



Media Lines

Mandatory Isolation (OIC 8)

Issues Statement: The Government of Canada has implemented an 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
- quarantine (self-isolate) for 14 days if they do not have symptoms OF covid-19 (asymptomatic).

Following this Order is mandatory. It is in place to limit the introduction and spread of COVID-19. These measures will help protect the health of many Canadians, including older adults and medically vulnerable people who are at greatest risk of severe health complications related to COVID-19.

NOTE: **highlighted content** has been approved up to Director Comms and added to this package. All other content was fully approved on March 28.

Key Messages:

- We need to help as many Canadians as possible stay healthy and stop the spread of COVID-19.
- The Government of Canada is implementing an Emergency Order under the *Quarantine Act* that requires persons entering Canada—whether by air, sea or land—to isolate for 14 days if they have symptoms of COVID-19, or to quarantine (self-isolate) themselves for 14 days if they are asymptomatic in order to limit the introduction and spread of COVID-19.
- This Order is mandatory for anyone entering Canada on or after March 25, 2020.
- Any traveller with signs and symptoms consistent with COVID-19 will not be allowed to use public transportation to travel to their place of isolation.
- In addition, no one who is symptomatic will be permitted to isolate in a place where they would be in contact with people who are particularly vulnerable, such as adults 65 or older and people of all ages with underlying medical conditions.
- If symptomatic individuals do not have private transportation or a place to isolate, they will be required to isolate for 14 days in a quarantine facility designated by the Chief Public Health Officer of Canada.
- Travellers who arrive and do not have symptoms may proceed to their final destination and then quarantine (self isolate) themselves for 14 days. These travellers are still at risk of developing symptoms and infecting others.
- Asymptomatic travellers may take public transportation but must not make any stops on the way home and practise physical (social) distancing at all times.
- 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 Order, as long as they are asymptomatic (do not have symptoms of COVID-19).



- Individuals exempt from the Order must practise physical distancing and self-monitor for symptoms, stay in their place of residence as much as possible, and follow the instructions of their local public health authority if they feel sick.
- These additional measures will contribute to containing the outbreak and preventing further spread of COVID-19 in Canada.
- These measures will also help protect older adults and medically vulnerable people, who are at greatest risk of severe COVID-19 disease.

If pressed on enforcement

- Spot checks will be conducted by the Government of Canada to verify compliance.
- Failure to comply with this Order is an offence under the *Quarantine Act*. The maximum penalties include a fine of up to \$750,000 and/or imprisonment for six months.
- 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 to imprisonment of up to three years, or to both.

If pressed on measures

- The Government of Canada is implementing the Emergency Order under the *Quarantine Act*.
- The decision was made following consultation with the provinces and territories.
- The Government of Canada will continue to work closely with local, provincial, territorial and international partners to limit the introduction of COVID-19 and prevent further spread across the country.

If pressed on use of designated quarantine facilities

- If a traveller presents symptoms consistent with COVID-19 and cannot reach their final destination without using public transportation or PHAC-facilitated medical transportation, they are ordered to isolate at a quarantine facility for up to 14 days.
- Travellers presenting symptoms consistent with COVID-19 who cannot carry out the mandatory 14-day isolation period at home will be placed in isolation at a quarantine facility.
- PHAC has established designated quarantine facilities (e.g., hotels) across the country, including in Vancouver, Calgary, Toronto, and Montréal.
- Canada's Chief Public Health Officer has the authority to designate any place in Canada as a quarantine facility if deemed necessary to protect public health (in accordance with sections 7 and 8 of the *Quarantine Act*).
- Authorized personnel in contact with isolated individuals are required to follow infection prevention and control protocols to prevent potential spread of the disease. These protocols are in place to protect the community, those in isolation and those who are assisting them.



- Local isolation measures are being implemented in collaboration with provincial health partners and contracted service providers.



QUESTIONS AND ANSWERS

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EMERGENCY ORDER – MANDATORY ISOLATION

Q1. What is the new federal Emergency Order made pursuant to the *Quarantine Act* and why has the Government of Canada implemented it?

Effective March 25, 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 to quarantine themselves (self-isolate) if they do not have symptoms for 14 days, 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 older adults and medically vulnerable people who are at greatest risk of severe COVID-19 disease.

