effects associated with chloroquine, including heart rhythm problems, severely low blood pressure and muscle and nerve damage.

Health Canada also reminds Canadian that [buying health products on line may be putting their health at serious risk](#) and about [the risks of purchasing health products that make unauthorized claims to prevent, treat or cure COVID-19](#).

Q232. How many cases have there been of Canadians becoming ill because they took chloroquine?

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Between January 1, 1965, and April 14, 2020, Health Canada received 230 adverse reaction reports related to chloroquine. Of these 230 reports, 7 were received from January 1, 2020, to April 14, 2020, and were not related to COVID-19.

Q233. Has Health Canada been tracking the global discussions about chloroquine and how studies being done in Brazil has failed?

Health Canada has been tracking the trials and is aware of the CloroCovid-19 study in Brazil on the use of chloroquine for the treatment of COVID-19. The Department is also collaborating with international agencies as part of global discussions on the safety and effectiveness of chloroquine for the treatment of COVID-19. Health Canada will take appropriate and timely action if and when any new health risks are identified.

INTERIM ORDER RESPECTING COVID-19-RELATED MEDICAL DEVICES

Q234. When will Health Canada be able to approve the first test kits for COVID-19 as medical devices?

Health Canada has been actively working with manufacturers to enable market access for commercial diagnostic devices in order to increase Canada's COVID-19 diagnostic capacity.

On March 13, 2020, Health Canada received two applications for a diagnostic device: one from Roche Diagnostics and one from ThermoFisher Scientific. These applications have received expedited review and are now approved for access by healthcare professionals through our Special Access Program (SAP).

Health Canada will immediately communicate the availability of these diagnostic devices to the concerned laboratories, the Public Health Agency of Canada and the provincial and territorial ministries of health.

Health Canada is also working with a number of other companies that are in the process of preparing and submitting information for review and will expedite those applications as well.

Q235. How quickly are reviews of submissions sent to Health Canada regarding COVID-19 tests being done?

Health Canada is working to increase the access to diagnostic tests in Canada through an expedited review pathway. The list of authorized COVID-19 devices (with authorization dates) is available [here](#) and all licensed medical devices are listed in the [Medical Device Active Licence Listing](#).

On March 18, the Minister of Health signed an [Interim Order](#) to allow expedited access to COVID-19-related medical devices for use by healthcare providers, including diagnostic test kits. This is an important development in the fight against COVID-19. It will help ensure quicker and more flexible approval of the importation and sale of medical devices that are necessary for Canada's response to COVID-19, including test kits.

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Q236. Is Health Canada exploring the idea of take-home antibody tests, in a similar vein as the UK? Could you comment on the efficacy of these tests?

On March 18, the Minister of Health signed an [Interim Order](#) to allow expedited access to COVID-19-related medical devices for use by healthcare providers, including diagnostic test kits. The Interim Order will allow Health Canada to provide quicker and more flexible approval of the importation and sale of medical devices that are necessary for Canada's response to COVID-19, including test kits. The list of authorized COVID-19 devices (with authorization dates) is available [here](#) and all licensed medical devices are listed in the [Medical Device Active Licence Listing](#).

Public health laboratories across Canada and around the world are using tests that detect the presence of the virus that causes COVID-19. These tests are being prioritized for review by Health Canada to increase the number of tests available in Canada to detect active infections of COVID-19.

Serological tests—like the take-home tests being evaluated in the United Kingdom—have limitations. These tests do not detect the virus itself. Instead, they detect the antibodies produced in response to an infection. These tests are also being accepted for review; however, the World Health Organization does not currently recommend serological tests for clinical diagnosis and Health Canada is following this advice. Research into serological testing is ongoing within Canada and worldwide. The Department is working with the National Microbiology Laboratory to validate testing and research, along with expert advice, so that we can have confidence in the test results.

Q237. How will these new test kits help test more patients?

This Interim Order makes it easier and faster for certain medical devices, such as laboratory diagnostic test kits, to be imported and sold in Canada. This would help improve access to medical devices that could permit faster and more convenient testing of patients, which would avoid needing to send samples to the NML lab in Winnipeg, facilitating quicker test results.

Point-of-care diagnostic tests are in development and may become available through this Interim Order, which would permit quicker and more convenient testing of patients. Quicker test results would enable healthcare providers and patients to take appropriate actions more quickly in order to help reduce the spread of the disease.

Q238. How often are Interim Orders used?

Interim Orders have been needed a few times in recent years to permit access to health products quickly in exceptional circumstances to deal with a significant risk to health or safety.

The last use of an Interim Order was in August 2018 to facilitate the immediate importation and sale of AUVI-Q epinephrine auto-injectors as an emergency measure during a national critical shortage of EpiPens.

An Interim Order was also issued to allow immediate temporary access to naloxone nasal spray in July 2016 until a review for Canadian authorization was completed.

Q239. How will Health Canada ensure that these kits are safe and effective?

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The Interim Order creates a tailored approval pathway for the importation and sale of medical devices that support Canada's response to COVID-19. This Interim Order, and the tailored approval pathway it creates, provides the Minister with flexibility to consider the urgent circumstances relating to the need for the medical device, authorizations granted by foreign regulatory authorities, or possible new indications of use for medical devices that are already approved in Canada.

As with all drugs and medical devices, Health Canada will assess and monitor the safety and effectiveness of all products authorized under this Interim Order, and will take immediate action if required to protect the health and safety of Canadians.

Manufacturers will still be required to follow strict post-market safety requirements such as mandatory problem reporting, recall procedures and complaint handling.

Q240. Is Canada guaranteed to receive adequate supply of diagnostic test kits?

We anticipate that there will be adequate supply of diagnostic tests. It would be at the company's discretion to allocate kits if demand exceeds supply.

NATIONAL EMERGENCY STRATEGIC STOCKPILE (NESS)

Q241. Who is in charge of NESS? Where are NESS storage facilities located?

The Public Health Agency of Canada (PHAC) maintains the National Emergency Strategic Stockpile (NESS). NESS facilities consist of a central depot in the National Capital Region and warehouses strategically located across Canada. For security reasons, we don't disclose specific locations.

Q242. How large is the stockpile and how will the supplies be allocated and distributed?

The Public Health Agency of Canada (PHAC) does not disclose specifics related to National Emergency Strategic Stockpile (NESS) holdings.

The NESS contains supplies of personal protective equipment and ventilators. In the current environment, the inventory numbers are consistently fluctuating as stock is released, at the request of provinces and territories, to provide surge support.

Bulk orders of PPE and medical supplies have been delivered, and the Government of Canada is rapidly allocating supplies to the provinces and territories as per the allocation formula agreed upon by federal, provincial and territorial Ministers of Health. In addition to responding to requests for assistance to National Emergency Strategic Stockpile (NESS), the Government of Canada supported the distribution of 6.8 million surgical masks from Medicom, which were shipped directly to provinces and territories. Ontario received its allocation on April 3. As well, 1.7 million nitrile gloves are in transit to provinces and territories.

