

Alberta Isolation Hotel Support FAQ

When do I need to isolate or quarantine?

- You have COVID-19 symptoms.
- You have tested positive for COVID-19.
- You are a close contact of a confirmed COVID-19 case.
 - You currently do not have any symptoms but may be at risk of becoming ill or having adverse health outcomes because other people in your home have COVID-19 and you are unable to safely stay at home.
 - i.e. you may be living with someone who has an underlying chronic condition or may have a compromised immune system.
- More information on Alberta's mandatory isolation and quarantine requirements is [here](#).

I am or I live with an essential worker. Can I use an isolation hotel to ensure I am protected?

- Yes, these accommodations are available to essential workers or individuals who reside with essential workers that require isolation or separate accommodations.

What do I need in order to isolate or quarantine?

- A private bedroom/bathroom option at home or anywhere else with family/friends and access to food that involves no contact with other individuals (i.e. separate kitchen or food placed outside your private room door).

When do I need to use an isolation hotel?

- When you require isolation and cannot do so with your own private room/bathroom and/or cannot access food without contact with other individuals.

Do I need to qualify as having low income?

- No, this option is available to anyone who needs isolation and who cannot do so safely under these guidelines.

How do I access an isolation hotel?

- If you meet the criteria above, you can dial 211 and request assistance in getting access to an isolation hotel.

What do I need to know for my stay?

- Remember to bring enough medication, comfortable clothing, toiletries, personal communication and entertainment devices, eye glasses, reading material and other required items which will last for the duration of isolation.
- You will need to remain in the hotel room at all times for the length of your stay. You are not permitted to leave for any reason (e.g. for smoke or exercise breaks, to meet visitors, etc.), unless there is an emergency such as a fire alarm or for medical purposes.

Do I get to choose what hotel I can stay in?

- No, the Government of Alberta has entered into contracts with hotels that are prepared and able to provide safe services. When AHS determines you require commercial accommodation, you will be contacted and given the address and other pertinent information about the hotel you will be isolating/quarantining in.

Will food be provided?

- Meals are provided by the hotel operator.
- Dietary restrictions are managed by the hotel operators.

What if I have health concerns during my stay?

- Wellness checkups will be completed by AHS teams within each zone and will occur every one to two days. Checkups will ensure you understand the ongoing isolation requirements and assist/support any issues or concerns that may arise.
- Call 911 if you are seriously ill and need immediate medical attention. Inform them if you have COVID-19.
- For non-urgent health and medical inquiries, call Health Link at 811.

Can I have visitors or talk to other hotel isolation guests?

- Guests are not permitted. We encourage you to visit virtually with your family, friends and loved ones instead through phone, video calls or chat apps.

Will I have access to internet?

- Yes. All hotels are equipped with free internet services during your stay.

Are there any additional fees such as damage deposit, internet, parking or phone calls?

- You will be provided with a comfortable hotel room and your meals will be provided. Any general services that would come with the room (e.g. Wi-Fi) will be covered for your stay. Once you arrive at the hotel, please call the front desk from your room to know what is covered with your stay and what services will be an additional cost for you.