Q2. 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 (self-isolate) 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, provides general public health advice, outlines the requirements of the Order, and provides a link to the [Canada.ca/coronavirus](https://www.canada.ca/coronavirus) website where they can obtain further information.



Q3. Is there a difference in the screening methods at land, sea, rail and air crossings? Are there designated quarantine facilities for all border entries? Will Quarantine Officers be present at land, sea and rail border crossings as well as airports?

Canadian points of entry are accessible by land, sea, rail, and air. Persons entering Canada, regardless of mode of transportation, are subject to examination by a Border Services Officer. To limit the introduction and spread of COVID-19, persons entering Canada are also being asked additional screening questions about their health and symptoms related to COVID-19.

When a traveller shows signs and symptoms of an infectious disease upon arrival in Canada, a Border Services Officer will contact a Public Health Agency of Canada (PHAC) Quarantine Officer following a preliminary screening of the traveller based on criteria developed by PHAC (e.g., fever or signs of fever, coughing, difficulty breathing).

Quarantine Officers conduct these assessments in-person at pre-designated areas where international flights have been diverted (i.e., Vancouver, Toronto, Montréal, and Calgary). Symptomatic travellers are also taken to a separate area in other airports and at land borders (i.e., secondary screening area), where the Border Services Officer contacts the 24/7 Quarantine Central Notification System Line for a remote assessment.

PHAC and CBSA have been working closely at land borders to ensure that Border Services Officers understand the screening procedures, screening questions are being asked of travellers, and symptomatic travellers are referred to the Quarantine Central Notification System Line for further assessment.

Q4. Will additional Quarantine Officers be deployed at the border?

Quarantine Officers are stationed at airports where international flights have been diverted (i.e., Vancouver, Toronto, Montréal, and Calgary), and another group of Quarantine Officers provide 24/7 service at all other points of entry (i.e., air, land, and sea) through the Central Notification System (CNS) Line.

The number of calls to the CNS from the land border has declined since the mandatory isolation order went into effect, likely due to reduced traveller volume. While we don't plan to deploy quarantine officers to points of entry at the land border, we continue to recruit and train quarantine officers and screening officers in the event the situation changes and we need them at any of the points of entry.

Q5. Newfoundland and Labrador receive emergency landings of planes travelling from Europe to the U.S.—what are the protocols for this situation?

When a traveller shows signs and symptoms of an infectious disease upon arrival in Canada, Border Services Officers contact a Public Health Agency of Canada (PHAC) Quarantine Officer following a preliminary screening of the traveller based on criteria developed by PHAC (e.g., fever or signs of fever, coughing, difficulty breathing).

Quarantine Officers conduct these assessments in-person at pre-designated areas where international flights have been diverted (i.e., Vancouver, Toronto, Montréal, and Calgary). Also, a small isolation site is being set up in St. John's, Newfoundland and Labrador.

In addition, in situations of emergency, PHAC works with provincial and territorial counterparts, including public health, to handle urgent medical needs. Symptomatic travellers are also taken to a separate area in other airports and at land borders (i.e., secondary screening area), where the Border

Services Officer contacts the 24/7 Quarantine Central Notification System Line for a remote assessment.

Q6. 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 (i.e., self-isolation) 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.

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.

Q7. Who will verify compliance with the Order (i.e., spot-checks)?

The Public Health Agency of Canada will work with federal and provincial partners to verify compliance with the Order.

Q8. Are provinces and territories expected to check compliance with a sampling of the mandatory quarantine orders?

The Public Health Agency of Canada (PHAC) will work 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 being collected at the border is being relayed to provincial law enforcement agencies for this purpose.

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

Q9. The Canada Border Services Agency able to provide jurisdictional specific data on the number of entries from the U.S. (and which sector of the economy)?

The Canada Border Services Agency records data related to the number of entries of travellers from the U.S. at all port of entry. However, in the context of the travel restrictions, the Canada Border Services Agency does not systematically collect information on the essential purpose a foreign national is seeking entry into Canada, or the sector of the economy any essential travel is related to.