In alignment with Health Canada's guidance on Optimizing the use of masks and respirators during the COVID-19 outbreak<<https://www.canada.ca/en/health-canada/services/drugs-health-products/medical-devices/masks-respirators-covid19.html>>, the NESS has also shipped almost 300,000 expired N95 masks to provinces and territories.

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**Q243. Which provinces and territories have drawn on supplies from the NESS?
What have they taken?**

To address immediate short-term needs, PHAC deploys supplies from the NESS based on requests for assistance. As of April 6, 23 requests for assistance from provinces and territories have been received by the National Emergency Strategic Stockpile and completed. Items released from the NESS have included N95 masks, surgical masks, face shields, gloves, gowns and ventilators. To maintain NESS inventory, a portion of the federal, provincial and territorial collaborative procurement is retained at the NESS to provide surge support to meet the urgent needs of provinces and territories.

Q244. Alberta's modelling data indicated that Alberta expects 6 ventilators from the Public Health Agency of Canada. Are those coming from the NESS or some other source?

The Public Health Agency of Canada (PHAC) continues to deploy personal protective equipment and ventilators from the National Emergency Strategic Stockpile to provinces and territories in response to requests for assistance. In the context of this process, PHAC can confirm that Alberta was sent six ventilators.

Q245. How many surgical and N95 masks does Canada have now, and how many would be needed when the epidemic reaches its peak?

The National Emergency Strategic Stockpile (NESS) contains supplies of personal protective equipment (PPE), including N95 respirators, to provide surge capacity to provinces and territories.

Based on needs identified by provinces and territories, collaborative federal, provincial and territorial (FPT) procurement efforts are focused on procurement of large quantities of PPE, such as N95 respirators. PPE procurement orders are starting to arrive, and jurisdictions are discussing approaches for allocation to effectively support a health system response to COVID-19.

To date, the federal government has ordered more than 200 million surgical and N95 masks.

The Public Health Agency of Canada is receiving shipments of personal protective equipment (PPE) at various locations in Canada, including the shipment of over a million masks to a warehouse in Hamilton. These deliveries, once appropriately validated, will be rapidly distributed to the provinces and territories for use by frontline healthcare workers.

The demand for them will continue to be assessed with the provinces and territories as this event continues to progress.

The safety of healthcare workers is a top priority. The Government of Canada continues to work with provincial and territorial partners to respond to the COVID-19 outbreak, including helping to ensure that healthcare workers have the PPE they need to be safe and to protect the health of patients.

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Q246. How many other NESS warehouses and stockpiles were disposed of or shut down across Canada in recent years? How many remain?

In recent years, the NESS moved from nine warehouse locations across Canada to six. The independent assessment indicated that the six strategic locations would maintain the NESS' role as timely surge support.

Q247. Was the number of PPE supplies reduced because of the drop in NESS warehouses or was the same level of PPE supplies just consolidated in the smaller number of locations?

The amount of personal protective equipment supplies stored by the National Emergency Strategic Stockpile is not directly correlated to the number of warehouse locations across the country. When a warehouse was closed down, anything that was usable was moved to a new location, and anything that was damaged, expired, unusable or obsolete was disposed of in accordance with the Treasury Board Directive on Disposal of Surplus Materiel.

Q248. Why did the Regina NESS facility close and were the masks and gloves replaced?

The Regina warehouse was closed following an independent assessment of the federal warehouse network of the National Emergency Strategic Stockpile (NESS), which found that moving from nine warehouse locations across Canada to six would offer the most efficient distribution system without sacrificing response capacity. For example, since the creation of the NESS, Canada's transportation infrastructure has improved, making it easier to maintain the same 24-hour delivery target with fewer warehouses.

In addition to masks and gloves, other expired or outdated stock, such as dressings, sponges, IV giving sets and pads, was assessed as no longer appropriate for distribution or donation. Many of these products were over 20 years old and were disposed of in accordance with the Treasury Board Directive on Disposal of Surplus Materiel. We also considered the value of the stock compared with the costs of shipping it elsewhere.

Q249. How many masks and gloves were thrown away and why?

The National Emergency Strategic Stockpile (NESS) reviews its stock of equipment regularly and as part of the review, expired material is disposed of in accordance with the Treasury Board Directive on Disposal of Surplus Materiel. In 2019, approximately 2 million expired masks and 440,000 expired gloves were disposed of during the closure of the National Emergency Strategic Stockpile (NESS) warehouse in Regina. The masks and gloves had been purchased in 2009 and had passed the limit of five years for their use, as recommended by the manufacturer.

While the World Health Organization allows for the donation of personal protective equipment, it requires that any equipment be supported by the manufacturer for a minimum of two years. What this means is that equipment must be donated two years before its expiration.

The Public Health Agency of Canada (PHAC) follows strict guidelines when deploying materials. If the Agency cannot account for the quality of material, it will not deploy it. Even under the current circumstances of the COVID-19 pandemic, where Health Canada guidance allows for the deployment of expired personal protective equipment, the Agency would examine very

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closely any equipment that is five years old or more. This is in accordance with manufacturers' guidelines.

Q250. Why doesn't Ottawa have a plan to provide the NESS medical supplies to other users before they expire (i.e., provincial health care systems)?

The NESS mandate is to provide surge support to provinces and territories, as well as to federal populations such as Correctional Service Canada. The NESS contains supplies that provinces and territories can request in emergencies when their own resources are insufficient, such as during infectious disease outbreaks, natural disasters and other public health events.

Most supplies have a specified shelf life, after which they should be discarded. As part of normal life cycle management of supplies in the NESS, once products have expired, they may be disposed of in accordance with the Treasury Board [Directive on Disposal of Surplus Materiel](#). The NESS will be looking at ways to optimize product life cycle management to minimize the disposal of expired stock, while continuing to prioritize end-user safety.

Q251. What is the process for personal protective equipment distribution and how are these prioritized?

The Government of Canada and provincial and territorial governments have agreed to a personal protective equipment (PPE) allocation strategy.

Based on needs identified by provinces and territories, collaborative federal, provincial and territorial (FPT) procurement efforts are focused on procurement of large quantities of PPE and medical supplies, including N95 respirators, surgical masks, face shields, nitrile gloves, gowns and other protective clothing, sanitizers, ventilators, and testing supplies. The allocation of these supplies is a collective FPT decision that will support Canada's health system response to COVID-19.

Additionally, to provide surge support to the provinces and territories, the Public Health Agency of Canada (PHAC) has released items from the National Emergency Strategic Stockpile (NESS). This has also included specific types of PPE, such as surgical masks, gloves and N95 respirators, as well as other items, such as ventilators, disinfectants and hand sanitizers.

To receive stock from the NESS, the provinces and territories submit Requests for Assistance (RFA). PHAC responds to RFA as they are received and allocates supplies to provide surge capacity to the provinces and territories while maintaining a conservative inventory at the NESS to ensure surge support. In this current environment, due to global high demand for PPE, provinces and territories are encouraged to submit RFA with shorter time frames (e.g., surge requirements for 1-2 weeks) with the option of following up with additional RFA as this event progresses.

Q252. Is it the Government of Canada's responsibility to maintain the NESS stockpile or is it a provincial or territorial responsibility?

