



## Q & A – Precautionary Measures and Self Awareness

### What are the basic precautionary measures I should take?

We encourage all staff and volunteers to remain current with the COVID-19 situation and to practice all precautionary measures.

The following information has been provided by the World Health Organization.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Most people who become infected experience mild illness and recover, but it can be more severe for others. Take care of your health and protect others by doing the following:

#### Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

#### Maintain social distancing

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing. When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

#### Avoid touching eyes, nose and mouth

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

#### Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Droplets spread virus. By following good respiratory-hygiene you protect the people around you from viruses such as cold, flu and COVID-19.



### **If you have fever, cough and difficulty breathing, seek medical care early**

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. National and local authorities will have the most up to date information on the situation. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

### **Stay informed and follow advice given by your healthcare provider**

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority on how to protect yourself and others from COVID-19. National and local authorities will have the most up to date information on whether COVID-19. They are best placed to advise on what people should be doing to protect themselves.

### **What do I do if I have recently visited (in the last 14 days) an area where COVID-19 is spreading?**

If you recently visited an area with where it is known that COVID-19 is spreading, continue to follow the above protocols and:

- Stay at home if you begin to feel unwell, even with mild symptoms such as headache and slight runny nose, until you recover. Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.
- If you develop fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travelers. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also help to prevent possible spread of COVID-19 and other viruses.



## What resources are available to me and my family to assess our current health status?

**Telehealth Ontario** provides medical advice and an opportunity to take a self-assessment.


<https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>

Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week. They can be reached at Toll-free: 1-866-797-0000 or Toll-free TTY: 1-866-797-0007.

When you call, a Registered Nurse will ask you to answer questions so they can assess your health problem and give you advice. Telehealth Ontario nurses will not diagnose your illness or give you medicine. They will direct you to the most appropriate level of care or may put you in contact with a health professional who can advise you on your next steps. You may be asked to provide your health card number, but it is not required.

**AKIRA – Virtual Healthcare** is provided by our GroupHEALTH benefit plan is an online service that provides on-demand access to medical assistance where ever you are and whenever you need it. AKIRA connects you with primary care providers where you and your family can consult confidentially with a Health Care Professional by video conference using your phone, tablet or computer. See link below for further details. <https://solutions.grouphealth.ca/s/virtualhealthcare/>

**LifeWorks Employee Assistance Program** is available to all Staff so that you can confidentially and at no cost access support and guidance while dealing with work and personal life issues.



**LifeWorks**  
Expert help with  
life, work and  
everything in  
between.

User ID: health  
Password: Support

Call us  
1-866-331-6851

Toll-free  
1-877-371-9978

En français  
1-800-565-9973



## What other resources are available to help me remain current on the COVID-19 situation?

There are a number of additional resources available to you and your family to stay informed.

### Government of Canada

You and your family and friends may be experiencing a high degree of uncertainty, worry, anxiety and stress about the current health and safety of their loved ones, and how COVID-19 (coronavirus) may disrupt your work and personal lives. It is important for all of us to acknowledge these impacts and to engage in an open dialogue about them, including ways to maintain and support our mental health. It is particularly important to recognize and support those who are more directly involved in the management of the situation, and those who have been instructed to self-isolate or who are suffering from symptoms of COVID-19.

<https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html>

**Public Health Ontario** provides current information on the COVID-19 situation in Ontario as well as information for Health Care Providers, laboratory testing, on-line learning and frequently asked questions. <https://www.publichealthontario.ca/>

**Durham Region Public Health** is undergoing a significantly high level of calls and have identified the priority of incoming calls to be prioritized as follows:

- Health care providers who are seeking or reporting information
- Residents who have travelled to Hubei Province (China), Iran or Italy
- Residents who have recently travelled outside of Canada, including the United States of America, and are experiencing symptoms of COVID-19 including fever, cough, or difficulty breathing.
- Residents who have been in close contact with someone who has recently travelled outside of Canada and are experiencing symptoms of COVID-19 including fever, cough, or difficulty breathing.

The ability for DRPH to properly manage the COVID-19 situation in our community is dependent upon being able to speak with those residents described above. As such, all other residents with questions or concerns regarding COVID-19 are asked to first read through this web page and, if you do not find your answer, phone TeleHealth at 1-866-797-0000.

<https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx>