What is novel coronavirus (COVID-19)?

- Coronaviruses are a large family of viruses. Some coronaviruses cause respiratory illness in people, ranging from mild common colds to severe pneumonias. Others cause illness in animals only. Rarely, animal coronaviruses can infect people, and more rarely, these can spread from person to person through close contact.
- COVID-19 is what is called a novel coronaviruses. Novel coronaviruses are new strains of the virus that have not been previously identified in humans.
- This means people have no immunity against it, and it has no specific vaccine or treatment.

What are the symptoms of COVID-19?

- The most common symptoms of COVID-19 include:
  - Fever
  - A new cough or a chronic cough that is worsening
  - New or worsening shortness of breath or difficulty breathing
  - Sore throat
  - Runny nose
- Additional Symptoms of COVID-19 can include:
  - Stuffy nose
  - Painful swallowing
  - Headache
  - Chills
  - Muscle or joint aches
  - Feeling unwell in general, or new fatigue or severe exhaustion
  - Gastrointestinal symptoms (nausea, vomiting, diarrhea or unexplained loss of appetite)
  - Loss of sense of smell or taste
  - Conjunctivitis, commonly known as pink eye
- Most people (about 80%) recover from this disease without needing special treatment. However, it can cause serious illness. Those who are older, and those with other medical problems are more likely to develop serious illness, which can include:
  - Difficulty breathing
  - Pneumonia
  - There is a risk of death in severe cases.
While we are still learning about COVID-19, serious illness appears to develop more often in people who are older or have pre-existing conditions, such as:

- High blood pressure
- Heart and/or lung disease
- Cancer
- Diabetes

**How is COVID-19 spread from person-to-person?**

- COVID-19 is transmitted through person-to-person spread by:
  - Droplets, like from a cough or sneeze, talking, laughing and singing
  - Touching contaminated objects or surfaces, then touching your eyes, nose or mouth.
- COVID-19 is not airborne and cannot spread through the air over long distances or times, like the measles. Studies suggest that the virus generally only survives for a few hours on a surface, though it may be possible for it to survive several days under ideal conditions.
- People who have COVID-19 can spread it to others before they start to feel sick or even if they never develop symptoms. However, the highest risk of spreading COVID-19 is from people who have symptoms like cough or runny nose.

**Who is most at risk for becoming very sick with COVID-19?**

- Although most people who develop COVID-19 will experience mild illness, some individuals are more likely to become seriously ill. Older adults and people with medical conditions like high blood pressure, diabetes, heart disease, and lung disease appear to be at higher risk of becoming very sick.

**What are your recommendations for people who are immune compromised, have asthma or at high risk of severe illness for other medical reasons?**

- Stay home. Now is the time to stay home and avoid social and other outings that are not essential.
- If you must leave your home, make sure you practice proper physical distancing. Wear a mask in public when it is difficult to maintain physical distancing of 2 metres at all times. Masks should be used in addition to other public health measures to limit spread.
- Follow the same practices recommended for protection against all respiratory illnesses:
  - Wash your hands using an alcohol-based rub or soap and warm water for at least twenty seconds.
  - Avoid touching your face, nose, or mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Clean and disinfect surfaces that are frequently touched.
  - When sick, cover your cough and sneezes with your arm, and then wash your hands.
- Call 911 if you become seriously ill and need immediate medical attention.

**How is COVID-19 treated?**

- Most people with mild illness will recover on their own. Although there are no specific medications for COVID-19 at this time, supportive care is being used to treat people with COVID-19. The Alberta health care system is able to provide effective care for people who develop a serious COVID-19 illness.

**What is the difference between COVID-19 and influenza?**

In some ways, COVID-19 is similar to influenza (also known as the flu):

- Both COVID-19 and the flu cause respiratory disease in people who get sick.
Both are spread the same way, via small droplets from the nose and mouth. Neither one is spread through the air over long distances and times, unlike a disease like the measles.

There are some key differences between COVID-19 and the flu:

- We currently have no specific vaccine or treatment for COVID-19. A new vaccine for influenza is developed each year to protect against the latest influenza strains.
- COVID-19 causes severe disease in a higher percentage of cases than seasonal influenza. Estimates of mortality in COVID-19 cases depend on many things, but on average they range from about 3 - 4 deaths per 100 people infected. By comparison, seasonal influenza is deadly in about 1 in every 1000 who are infected.
- Because COVID-19 can cause such a serious illness, it is critical to keep it from spreading by having people with a cough or fever stay home and away from others.

Are there vaccines to prevent COVID-19?