Q10. What does the Order made pursuant to the *Quarantine Act* require of persons entering Canada?

Persons who do not have symptoms are subject to the federal Emergency Order and are mandated to **mandatory quarantine (self-isolation)** for 14 days, beginning on the day on which they enter Canada, because they are at risk of developing symptoms and/or infecting others.

Mandatory quarantine (self-isolation) means that they must:

- go directly home to their place of quarantine, and stay there for 14 days
- not go into community settings_
- monitor their health for symptoms of COVID-19
- arrange to have someone pickup essentials like groceries or medication
- not have visitors
- stay in a private place like their yard or balcony if they go outside for fresh air
- keep a distance of at least 2 arms lengths (approximately 2 metres) from others

Individuals can take public transportation but must not make any stops on the way home and practise physical (social) distancing at all times.

If you develop symptoms within 14 days:

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

Persons who have COVID-19 illness or symptoms of COVID-19 are required to follow **mandatory isolation** for 14 days in accordance with instructions provided when they entered Canada and/or on the www.canada.ca/coronavirus website, and remain in isolation until the expiry of the 14-day period that begins on the day on which they enter Canada.

Persons with symptoms may be directed to a quarantine facility for isolation or allowed to isolate at home. If required, immediate medical attention will be provided upon arrival in Canada.

If they are going home to isolate, mandatory isolation means that they must:

- use private transportation (i.e., personal vehicle) to go directly to the place where they will isolate, and stay there for 14 days
- stay **inside** their home
- not leave their place of isolation unless it's to seek medical attention
- not have visitors and limit contact with others in the place of isolation, including children
- not isolate in a place where they will have contact with vulnerable people such as older adults and individuals with underlying medical conditions

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. All, even those exempted from the Order, are reminded to monitor themselves for symptoms for a 14-day period.



Q11. 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 health authority website where you are located for more information, including when to contact the public health authority.

Q12. Why can some people with symptoms isolate at home and others must go to a quarantine facility or hospital?

People entering Canada who have reported having symptoms or who a Quarantine Officer observes with symptoms will be instructed to go directly home, to isolate for 14 days or will be sent to a quarantine facility or transported to hospital, at the discretion of the Quarantine officer.

Considerations include the severity of symptoms or illness, whether they have a place in which to isolate, and if they 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 established by the Government of Canada.

Q13. Why did it take the government so long to implement this order?

In March 2020, the Government of Canada began asking all international travellers entering Canada to isolate for 14 days. This voluntary measure was put in place to contain the spread of COVID-19.

There have been reports of travellers returning from abroad who do not understand that 14 days of isolation or self-isolation is essential to help slow the spread of COVID-19 in communities and protect their health and that of all Canadians.

That is why the Government of Canada has implemented this mandatory Order — to provide clarity around the need for people entering Canada to isolate or quarantine (self-isolate) when they enter Canada. These additional measures will contribute to containing the outbreak and preventing further spread of COVID-19 in Canada.

Q14. 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 isolate?

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

Q15. What is the federal screening method? Is it robust?

Enhanced border measures commensurate with the level of risk have been implemented to identify ill travellers boarding a flight destined for Canada and entering Canada.

Air operators are conducting a basic health assessment of all travellers before they board a flight destined for Canada. This includes asking health questions and looking for visible signs of illness prior to boarding. Travellers presenting with fever and cough or fever and difficulty breathing are denied

boarding for a period of 14 days and a demonstration that they are asymptomatic, or until a medical certificate is presented that confirms the patient does not carry the virus.

All travellers seeking entry into Canada must answer health screening questions and acknowledge that they must isolate for 14 days if they have symptoms of COVID-19 or quarantine themselves (i.e., self-isolate) if they do not have symptoms, to prevent the potential spread of COVID-19.

Travellers will be provided with information on how to isolate at home if they have symptoms of COVID-19 or information on how to quarantine (i.e., self-isolate) at home if they do not have symptoms.

Quarantine Officers conduct health assessments on travellers who are presenting with symptoms compatible with COVID-19 to determine if they require medical attention, are able to take public transportation to the place where they will isolate, are able to isolate at that place without exposing a vulnerable person, or should be transported to a quarantine facility.