The NESS mandate is to provide surge support to provinces and territories, as well as to federal populations such as Correctional Service Canada.

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PHAC has been working with Public Services and Procurement Canada to advance bulk procurement orders of PPE to respond to the needs of provinces and territories, which are also actively working to ensure they have the necessary equipment to distribute to frontline health care workers.

Procurement orders are arriving and the majority is deployed to provinces and territories, with a conservative portion allocated to the NESS to maintain and replenish NESS inventory for surge support.

Q253. Has inventory been added to NESS since the outbreak of COVID19?

Orders for PPE and medical supplies were placed early on by federal, provincial and territorial governments to supplement their existing stocks.

On March 9, the Prime Minister and Deputy Prime Minister wrote to all Premiers announcing their intention to lead a bulk procurement effort on healthcare supplies responding to the COVID-19 outbreak.

PHAC has been working with Public Services and Procurement Canada to advance bulk procurement orders of PPE to respond to the needs of provinces and territories, which are also actively working to ensure they have the necessary equipment to deliver front line health care.

Procurement orders are arriving, and jurisdictions are working together to ensure an effective health system response to COVID-19 while maintaining and replenishing NESS inventory for surge support.

We continue to do our best to update the public on rapidly changing numbers with respect to PPE; however, our priority is getting this protective equipment and delivering to provinces so that front line health care workers who need it most have access.

Q254. Is NESS fully integrated with other repositories of medical equipment in Canada?

The NESS mandate is to provide surge support to provinces and territories, as well as to federal populations such as Correctional Service Canada. However, in support of COVID-19 response, PHAC is also accepting and deploying donations of medical supplies from other government departments, companies and countries.

In addition, under Canada's Plan to Mobilize Industry to fight COVID-19, the Government of Canada is directly supporting businesses to rapidly scale up production or re-tool their manufacturing lines to develop products in Canada such as personal protective equipment and other critical medical supplies.

The Government of Canada has stood up the Strategic Innovation Fund that will allow for rapid support to Canadian companies that are working on large-scale and later-stage promising research and development projects aimed at providing medical countermeasures to COVID-19, including vaccines and critical medical supplies.

Q255. Was a recent notice on the Government Buy and Sell site a call out to identify additional suppliers for NESS?

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The Government of Canada is exploring all avenues to secure medical supplies, including personal protective equipment (PPE), in order to prepare for and respond to the COVID-19 outbreak.

The Notice that went out on Buy and Sell to identify additional suppliers will benefit federal, provincial and territorial governments, including the National Emergency Strategic Stockpile (NESS).

More information on the Government of Canada's response can be found [here](#).

Q256. Does PHAC have to go to tender to replenish NESS supplies or can it use the Emergency Rule to buy directly?

PHAC follows appropriate laws, policies and guidelines with respect to the procurement of supplies or assets for the NESS. Competitive procurement practices such as the use of established supply arrangements, or requests for proposal, are routinely utilized to access the supply chain.

On March 14, 2020, PHAC requested, and received, a National Security Exception for the Procurement of Goods and Services required by the Government of Canada to respond to the COVID-19 outbreak. With this authority, PHAC will not be required to go to tender to replenish NESS supplies and will work with Public Services and Procurement Canada to determine the best procurement strategy.

Q257. A 2010 audit found that PHAC did not have a complete up-to-date inventory of its emergency medical supply stockpile, designed for distribution to the provinces during public health emergencies like this one. Does the federal government now have a complete inventory of its emergency medical supply stockpile? Has it shared this inventory with the provinces or public? Can you provide evidence of the inventory?

Following the 2010 Audit, the Public Health Agency of Canada (PHAC) implemented an electronic inventory system to track the inventory of the National Emergency Strategic Stockpile (NESS). The provinces and territories are aware of NESS holdings; however, for security reasons, PHAC does not disclose the inventory of the NESS with the public.

Q258. What has changed since the 2011 evaluation report of the NESS?

Since the 2011 evaluation, the NESS has evolved to better align with the ever-changing risk environment and is investing in strategic assets, such as medical counter-measures and mini-clinics, to enhance the Agency's ability to support surge requests during health emergencies. In addition, there has been increased engagement with provincial and territorial partners and other stakeholders to increase awareness of NESS capabilities.

Q259. Can you explain why the number of warehouses stocking supplies from the National Emergency Strategic Stockpile was reduced, and whether that led to a reduction in the amount of PPE that was stockpiled by the federal government?

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Canada's National Emergency Strategic Stockpile (NESS) contains supplies that provinces and territories can request in emergencies when their own resources are insufficient, such as during infectious disease outbreaks, natural disasters and other public health events. The purpose of the NESS is to provide surge support to provinces and territories; it is not intended to replace supplies that provinces and territories hold or procure. Provinces and territories are responsible for preparing and maintaining their own supply capacities.

Over the past decade, we have reduced some of the materials included in the NESS. For example, blankets were previously part of the stockpile but are now available through other channels and no longer needed in large supplies through the NESS. As the NESS has modernized, the stockpile has focused on stockpiling strategic medical supplies that are typically not held by provinces and territories. This includes items such as medication and vaccines that require controlled environmental conditions.

Following an independent assessment of the federal warehouse network, the NESS moved from nine warehouse locations across Canada to six to offer the most efficient distribution system without sacrificing response capacity. For example, since the creation of the NESS, Canada's transportation infrastructure has improved, making it easier to maintain the same 24-hour delivery target with fewer warehouses.

The supplies in the NESS are regularly reviewed and supplies are purchased on a regular basis. In January, the Public Health Agency of Canada (PHAC) began monitoring the coronavirus outbreak in China and started assessing its NESS inventories and procuring supplies needed to respond to a possible outbreak in Canada.

TEMPORARY EXEMPTION UNDER THE CONTROLLED DRUGS AND SUBSTANCES ACT FOR MEDICAL TREATMENTS

Q260. Was this exemption requested by provinces and territories?

Health Canada received inquiries from a few jurisdictions regarding measures that would facilitate access to certain medical treatments during the pandemic. The Department has taken quick action to respond to their concerns and to prevent potential issues related to accessing medical treatment during the pandemic.

Q261. How soon will pharmacists and practitioners be able to begin doing these new activities?

In response to the COVID-19 outbreak, Health Canada has temporarily exempted certain new activities that apply to pharmacists who are registered and entitled to practice pharmacy under the laws of their province or territory and are entitled to conduct activities with controlled substances. The availability of these new activities depends on the province or territory and licensing authority adopting these measures. Health Canada recommends contacting the provincial and territorial licensing authorities for more information.

Given the seriousness of the COVID-19 outbreak, Health Canada is working quickly to help jurisdictions maintain access to medications for Canadians.

Q262. What activities are currently authorized for pharmacists?

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Pharmacists are medication experts and play a significant role in monitoring patients and medication to ensure safe and optimal use while contributing to outcome-focused patient care. Regulations under the *Controlled Drugs and Substances Act* state that a pharmacist is authorized to sell or provide a controlled substance to a person if they have received a prescription or a written order from a practitioner.