- Not yet. Much research is currently underway to development a vaccine, but it could take some time before a vaccine is developed and approved for use in Canada.

How can I protect myself and my family from COVID-19?

- Make sure you practice proper physical distancing. Wear a mask in public when it is difficult to maintain physical distancing of 2 metres at all times. Masks should be used in addition to other public health measures to limit spread.
- Adhere to the same practices we recommend for protecting against all respiratory illnesses:
  - Wash your hands using an alcohol-based rub or soap and warm water for at least twenty seconds.
  - Avoid touching your face, nose, or mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Clean and disinfect surfaces that are frequently touched.
- If you do get sick, you should stay home and complete the COVID-19 Online Assessment tool to see if you should be tested.

When should I go to the hospital?

- Call 911 if you are seriously ill and need immediate medical attention.
- If you do not need urgent medical attention and you think you may have COVID-19, you can call your doctor or 811 for virtual health assessment and referral.

COVID-19 TESTING IN ALBERTA

Should I be tested for COVID-19?

- COVID-19 Testing is now available to all Albertans, even if they do not have symptoms.
- Complete the online assessment and book your test online today.

When am I legally required to isolate and when do I not have to isolate while waiting for my COVID-19 test results?

- The COVID-19 test detects if the virus is in your nose or throat. It is important that you understand what to do while you await your tests results, and what it means if your COVID-19 test is positive or negative:
COVID-19 FAQs for Public

You are legally required to isolate if:
- you test positive for COVID-19;
- you have a cough, fever, shortness of breath, runny nose, or sore throat that is not related to a pre-existing illness or health condition;
- you have been in contact in the last 14 days with someone known to have COVID-19; OR
- you have travelled outside Canada within the last 14 days.

Even if you are not legally required to isolate, you should stay home when sick with any illness, until symptoms resolve.

For more information, see self-isolation guidelines.

You do not have to isolate if:
- you have no symptoms of illness, and you have not been exposed to someone known to have COVID-19 and you have not travelled outside of Canada within the last 14 days;
- you are waiting for results and you did not have symptoms when you were tested and do not have any now;
- you have symptoms of illness that are related to a pre-existing illness or health condition, and are not new; you have tested negative for COVID-19 and have no symptoms of illness and have had no contact with someone with COVID-19;
- you have tested negative for COVID-19 and have a cough, fever, shortness of breath, runny nose, or sore throat that is related to a pre-existing illness or health condition.

I just received a positive COVID-19 test result. What do I do?

- If you have/had symptoms and your test result for COVID-19 is positive, you are legally required to isolate for 10 days from when your symptoms started and until symptoms are gone (whichever is longer).
- If you have not had any symptoms, but your test is positive, you are legally required to isolate for 10 days from the date you were tested; this date will change if you develop symptoms during this 10 day period.
  - You will be given instructions by Public Health.
  - Isolation helps prevent the spread of COVID-19 by lowering the chance the virus could spread to others.
  - You must stay at home – don’t leave your home or attend work, school, social events or any other public gatherings, unless you need medical assistance:
    - Call 911 if you are seriously ill and need immediate medical attention. Inform them that you have COVID-19.
    - If you do not need urgent medical attention, you can call your primary health care provider or 811 for a virtual health assessment.
  - Avoid close contact with other people, including household members, and especially seniors and people with chronic conditions or compromised immune systems.
  - Wash your hands often and thoroughly, cover your cough and sneezes, avoid sharing household items and clean and disinfect frequently touched and shared surfaces.
  - You will be contacted by Public Health for information and instructions.

I just received a negative COVID-19 test result. What do I do?

- If you do not have symptoms of illness, AND have not been in contact with a known case of COVID-19 OR have not returned from travel outside of Canada within the last 14 days, you do not need to isolate. Continue to follow good respiratory etiquette and good hand hygiene, and practice physical distancing.
- If your test is negative but you have been in contact with someone who tests positive for COVID-19 or you have returned from travel outside of Canada you must still isolate for the full 14 days from your last contact with the person who is positive, or from the day you returned to Canada.
Remember: your test result is for that point in time only. It doesn’t tell you if you have had COVID-19 before, and it doesn’t predict if you will get it in the future. You’ll need to continue to follow all public health measures, such as physical distancing and hand hygiene, even if your test is negative.

If you develop new symptoms, isolate and take the COVID-19 self-assessment online, or call Health Link at 811 for additional advice.

What does the testing of asymptomatic Albertans reveal?