In addition, travellers presenting with symptoms compatible with COVID-19 are provided with a kit that includes a mask and instructions, and information for travellers with symptoms returning to Canada.

To promote compliance, travellers are informed of the compliance monitoring and verification activities that may be undertaken. The traveller is also notified of the possible consequences of non-compliance and the enforcement actions and penalties this person could face.

TRAVELLERS WITH NO SYMPTOMS

Q16. Why do travellers with no symptoms have to quarantine (self-isolate) themselves? Is it mandatory?

Yes, the Order to quarantine (self-isolate) is mandatory for travellers without symptoms. 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. The Government of Canada has implemented an Order requiring anyone entering Canada, whether by air, land or sea, to quarantine for 14 days in order to limit the introduction and spread of COVID-19.

There are numerous examples of asymptomatic individuals arriving in Canada and falling ill. In fact, sometimes the health of individuals can deteriorate quite quickly. It is extremely important for their own health and that of others for persons entering Canada to quarantine (self-isolate) and monitor their symptoms.

Q17. If I don't have symptoms, can I self-isolate at home if there are vulnerable people living with me?

Persons aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions, are at an increased risk of more severe illness.

If an asymptomatic traveller who lives with a vulnerable person develops symptoms after they return home, they or the vulnerable person should move to an alternate location.

If this is not possible, it is recommended that additional precautions be taken:

- If symptoms of COVID-19 (e.g., cough, shortness of breath, or fever equal to or greater than 38°C, or signs of fever, e.g., shivering, flushed skin, excessive sweating) develop, isolate yourself from others and immediately call a health care professional or public health authority, describe your symptoms and travel history, and follow their instructions.
- Stay in a separate room and use a separate bathroom.
- At least once daily, clean and disinfect surfaces, like toilets, bedside tables, doorknobs, phones and television remotes.
- Use store-bought disinfectants to clean, following the directions on the label.
- Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.

Q18. Can travellers with no symptoms take public transportation (including taxi) or rent a car (from the airport) to get home?

Yes. Persons not exhibiting symptoms may take public transportation and/or rent a car to get to a place to isolate. However, they must go directly to their home, or the place where they will isolate without delay.

While in transit, people need to follow the instructions of quarantine officer and screening officers to avoid spreading infection to others. For example, this means avoiding contact with others as much as possible and maintaining a 2-metre distance from others, and practising hand hygiene and cough etiquette.

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

Q19. Can travellers without symptoms who will transit home by private car have someone picked them up and drive them or must they be the sole occupant of the car? If someone drives them, does that person then need to self-isolate 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 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 (i.e., self-isolate).

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 isolation.

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

Q20. Can travellers with no symptoms be allowed to take connecting flights?

Yes. Persons not exhibiting symptoms may take connecting flights to their final destination to quarantine (self-isolate). Under the terms of the Order, public transportation includes an aircraft, bus, train, taxi, subway or ride-sharing service.



Travellers will be instructed by quarantine officers or screening officers to follow precautions to avoid spreading infection to others. For example, practise physical distancing — maintain a 2-metre distance — hand hygiene and cough etiquette.

Q21. 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 should 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 a drive-thru or 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.

Q22. If people arrive in Canada on a charter flight, not at one of the designated four international airports, can they get in a private car and go 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. Wear the mask given to you at the border and avoid contact with others (i.e., 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.

Q23. 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.

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 a drive-thru or room service as long as your meal is delivered outside the door of your hotel room.

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



Q24. 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 self-isolation. They must avoid going into stores to make purchases.

Q25. 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.

If you must stop, follow precautions to avoid spreading infection to others. Avoid contact with others (maintain a 2-metre distance), and practise 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 neighbour or friend to help with essential errands, if possible.

TRAVELLERS WITH SYMPTOMS

Q26. How is symptomatic being defined?

Persons entering Canada who have a fever and cough, or a fever and difficulty breathing, or where there are reasonable grounds for them to believe they have these symptoms, are considered to be symptomatic and will not be able to continue onward travel using public transportation.

Q27. I am symptomatic and was told I cannot isolate at home because I live with a vulnerable person(s). Who is considered vulnerable?