While these regulations do not permit pharmacists to prescribe, other related activities that are included in the meaning of *sell or provide* are permitted as long as the quantity dispensed does not exceed the amount originally authorized. These activities include, but are not limited to:

- **Adjusting the formulation:** adjusting the dosage form in which the drug is prescribed
 - e.g., change from pill to liquid formulations;
- **Adjusting the dose and regimen:** a structured plan that specifies the frequency in which a dose of medication should be ingested
 - e.g., change from 20mg per day for 5 weeks to 10mg per day for 10 weeks;
- **De-prescribing:** the planned and supervised process of reducing or stopping a medication; and
- **Part-filling:** dispensing a quantity of a medication that is less than the total amount of the drug specified by a practitioner
 - For greater clarity, this includes part-fills requested by a patient, when a pharmacy is dealing with an inventory shortage or other situations where the nature of the part-fill is a matter of discussion between the pharmacist and patient.

With the goal of supporting better medication management and protecting the health and safety of Canadians, Health Canada has shared with pharmacists an interpretive guide related to prescribing activities with substances regulated under the *Narcotic Control Regulations*, *Benzodiazepines and Other Targeted Substances* and Part G of the *Food and Drug Regulations*.

Q263. If a patient doesn't have a prescription, can a pharmacist now prescribe new medications for patients?

With this exemption, pharmacists can be authorized to renew or extend prescriptions in order to maintain a patient on a medication. Pharmacists are not authorized to initiate a new medical treatment with controlled substances (e.g., narcotics).

Q264. Will this exemption apply to other healthcare professionals?

This exemption will apply to other healthcare professionals, including nurse practitioners, dentists and veterinarians, allowing them to verbally prescribe narcotics (depending on the prescriber's scope of practice and provincial and territorial authorization).

Q265. Has there been any consideration of permanently giving pharmacists extended authorities?

Pharmacists are medication experts and play a significant role in monitoring patients and medication to ensure safe and optimal use in patient care.

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With the goal of supporting better medication management and protecting the health and safety of Canadians, in March 2019, Health Canada launched an official consultation seeking comments on ways to modernize pharmacists' role in the healthcare system. The Department is currently analyzing all feedback received. There will be another opportunity to comment on any draft regulations that are developed in *Canada Gazette* Part I. Health Canada encourages everyone to participate in the consultation.

Q266. Are there any special provisions being made to assist supervised consumption sites during the COVID-19 pandemic?

Health Canada recognizes that local pandemic precautions may impact the operations of supervised consumption sites and services. The Department continues to work directly with site operators to assess each individual situation and develop appropriate modifications to their protocols and practices. Operators are encouraged to contact the Office of Controlled Substances' Exemptions Section at hc.exemption.sc@canada.ca.

VACCINE AND TREATMENT

Q267. Is there a vaccine that protects against coronaviruses in humans? If none are currently approved, are there any that are in development or being tested?

Currently, there is no approved vaccine that protects against coronaviruses in humans.

The World Health Organization (WHO), along with the Coalition for Epidemic Preparedness Innovations, is coordinating an international collaboration to help advance research and vaccine development for the COVID-19.

The Public Health Agency of Canada and the Canadian Institutes of Health Research—in consultation with international partners, including the WHO and the Global Research Collaboration for Infectious Disease Preparedness — is assessing how scientists at our National Microbiology Laboratory, along with the broader Canadian research community, will participate in the global research efforts.

Q268. Is the PVC13 vaccine, used against pneumonia, useful as a therapy against COVID-19?

There are currently no vaccines or other health products authorized specifically for the prevention or treatment of COVID-19, as it is still a relatively new virus.

For vaccines or other health products that show early promise in treating COVID-19 including secondary infections that may be associated with the illness, clinical trials are the most appropriate means to pursue as they provide a way for the healthcare community to systematically collect information on the effectiveness of the treatments and what the associated risks may be. To date, Health Canada has not received any application for clinical trials for pneumonia vaccines used in the treatment of COVID-19-related infections.

Health Canada is working closely with many potential clinical trial sponsors to support access to clinical trials for COVID-19 for Canadians. To facilitate earlier access to needed therapeutic products to treat or prevent COVID-19, Health Canada will expedite its regulatory process for any COVID-19-related health products, including the review of submissions and the

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authorization of clinical trial applications, while continuing to protect the safety of trial participants. In addition to work done by professional societies, clinical trials are being coordinated across the Health Portfolio in Canada and globally.

Q269. How long will it take to develop a vaccine?

Coronaviruses are a group of viruses that can cause a wide range of illness, ranging from the common cold to Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS-CoV). The challenge of developing a vaccine that protects against coronaviruses is that infection by human coronaviruses does not provide long-lasting immunity, meaning someone can be re-infected in the future following recovery from an initial infection.

Although a vaccine that provides long-term immunity remains a challenge, an outbreak vaccine aimed to provide short-term protection (similar to a pandemic influenza vaccine) to respond to a novel coronavirus outbreak could potentially be developed.

In the case of a vaccine for a specific coronavirus, it could take years for researchers to develop a vaccine.

For example, there are currently no licensed vaccines or specific treatments for Middle East Respiratory Syndrome coronavirus (MERS-CoV)—a particular coronavirus that was first identified in 2012. We are aware of work being conducted elsewhere to better understand how MERS-CoV infections might be prevented and to develop a MERS-CoV vaccine. This includes vaccine development efforts being coordinated by WHO and the Coalition for Epidemic Preparedness (CEPI).

Q270. How are people being treated for this illness?

At present there is no specific drug or medication treatment for people who have COVID-19. Researchers are looking at the effectiveness of existing antiviral treatments.

World Health Organization has provided advice to health professionals that includes recommendations for early supportive therapy, management of symptoms and prevention of complications.

The novel coronavirus causes a range of illness from mild to severe for some individuals. Therefore, if you have travelled outside Canada, it is important to monitor your health when you return to Canada. While abroad, you may have come in contact with the novel coronavirus. PHAC asks that you monitor your health for fever, cough and difficulty breathing for 14 days after you arrive in Canada. If you develop fever, cough, or difficulty breathing, call your health care professional or local public health authority to inform them about your symptoms. They will provide advice on what you should do.

Q271. Is Health Canada investigating these reports and is there any current direction regarding the use of Vitamin C as a defence or treatment against the coronavirus?

Since the outbreak of COVID-19, Health Canada has taken actions to support Canadians in accessing health products they need to either treat or prevent COVID-19. Currently, there are no drugs specifically authorized to treat COVID-19 since it is still a relatively new virus. Much

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effort is being placed to investigate potential new therapies including drugs that may have been authorized for the treatment of illnesses other than COVID-19. For drugs that show an early promise in treating COVID-19, the best way to access therapies through clinical trials which provides way for the healthcare community to systematically collect information on the effectiveness of the treatments and what the associated risks may be.

Health Canada recently authorized a clinical trial application to investigate the use of intravenous Vitamin C in COVID-19 patients to help improve the functioning of some of the body's organs that is associated with severe cases of COVID-19 and closely monitoring its progress.