- Testing can only determine whether a person has COVID-19 at the time of testing, even if they are asymptomatic. Tests cannot reliably determine whether someone has previously had COVID-19. They also cannot assess immunity to COVID-19. Results will be provided, by phone, within a few days of the test. Please be aware that anyone who was asymptomatic when tested and who tests positive for COVID-19 is legally required to isolate for 10 days after the swab was taken. Close contacts of people with positive test results will also have to self-isolate. AHS will complete the Public Health follow-up on all cases and their close contacts.

What should I do if I have symptoms and think I have COVID-19?

- You MUST isolate.
- Visit www.ahs.ca/covid to book an appointment to receive testing for COVID-19. If using the Internet is not an option, call 811 to book an appointment online for individuals who want to be tested.
- Please do not visit a hospital, physician’s office, lab or healthcare facility without consulting your doctor or Health Link (811) first.
  - Call 911 if you need immediate medical attention. Inform them that you may have COVID-19.
  - If you do not need urgent medical attention, you can call your primary health care provider or 811 for a virtual health assessment and referral.

Did the criteria for COVID-19 testing change?

AHS continues to revise testing criteria in Alberta to reflect enhanced lab testing capacity, and the evolving context of the COVID-19 pandemic. These categories will continue to change in the coming weeks and months as the pandemic evolves.

- Effective May 29, all Albertans are eligible for testing for COVID-19, whether they are symptomatic or not. Testing will be by appointment, which can be easily booked online by visiting www.ahs.ca/covid. If using the Internet is not an option, call 811 to book an appointment online for individuals who want to be tested.

- This means that symptomatic and asymptomatic residents of all zones across Alberta are now eligible for testing.
  - Members of the public can continue to use the online assessment tool developed for them.

- Please note that anyone with a cough, fever, shortness of breath, difficulty breathing, runny nose, or sore throat not related to a pre-existing illness or health condition is legally required to isolate. However, these individuals ARE allowed to leave home to come for testing, following the guidance outlined in the exemption of quarantined and isolated persons who require COVID-19 testing or critical care for pre-existing medical conditions or emergency care.
Why did AHS change the testing criteria?

- Through this expanded testing, we will get a clearer picture of how well our public health measures are working to contain COVID-19. This information is important to help guide further progress in Alberta’s re-launch.
- These categories will continue to change in the coming weeks and months to reflect the evolving pandemic.

If I require testing, can I receive my results by autodialer?

- All Albertans being tested for COVID-19 have the option to receive negative COVID-19 test results over the phone through an autodialer system. Individuals being tested for COVID-19 will be provided with the opportunity to consent to the autodialer method of receiving negative COVID-19 test results when booking an appointment online or at the time they are referred for testing.
- All individuals who test positive for COVID-19 will be contacted by a member of the AHS Public Health team for follow-up and case management. AHS will not provide positive results by an automated message.
- If you have consented to receive your negative results by the autodialer, you will get your negative results by an automated phone call.
- If the autodialer doesn’t reach you and you don’t have voicemail, or if you have not consented to receive your negative results by autodialer, someone from AHS will attempt to call you directly to make sure you get your negative test results.
- If the autodialer hasn’t been able to reach you after seven days from time of first attempt, your results can instead be accessed on MyHealthRecords, or you can see your family doctor to get your results.
- Please note: to get your test results you will need to remove any anonymous call-blocking settings from your phone so that the autodialer call comes through.
- While awaiting your test results, please also make sure you answer any anonymous calls, or calls from numbers that you do not recognize.
- Finally, note that if several people from your home are being tested and the same phone number is used for each one, someone from AHS will call with results instead of the autodialer.

What is AHS’ process following a confirmed case of COVID-19?

- When a case of COVID-19 is confirmed by lab testing, AHS’ Public Health team contacts the individual and provides them with direction to isolate. Public Health also works with the individual to determine who they have been in contact with since their symptoms started.
- AHS then directly contacts any individual considered exposed to confirmed cases. These individuals are asked to self-isolate and be tested for COVID-19. This is called contact tracing, and is done in response to each case of COVID-19 we confirm by lab testing.
- Only those individuals contacted directly by AHS are considered exposed to any case. If you are not contacted directly by AHS, you are not considered exposed.
- To protect patient privacy, no patient details are provided about the patient with a confirmed case of COVID-19.
- If you are known to have been exposed to a confirmed case of COVID-19, you will be contacted directly by AHS.
PERSONAL PROTECTIVE EQUIPMENT (PPE)

I am worried about catching COVID-19. Should I wear gloves when outside of my house or in public places?