Persons aged 65 and over, and those of all ages with compromised immune systems or underlying medical conditions, are at an increased risk of more severe illness.

Q28. 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 (PHAC) 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 designated by the Chief Public Health Officer of Canada.



Q29. 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 mandatorily isolate without delay. This means you must:

- go directly to the place where you will isolate using private transportation (i.e., personal vehicle) and stay there for 14 days
- stay **inside** your home
- not leave your place of isolation unless it's to seek medical attention
- not have visitors and limit contact with others in the place of isolation, including children
- not isolate with in a place where you will have contact with vulnerable people such as older adults and individuals with underlying medical conditions

If you must stop, follow precautions to avoid spreading infection to others. Wear the mask given to you at the border 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.

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.

Q30. If I have symptoms, 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.

Q31. If a person has symptoms, what happens if they arrive in Canada in one province, but their final destination is in another province? Can symptomatic travellers continue to their final destination? Will they be in isolation near air/land/sea ports/rail stations or at their final destination?

Symptomatic travellers may be required to stay at a quarantine facility for the mandatory 14 days. It depends on the circumstances of each traveller.

Symptomatic travellers may take private transportation to reach their final destination. If private transportation is unavailable, the Public Health Agency of Canada (PHAC) may arrange medical transportation, depending on the distance of the traveller's home or place of isolation.

If the traveller has onward flight connections and/or the distance to get home is too far for the 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 designated by the Chief Public Health Officer of Canada.

It is important that travellers avoid contact with others. They must go to the place where they will mandatorily isolate without delay. This means, they must:



- go directly to the place where they will isolate using private transportation and stay there for 14 days
- stay inside their home
- not leave their place of isolation unless it's to seek medical attention
- not have visitors and limit contact with others in the place of isolation, including children
- not isolate with in a place where they will have contact with vulnerable people such as older adults and individuals with underlying medical conditions

If they must stop, they must follow precautions to avoid spreading infection to others:

- wear the mask given to them at the border and avoid contact with others (i.e., maintain a 2-metre distance)
- practise good hand hygiene and cough etiquette
- if getting gas, pay at the pump
- use a drive-thru to get a meal
- if they need to stop to rest, use rest areas or other places where they can park and rest in your vehicle, avoiding contact with other people

Once home, they cannot leave their home. They are to use food delivery services or online shopping to purchase essential items, and ask family, a neighbour or friend to help with essential errands.

Q32. 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, the distance to get home is too far for the 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 designated by the Chief Public Health Officer of Canada.

Transportation from the point of entry into Canada to the quarantine facility will be arranged by the Government of Canada. Quarantine facilities, for example, hotels designated by the Government of Canada, will be used to lodge symptomatic persons unable to isolate because they do not have private transportation or if they live with a vulnerable person(s).

QUARANTINE FACILITIES

Q33. If a person can't isolate in their home, what are the quarantine facilities they will go to? How do people get to these locations? Who provides medical assistance, food, etc.?

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 symptomatic persons who are unable to isolate at home because:

- they do not have private transportation;
- they have onward flight connections; or
- live with a vulnerable person(s).

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

The Public Health Agency of Canada is working with partners to provide the necessary needs, including food and any medical needs, of travellers who will be in isolation at a designated quarantine facility.

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

Q34: Can you name the quarantine facility (for example, the name of a hotel)?

While we cannot name the quarantine facilities to protect the privacy of owners, staff and guests, we are grateful for their cooperation as we work to prevent further spread of the coronavirus outbreak.

Q35: We know that it is the XXXX hotel(s). Can you confirm?

For the privacy and safety of the establishment, staff and patrons, we will not confirm the name of the hotel(s).

Q36: A traveller who is in isolation has reached out to the media on social media. Can you explain why he/she is in isolation?

For privacy reasons, we will not provide information about individuals.

Q37: Will the quarantine facility be compensated?

The *Quarantine Act* stipulates that the Minister of Health may compensate any person for the use of a place as a quarantine facility.

Q38: How can you ensure others at the quarantine facility are safe from transmission?

Travellers requiring supervised isolation would be equipped with a mask before being transported by the Public Health Agency of Canada (PHAC) to a designated quarantine facility. Hotel staff and guests will have no contact with individuals who are in supervised isolation.