To facilitate earlier access to needed therapeutic products to treat or prevent COVID-19, Health Canada will expedite its regulatory process for any COVID-19 related health products, including the review of submissions and the authorization of clinical trial applications. In addition to work done by professional societies, clinical trials are being coordinated across the health portfolio in Canada and globally. This is a rapidly evolving landscape and the health portfolio is working to adapt to shifting needs.

Q272. Are there safety issues with the use of ibuprofen in COVID-19 cases?

There is no scientific evidence that establishes a link between ibuprofen, or other non-steroidal anti-inflammatory drugs (NSAIDs), and the worsening of COVID-19 symptoms.

If you have symptoms of COVID-19, speak with your healthcare provider regarding the most appropriate health products for the treatment of fever or pain. If you are currently taking ibuprofen, especially for a chronic illness, do not stop taking your medication.

Q273. Can Hydroxychloroquine and azithromycin be used to treat any patient who is infected with COVID-19? Will they be effective for everyone?

There is some evidence to suggest that these drugs may be effective for some patients; however, these are preliminary findings from a few, very small studies. There are also some known significant safety risks associated with both drugs, such as QT prolongation, which is a serious heart rhythm condition. A healthcare practitioner may choose to use these medications off-label based on his/her patient's needs including the seriousness of the patient's illness if the potential benefits outweigh the known risks of the drugs

In Canada, a doctor's decision to prescribe a particular drug to a patient, whether it's to be used for a labelled indication or off label, is part of the practice of medicine. While Health Canada regulates drugs, it is the responsibility of healthcare professionals to consider information from medical journals, reports, and peer-reviewed studies when prescribing medication.

Q274. Are there clinical trials underway to determine whether Hydroxychloroquine and azithromycin are effective?

Health Canada is aware of several ongoing or planned clinical studies with hydroxychloroquine in Canada and internationally for the treatment of COVID-19, and is closely monitoring their developments.

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Any company or healthcare practitioner treating patients with COVID-19 who wishes to conduct a clinical trial to evaluate the effectiveness of these or other drugs is encouraged to contact Health Canada.

A list of clinical trials approved for the prevention or treatment of COVID-19 or its complications can be found in Health Canada's [Clinical Trials Database](#) by entering "COVID" in the medical condition box.

Q275. What are Hydroxychloroquine and azithromycin usually used for? What are the approved indications?

Hydroxychloroquine is an antiparasitic drug that is indicated for the treatment of malaria, as well as autoimmune diseases such as rheumatoid arthritis and lupus. Hydroxychloroquine has been shown in in vitro studies to decrease coronavirus replication, and may lead to a reduction in the viral load of SARS-CoV-2 (the novel coronavirus that causes COVID-19).

Azithromycin is an antibiotic used in the treatment of pneumonia and other bacterial infections.

Q276. Does Health Canada have an official position on Hydroxychloroquine and chloroquine for treating COVID-19?

Health Canada recognizes that Canadians who are ill with COVID-19 need access to safe and effective medicines and treatments. Hydroxychloroquine and chloroquine are available on the Canadian market for treating other illnesses, but they have not been approved for the treatment of COVID-19.

International reports have suggested hydroxychloroquine and chloroquine to be promising drugs for the treatment of COVID-19, but this remains to be confirmed. For medicines that show an early promise in treating COVID-19, the best way to offer them to Canadians is through clinical trials. Clinical trials provide a way for the healthcare community to systematically collect information on the effectiveness of the treatments and what the associated risks may be. Therefore, Health Canada encourages manufacturers to work with researchers so that these medicines can be offered to COVID-19 patients in the context of clinical trials.

As of April 8, 2020, Health Canada has approved two clinical trials for the use of hydroxychloroquine in treating COVID-19. Health Canada has also approved 9 other clinical trials using other potential therapies. A list of clinical trials approved for the prevention or treatment of COVID-19 as well as associated complications can be found in Health Canada's [Clinical Trials Database](#). One can search this database by entering "COVID" in the medical condition box.

Q277. Are Hydroxychloroquine or chloroquine being used in Canadian hospitals for either trials or treatment?

Two clinical trials approved in Canada are being conducted in multiple locations in Canada.

As both hydroxychloroquine and chloroquine have been approved in Canada for the treatment of other illnesses, physicians may prescribe these medicines outside of their approved indications (off-label use). Off-label use of medicines falls under the practice of medicine and is regulated at the provincial level.

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Q278. What is Health Canada doing about products claiming to prevent, treat or cure COVID-19?

At this time, there is no vaccine for COVID-19 or any natural health products—including traditional Chinese medicines—that are authorized to treat or protect against COVID-19.

Selling unauthorized health products or making false or misleading claims to prevent, treat or cure COVID-19 is illegal in Canada. The Department takes this matter very seriously and will take action to stop this activity. To date, Health Canada has not approved any product to treat or cure COVID-19. Health products that have been authorized for sale by Health Canada will have an eight-digit Drug Identification Number (DIN), Natural Product Number (NPN) or Homeopathic Drug Number (DIN-HM). The Department is taking action to address complaints regarding unauthorized products on the Canadian market making false or misleading claims for the treatment, prevention or cure of COVID-19.

The Department encourages anyone who has information regarding potential non-compliant sale or advertising of any health product claiming to treat, prevent or cure COVID-19, to report it using the [online complaint form](#).

When Health Canada identifies or is notified of potential non-compliance with the *Food and Drugs Act* or its associated Regulations, it takes steps to confirm whether non-compliance has occurred and takes action based on the risk to the health of Canadians. A number of compliance and enforcement options are available to correct non-compliance or mitigate a risk to Canadians, including site visits, public communications, recalls, and the seizure of products and advertising materials. The primary objective of the Department's compliance and enforcement approach is to manage the risks to Canadians using the most appropriate level of intervention, in accordance with Health Canada's [Compliance and Enforcement Policy](#).

Q279. Are there any natural health products, including traditional Chinese medicines, Ayurvedic medicines and homeopathic products to protect against or treat this virus?

No natural health products are authorized to protect against, or treat COVID-19. This includes traditional Chinese medicines, Ayurvedic medicines and homeopathic products.

Q280. Have Lianhua Qingwen Capsules been approved for sale in Canada? If so, why?

Lianhua Qingwen Capsules have been licensed by Health Canada with the recommended use: "Traditionally used in Chinese medicine to help remove heat-toxin invasion of the lung, including symptoms such as fever, aversion to cold, muscular soreness, stuffy and runny nose, dry and sore throat, red tongue with yellow and greasy coating."

All natural health products sold in Canada must meet the requirements of the *Food and Drugs Act* and the *Natural Health Products Regulations*. Health Canada assesses the safety, efficacy and quality of natural health products based on the ingredients and health claims made. An eight-digit Drug Natural Product Number (NPN) or Homeopathic Medicine Number (DIN-HM) is issued after all the regulatory requirements are met and before the product can be sold in the Canadian market.

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Detailed information on [Lianhua Qingwen Capsules \(NPN 80033781\)](#) is available on Health Canada's publicly accessible [Licensed Natural Health Products Database](#).

Q281. Are the Lianhua Qingwen capsules effective in curing COVID-19, as claimed by the manufacturer?

At this time, there are no health products—including traditional Chinese medicines—that have been authorized by Health Canada to specifically treat or protect against COVID-19.

Selling unauthorized health products or making false or misleading claims to, prevent, treat or cure COVID-19 is illegal in Canada. The Department takes this matter very seriously and will take action to stop this activity. To date, Health Canada has not approved any product to treat, prevent or cure COVID-19. The Department is taking action to address complaints regarding unauthorized products on the Canadian market making false or misleading claims for the treatment, prevention or cure of COVID-19.

Health Canada is assessing this advertising issue and will take all required compliance enforcement actions if non-compliance with the legislation or regulations is identified.

The Department encourages anyone who has information regarding the potential non-compliant sale or advertising of any health product claiming to treat, prevent or cure COVID-19, to report it using the [online complaint form](#).

Q282. Is Favipiravir or Avigan approved in Canada? Is Canada taking any steps to get them approved?

Avigan is the brand name for favipiravir. It has been approved in Japan and China for the treatment of influenza. There are currently no favipiravir-containing products approved in Canada.

Since the outbreak of COVID-19, Health Canada has taken actions to support Canadians in accessing health products they need to either treat or prevent COVID-19. To facilitate earlier access to a vaccine or therapeutic product for COVID-19, Health Canada will expedite its regulatory process for any COVID-19 related health products, including the review of submissions and the authorization of clinical trial applications.

Health Canada initiated conversations with companies whose products have shown potential in fighting COVID-19, including the company that manufactures favipiravir. However, to date, Health Canada has not received a submission for a favipiravir-containing product. It is ultimately up to the manufacturer to decide whether they choose to seek market authorization for their product in Canada.

For medications that show early promise in treating COVID-19, such as favipiravir, Health Canada encourages sponsors to work with researchers and offer medicines to patients in the context of clinical trials. This would ensure that there is informed consent for patients, and the healthcare community would be able to learn whether the treatments are effective, and what the associated risks are.

Q283. Will Health Canada or Public Health Agency of Canada be issuing treatment guidelines if drugs like favipiravir or other antivirals, or any other drug, is found effective in another country/jurisdiction at treating COVID-19?

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At present, there is insufficient evidence to recommend any specific anti-COVID-19 treatment for patients with confirmed COVID-19 outside of clinical trials. There are many ongoing clinical trials testing various potential antivirals registered on <https://clinicaltrials.gov/> or on the Chinese Clinical Trial Registry (<http://www.chictr.org.cn/abouten.aspx>). Clinical care guidance for COVID-19 is presently being developed in conjunction with Association of Medical Microbiology and Infectious Disease Canada and the Canadian Critical Care Society.

Drugs not available in Canada can be accessed through clinical trials or the Special Access Program. Should there be data available to support a submission to Health Canada concerning the effectiveness of a drug in treating COVID-19, if approved, directions for use would be included in the product monograph. Other organizations may provide additional guidelines for off-label use of products shown to be effective.

Q284. Can you provide any details on how plasma therapy for COVID-19 works and how before it gets approved?

Health Canada has worked closely with clinical trial sponsors and the blood operators—Canadian Blood Services and Héma-Québec—to provide regulatory and scientific advice to support the development of this blood plasma trial protocol. Health Canada recently received a clinical trial application for the use of blood plasma from COVID-19 patients who have recovered from their illness to treat other patients. As with other clinical trial applications for COVID-19, the review of this application has been prioritized and is being expedited. Usual timelines for clinical trial authorizations depend on the information submitted in support of the trial and are up to 30 days. Priority review timelines vary but it is expected that they may be completed in 1 to 2 weeks. The purpose of Health Canada's review is to protect the health of the study participants or other persons, ensure that the trial is in the best interests of the study participant, and whether the objectives of the study will be achieved.

Q285. Is Canada taking part in the Solidarity II project lead by WHO?

As part of the [World Health Organization \(WHO\) R&D Blueprint](#) and COVID-19 response, the WHO has launched a multi-national clinical trial to study possible treatments for COVID-19.

Countries that have signed up to date include Canada, Argentina, Bahrain, France, Iran, Norway, South Africa, Spain, Switzerland and Thailand. Additional countries may join at a later time.

The goal is to generate robust data with the same study protocol applied to multiple sites to obtain statistically sound results from a sufficient number of patients.

The Principal Investigator in Canada is Dr. Srinivas Murthy from British Columbia. There are currently 31 hospitals across Canada in various phases of activation to set up this trial.

Dr. Murthy has received a Canadian Institutes of Health Research grant for \$954,936 to study treatments through observational studies and randomized controlled trials.

The initial interventions to be included are 1) lopinavir/ritonavir combination currently marketed for HIV in comparison to standard of care; and 2) hydroxychloroquine, currently marketed for malaria, which will be added to the protocol later.

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VIRUS TRANSMISSION

Q286. How is COVID-19 transmitted?

Current evidence suggests that COVID-19 is most commonly spread from an infected person through:

- respiratory droplets generated when they cough or sneeze,
- close personal contact, such as touching or shaking hands, or
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands.

In general, coronaviruses are a large family of viruses, some that causes illness in people and others that circulate among animals, including camels, cats and bats.

Q287. Can COVID-19 be transmitted when a person is not showing symptoms?

Now that more countries have had large numbers of cases and have analysed transmission patterns, recent studies provide evidence that transmission of the virus can happen from infected people—before they develop symptoms. We refer to this as *pre-symptomatic transmission*.

There is also evidence that some infected people who never develop symptoms are also able to transmit the virus. This is called *asymptomatic transmission*. We do not know how much of a role pre-symptomatic and asymptomatic transmission play in driving this epidemic at this time—but we know that it is occurring among those with close contact or in close physical settings.

While the primary driver of the global pandemic of COVID-19 has been individuals with visible symptoms (coughing and respiratory droplets are key ways the virus is spread), evidence of asymptomatic or pre-symptomatic transmission points to the importance of everyone, even those who feel fine, following the proven methods of preventing transmission.

To prevent transmission of COVID-19 here is what we know is proven:

- Staying home as much as possible
- Physical distancing
- Washing your hands
- Protecting the most vulnerable from infection and exposure to others
- Covering your cough with tissues or your sleeve

Q288. What should you do if you have been exposed to an individual who has a confirmed case of COVID-19?

If you **do not have symptoms**, but believe you were exposed to a source of COVID-19, the Public Health Agency of Canada asks that you, for the next 14 days:

- monitor your health for **fever, cough and difficulty breathing**; and,
- avoid places where you cannot easily separate yourself from others if you become ill.

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To further protect those around you, wash your hands often and cover your mouth and nose with your arm when coughing or sneezing.

If you develop symptoms of COVID-19, isolate yourself from others as quickly as possible. Immediately call a health care professional or the public health authority in the province or territory where you are located. Describe your symptoms and travel history. They will provide advice on what you should do.

Q289. Are Canadians at risk for contracting COVID-19 if they touch a surface that could potentially be contaminated?

It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days.

Surfaces frequently touched with hands are most likely to be contaminated. These include doorknobs, handrails, elevator buttons, light switches, cabinet handles, faucet handles, tables, countertops and electronics.