The chosen quarantine facility includes blocks of rooms that are accessed controlled by security with no shared hallways and elevators, and provide separate entry/exit. Travellers placed in isolation at quarantine facility will:

- remain in the isolation zone at all times;
- be restricted from access to all other areas of the facility;
- undergo regular checks by medical health staff;
- be required to remain two metres from others and wear a mask anytime they are escorted from their room;
- have all meals, supplies and services delivered by PHAC or contracted service providers.

Q39: Will hotel staff be required to work in the isolation zones? Will guests come in contact with travellers in isolation?

Hotel staff are not required to interact with those in supervised isolation. Food, provisions, laundry, cleaning and sanitation measures, as well security, are overseen by the Public Health Agency of Canada and contracted service providers.

Q40: Could the virus be passed through the ventilation system in the hotel or through water?

Coronaviruses are not known to spread through ventilation systems or through water. They are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze;
- close personal contact, such as touching or shaking hands; and
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands.

Q41: If a traveller is isolated in the quarantine facility and tests positive for the virus that causes COVID-19, do they stay in the facility or do they go to the hospital?

The majority of people who test positive have very mild symptoms and are not hospitalized. If symptoms become severe, the traveller would be transported to the hospital for care.

Q42: What sanitization measures are taken after the quarantine facility is released back to the hotel?

Rooms and common areas will be cleaned and disinfected per the Public Health Agency of Canada (PHAC) recommendations and guidelines, using a broad spectrum virucide (i.e., a chemical agent that deactivates or destroys viruses) on all hard and soft surfaces and/or soft items will be replaced. This work will be done by a professional contractor hired by PHAC and then inspected by a PHAC environmental health officer upon completion.

Q43: How were the hotels selected?

The Public Health Agency of Canada regional staff were asked to identify potential hotel spaces with provincial health authorities as part of contingency planning. Approaches varied slightly across regions. Considerations generally included:

- Proximity to the identified international airport (i.e., Vancouver, Calgary, Toronto, and Montréal), and allow for easy access to a major thoroughfare.
- Establishments are of an appropriate size and provide separate entry/exit to the outside with no shared hallways and elevators with other guests.
- The establishments may circumscribe a specific area or a complete wing for the purposes of isolation.
- The establishments may, possibly, provide access to several branches under their banner for the purposes of isolation.

More recently, quarantine facilities were identified in collaboration with the Hotel Association of Canada who canvassed its members to identify potential sites. Sites were then formally secured via Orders in Council pursuant to Section 7 of the *Quarantine Act*.

Q44. 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.



QUARANTINE (SELF-ISOLATION), ISOLATION AND PHYSICAL DISTANCING

Q45. What is the difference for travellers between what they can do at home if symptomatic or if they have no symptoms?

If you are an individual entering Canada and not sick, you must quarantine (self-isolate) for 14 days.

Mandatory quarantine (mandatory self-isolation) means you must:

- go directly to your place of quarantine, and stay there for 14 days
- do not go to school, work, other public areas and community settings
- monitor your health for symptoms of COVID-19
- arrange to have someone pick up essentials like groceries or medication for you
- not have visitors
- stay in a private place like your yard or balcony if you go outside for fresh air
- keep a distance of at least 2 arms lengths (approximately 2 metres) from others

If you develop symptoms within 14 days:

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

When you **have COVID-19 or symptoms** of the illness, you must **isolate**. It is mandatory. If required, immediate medical attention will be provided upon arrival in Canada.

Mandatory isolation means you must.

- go directly to the place where you will isolate using private transportation (i.e., personal vehicle) and stay there for 14 days
- stay **INSIDE** your home
- not leave your place of isolation unless it's to seek medical attention
- do not go to school, work, other public areas or use public transportation (e.g., buses, taxis)
- stay in a separate room and use a separate bathroom from others in your home, if possible
- not have visitors and limit contact with others in the place of isolation, including children
- not isolate in a place where you will have contact with vulnerable people such as older adults and individuals with underlying medical conditions

If your symptoms get worse, immediately contact your health care provider or public health authority and follow their instructions.

Q46. 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.