The best way to prevent COVID-19 and other respiratory illnesses is to:

- avoid touching the eyes, nose and mouth;
- consistently use good hand hygiene measures, which includes frequent handwashing with soap under warm running water for at least 20 seconds, or using an alcohol-based hand sanitizer if soap and water are not available;
- maintain good respiratory etiquette, such as covering your mouth and nose with your arm or sleeve when coughing and sneezing, disposing of any used tissues as soon as possible, and following with handwashing or use of alcohol-based hand sanitizers where soap and water are not available;
- regularly clean and disinfect surfaces that people touch frequently such as toilets, bedside tables, doorknobs, phones and television remotes with a product that cleans and disinfects.

Q290. Are Canadians at risk for contracting COVID-19 from products shipped within or from outside of Canada?

It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days depending on different conditions, such as:

- Temperature
- type of surface
- humidity of the environment.

Products shipped within or from outside of Canada could be contaminated. However, because parcels generally take days or weeks to be delivered, and are shipped at room temperature, the risk of spread is **low**. There is no known risk of coronaviruses entering Canada on parcels or packages.

To protect yourself from COVID-19, make sure to do the following when handling products shipped within or outside of Canada:

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- use good hygiene measures
- regularly clean and disinfect surfaces
- do not touch your eyes, nose and mouth

Q291. Can COVID-19 be transmitted through food, food products or water?

There is currently no evidence to suggest that food is a likely source or route of transmission of the virus and there are currently no reported cases of COVID 19 transmission through food. People are unlikely to be infected with the virus through food. People are unlikely to be infected with the virus through food.

Scientists and food safety authorities across the world are closely monitoring the spread of COVID-19.

The Corona virus has not been identified as a foodborne pathogen.

Coronaviruses are killed by common cleaning and disinfection methods and by cooking food to safe internal temperatures.

If the CFIA becomes aware of a potential food safety risk, appropriate actions will be taken to ensure the safety of Canada's food supply.

PREVENTION AND RISKS

Q292. How can I protect myself from this virus?

You can stay healthy and prevent the spread of infections by:

- washing your hands often with soap under warm running water for at least 20 seconds;
- using alcohol-based hand sanitizer only if soap and water are not available;
- avoiding touching your eyes, nose or mouth with unwashed hands;
- avoiding contact with sick people, especially if they have fever, cough, or difficulty breathing;
- covering your mouth and nose with your arm to reduce the spread of germs;
- staying home if you become sick to avoid spreading illness to others.

Q293. Should the general population in Canada wear masks to protect themselves from this virus?

To prevent transmission of COVID-19 here is what we know is proven:

- Staying home as much as possible
- Physical distancing
- Washing your hands
- Protecting the most vulnerable from infection and exposure to others
- Covering your cough with tissues or your sleeve

Healthcare workers need medical masks, including surgical, medical procedure masks and respirators such as N95 masks. It is extremely important that we keep the supply of medical

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masks for healthcare workers where it is urgently needed for medical procedures and to care for individuals who have COVID-19.

Wearing a non-medical mask or face covering (i.e. constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) in the community has not been proven to protect the person wearing it. However, the use of a non-medical mask or facial covering can be an additional measure you can take to protect others around you.

Wearing a non-medical mask is another way of covering your mouth and nose to prevent your respiratory droplets from contaminating others or landing on surfaces. A cloth mask or face covering can reduce the chance that others are coming into contact with your respiratory droplets, in the same way that our recommendation to cover your cough with tissues or your sleeve can reduce that chance.

For short periods of time when physical distancing is not possible in public settings (e.g., grocery shopping, in close settings such as public transit), wearing a non-medical mask is one way to protect those around you.

Non-medical masks or facial coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Q294. Can vaping/smoking/doing drugs damage the lungs - making someone more vulnerable to COVID-19?

No direct evidence has been published on vaping or drug use and associations with COVID-19 disease outcomes.

Studies which have looked at the association between smoking and COVID-19 disease severity indicate that smokers may be more susceptible than non-smokers.

Q295. In the US, people under age 44 make up a large proportion of hospitalizations. What are we seeing with younger people in Canada?

In Canada, people under the age of 40 make up 31% of cases. Compared to other age groups, people under the age of 40 have milder illness with only 9% of hospitalizations and 4% of ICU admissions being reported from this age group. (These numbers are subject to change as new cases are identified and the situation evolves.)

Q296. What is your message to young people (especially those who smoke/vape/do drugs) who think they are immune to COVID-19?

Everyone is susceptible to this virus – you are not immune. Vaping can increase your exposure to chemicals that could harm your health (e.g., cause lung damage). It is also important to remember that vaping or drug use equipment should never be shared with others. At this time it is particularly important to maintain a healthy lifestyle.

ANIMALS

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Q297. Can I get this virus from animals in Canada?

The current spread of COVID-19 is a result of human-to-human transmission. There is no evidence to suggest that pets or other animals play a role in transmitting the disease to humans. Scientists are still trying to understand if and how it affects animals.

Q298. Can my pet or other animals get sick from this virus?

It is possible that some types of animals may be able to get infected with COVID-19 virus but it is not yet clear whether they would get sick.

As a precautionary measure, if you have COVID-19 [symptoms](#) or are [self-isolating](#) due to contact with a COVID-19 case, you should follow similar recommendations around animals, as you would around people in these circumstances:

- avoid close contact with animals during your illness
 - practise good handwashing and avoid coughing and sneezing on your animals
 - do not visit farms or have contact with livestock
- if possible, have another member of your household care for your animals
 - if this is not possible, always wash your hands before and after touching animals, their food and supplies and practise good cough and sneezing etiquette
- limit your animal's contact with other people and animals outside the household until your illness is resolved

These measures are recommended as a precaution, and are basic practices to prevent transmission of diseases between humans and animals. If you have concerns, seek professional advice from your veterinarian or a public health professional who can help to answer your questions.

The [Canadian Food Inspection Agency website](#) has more information about animals and COVID-19.

Q299. Am I at risk of getting COVID-19 if I have contact with an animal recently imported from an affected area (e.g. a dog imported by a rescue organization)?

All animals entering Canada must meet [import requirements](#) set out by the Canadian Food Inspection Agency. There are currently no specific requirements in place in Canada restricting animal importation related to the COVID-19 outbreak as there is no evidence that pets or other domestic animals can spread the virus. However, until we know more, importers, rescue organizations and adoptive families should consider limiting or postponing importing animals from affected areas.

Any animals that are imported from an affected area should be closely monitored for signs of illness. If an animal becomes sick, contact your veterinarian and inform them of the situation. Call ahead to ensure they are aware of the circumstances.

Animals imported from other countries can carry a variety of diseases that we don't have in Canada, and that can spread between animals and people. Therefore, it is always a good idea to have a recently imported animal examined by a veterinarian so that they can advise you on appropriate treatments and vaccinations to keep them and your family healthy. Take these precautions to prevent infectious diseases from spreading between animals and people:

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- Always wash your hands after touching animals, their food/supplies, or cleaning up after them;
- Do not kiss animals, share food, or let them lick your face; and
- Regularly clean and disinfect areas where animals live.

Further information on animals and COVID-19 can be found at:

- https://www.oie.int/fileadmin/Home/eng/Our_scientific_expertise/docs/pdf/COVID-19/COVID19_21Feb.pdf
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

DISINFECTION AND SANITATION PRACTICES FOR AIRLINES AND AIRPORTS

Q300. Do airlines have a role in preventing the spread of infectious diseases?

Airlines are an important partner in mitigating the potential risk of introduction and spread of communicable diseases. Airlines will prevent all travellers who present COVID-19 symptoms, regardless of their citizenship, from boarding international flights to Canada. Airlines will conduct a basic health assessment of all air travellers based on guidance from the Public Health Agency of Canada.

Q301. Are planes carrying passengers who had symptoms of the virus in-flight provided guidance on decontamination of the vessel?

As part of the Government of Canada's efforts to mitigate the spread of the novel coronavirus (COVID-19), the Public Health Agency of Canada (PHAC) has provided guidance for disinfection and sanitation practices for airlines with direct flights arriving from China.

PHAC recommends that in addition to regular cleaning practices, airlines thoroughly clean and disinfect frequently touched areas. Increasing the frequency of routine cleaning and disinfection of frequently touched areas is an important measure in controlling the spread of infection during any outbreak. The guidance includes recommended cleaning equipment and disinfectants, frequently touched areas and cleaning and disinfection instructions.

In addition, if a passenger on a flight has been identified as suspected of being ill, PHAC will advise the airline so that the area within a two-metre radius of the passenger's seat can be thoroughly cleaned and disinfected, in addition to the enhanced routine sanitation practices.

Q302. Are touch screen kiosks and other communal area surfaces at airports being cleaned and sanitized on a regular basis?

Cleaning of touchscreen kiosks and other communal areas happens regularly throughout the day. The best way to prevent illness after touching a common surface that could be contaminated with a virus is to avoid touching your eyes, mouth or nose until you are able to wash your hands with soap under warm running water for at least 20 seconds, or use an alcohol-based hand sanitizer if soap and water are not available. The responsibility of maintaining and cleaning communal areas and kiosks falls under the individual airport authority.

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For traveller screening areas such as the Canada Border Services Agency (CBSA) hall and Public Health Agency of Canada assessment rooms, the CBSA has been using a specialized cleaning solution to sanitize these areas multiple times daily.

Q303. What precautions is PHAC recommending to flight attendants who may be in close quarters with sick people for extended periods of time?

Protecting the health of Canadians, front-line workers and in this case, flight attendants is of the utmost importance. As part of the Government of Canada's efforts to mitigate the spread of COVID-19, the Public Health Agency of Canada (PHAC) has provided guidance on hand hygiene and respiratory etiquette and for disinfection and sanitation practices for airlines. PHAC recommends that in addition to regular cleaning practices, airlines thoroughly clean and disinfect frequently touched areas.

Increasing the frequency of routine cleaning and disinfecting of frequently touched areas is an important measure in controlling the spread of infection during any outbreak. The guidance includes recommended cleaning equipment and disinfectants, frequently touched areas and cleaning and disinfection instructions. In addition, if a passenger on a flight has been identified as suspected of being ill, PHAC will advise the airline so that the airline can contact staff from that flight to closely self-monitor and so that the area within a two-metre radius of the passenger's seat can be thoroughly cleaned and disinfected, in addition to the enhanced routine sanitation practices.

Like all Canadians, airline crew should closely self-monitor for symptoms, isolate as quickly as possible should symptoms develop and contact their local public health authority for further direction, which will include where to go for care, the appropriate mode of transportation to use and precautions to be followed.

In addition, Transport Canada is working with air carriers to strengthen current practices in order to ensure that if a traveller becomes symptomatic in-flight, air carriers isolate the passenger quickly according to international standards, and flight crews don appropriate personal protective equipment. In addition, the flight crew would have to notify air traffic control of a passenger presenting COVID-19 symptoms.

SAFETY OF EMPLOYEES

Q304. What is Health Canada doing to ensure federal employees are taking the appropriate precautions?

Health Canada's Public Service Occupational Health Program (PSOHP) provides occupational health services and occupational hygiene consultative services to Government of Canada departments.

As per usual protocols for these types of situations, PSOHP issued a general Occupational Health Advisory to departments and agencies which provided information on novel coronavirus and recommended precautions for employees such as: frequent hand hygiene, proper cough and sneeze etiquette, and self-monitoring for symptoms.

The advice and information is based on the science and risk level as assessed by the Public Health Agency of Canada and the World Health Organization.

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In addition, given the variety of federal work settings, PSOHP developed supplemental advice for specific workplaces. The first priority was advice for employees based at airports who interact with travelers, for example, what personal protective equipment should be used when searching luggage or escorting an ill traveller. Health Canada Occupational health nurses are also supported our departmental partners with information sessions for personnel at airports and CFB Trenton.

The department is also working with Global Affairs Canada to ensure that departments and agencies with employees in affected countries have all of the occupational health information they require.

Health Canada's occupational health experts will continue to work closely with departments to ensure the health and safety of employees in the federal public service.

Q305. What protocols did Health Canada follow after receiving confirmation that an employee tested positive for COVID-19?

A Health Canada employee who works at Tunney's Pasture has tested positive for COVID-19. The employee is in self-isolation and is following the direction of local public health authorities.

The Department followed established protocols:

- The area where the employee works, including common areas, has been properly cleaned, according to Public Services and Procurement Canada standards. This was done in collaboration with Statistics Canada as the two departments share common work space.

In addition, local public health authorities have been in contact with the employee for any relevant contact tracing. This involved contacting certain colleagues who have also been advised to self-isolate by local public health authorities.

The Government of Canada has asked teleworking to be used whenever and wherever possible, subject to each department's operating requirements. Departments and agencies are actively exercising this flexibility. We are constantly re-assessing the situation and striving to balance both our duty to Canadians and the health and safety of all public servants.

The government is working on a means to centralize information on confirmed cases within the public service. Treasury Board Secretariat has been working closely with Health Canada and the Public Health Agency of Canada to provide workplace-related information and advice to departments and agencies so they can manage their workforce accordingly.

Q306. Can you confirm that a number of employees who work at Canada's National Microbiology Laboratory in Winnipeg have tested positive for COVID-19?

Two employees who work at Canada's National Microbiology Laboratory in Winnipeg have tested positive for COVID-19. The employees are in self-isolation and are following the direction of the local public health authority. Contact tracing is underway by local public health who will implement all follow-up procedures necessary to prevent the spread of the virus.

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Consistent with usual laboratory protocol, procedures for cleaning and disinfection of work areas and common spaces have been followed. Our employees continue to practice effective public health measures, including social distancing, hand-washing, and respiratory etiquette. It is not unexpected that we would see cases amongst our workforce as COVID-19 infection is circulating in our community. We are prepared for such circumstances through business continuity plans that ensure that the NML's essential operations continue in circumstances where employees are ill or absent. For those employees whose duties allow them to work from home, this arrangement is supported as part of the Government of Canada's policy for all federal workers during the COVID-19 pandemic. We wish our employees a speedy recovery and are thinking of them and their families during this difficult time.

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