- Medical gloves are a very important component of Personal Protective Equipment (PPE) for healthcare workers. However, gloves do not need to be worn by members of the general public during their daily activities, such as when grocery shopping.
- Gloves can create a false sense of security. If not used and disposed of properly, wearing gloves may provide another surface for the virus to live on – potentially encouraging virus transmission.
- Gloves are not a substitute for proper hand hygiene.
- We recommend frequent and thorough hand washing (with soap and water for 20 seconds) or hand hygiene using an alcohol-based hand sanitizer if hands are not visibly dirty, and covering your mouth when coughing or sneezing. Avoid touching your face, nose or mouth regardless of whether gloves are being worn. These remain the best evidence-based ways to prevent the spread of respiratory illness.
- For those who choose to wear gloves, proper glove use must be practiced:
  - Hands should always be washed and/or sanitized prior to putting on gloves and after taking gloves off.
  - Gloves should be changed when they become soiled or torn.
  - Change gloves if you touch your face – eyes, nose or mouth – or cover a cough or sneeze with your hands while wearing gloves.
  - Disposable gloves should be thrown out and not used again once they have been taken off.
  - Reusable gloves must be cleaned and disinfected after each use.

I am worried about catching COVID-19. Should I wear a mask if I have to leave my house or when in public?

- Albertans are encouraged to wear masks in public when it's difficult to maintain physical distancing of 2 metres at all times.
- Wearing a medical mask, such as a homemade cloth mask, has not been proven to protect the person wearing it.
- However, wearing a medical mask may be helpful in protecting others around you.
- This is because face coverings are another way to cover your mouth and nose to prevent respiratory droplets from contaminating other people or surfaces.
- Additionally, wearing a mask may stop you from touching your nose and mouth.

If you choose to wear a mask or face covering:

- Ensure your mask is well-fitted and does not gape at the sides.
- Be aware that masks can become contaminated on the outside. Avoid moving or adjusting the mask. Assume the mask has been contaminated and take proper precautions.
- If you wear a mask, you must wash your hands before putting it on, as well as before and after taking it off.
- If the mask becomes damp it should be changed and replaced or removed as it may trap virus particles.
- For those choosing to wear masks, it may be prudent to carry a bag with several clean masks in it, as well as a plastic bag that can be used to safely store used masks until they can be washed at home.
- It is critical that used masks be carefully handled to avoid spreading infection to others.

Frequent and thorough hand washing, physical distancing, covering your mouth when coughing or sneezing and avoiding touching your face, nose or mouth remain the best evidence-based ways to prevent the spread of respiratory illness.
I understand that the Government of Alberta will be handing out masks to all Albertans. Where and when can I get one? Is masking going to be mandatory?

- On May 29, Health Minister Tyler Shandro announced the first round of mask distribution where 20 million masks were being distributed to Albertans at no cost, through A&W, McDonald’s, and Tim Hortons drive-thru locations across the province. Government is also working with municipalities, First Nations communities, Métis Settlements and local agencies to distribute masks to those who need them, including those who depend on public transit. Another round of distribution to restaurant partners is planned for mid-July.
- This initiative is part of Alberta’s Relaunch Strategy, recognizing that as businesses and other activities re-open, Albertans may find themselves in situations where keeping two metres apart is difficult. Each Albertan is eligible to receive one package of four masks which are being distributed on the honour system.
- Although mask usage is not mandatory, the government wants to give Albertans masks to supplement their mask supply and help socialize the idea of masks.
- Masks are also available by calling 211.

CARING FOR YOURSELF OR LOVED ONES WITH COVID-19

My loved one has or is being tested for COVID-19 and we live in the same house. How can I take care of them and not get sick myself?

- If at all possible, try to ensure that the ill person has a designated bedroom and bathroom.
- Maintain physical distance from the ill individual, as much as possible.
- Visitors should not come to the home.
- Do not allow ill person to prepare meals for others, and ensure that the ill person uses separate preparation area or at least prepares meals at a different time, washing all surfaces after.
- Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels and pillows.
- Wash your hands frequently, with soap and warm water.
- Frequently sanitize all surfaces, particular hand rails, door knobs, sink taps, toilets, and other items of frequent touching.
- Advise loved one to cover their coughs and sneezes with their arm, not their hand, and to practice good respiratory etiquette at all times.
- Monitor yourself for symptoms and call Health Link at 811 or call your doctor for assessment and advice if you have symptoms yourself. You can also book an appointment online to be tested.

What does isolation mean?

Isolation means avoiding situations where you could infect other people. This means all situations where you may come in contact with others, such as social gatherings, work, school, child care, athletic events, university, faith-based gatherings, healthcare facilities, grocery stores, restaurants, shopping malls, and all public gatherings.

- You should, (where possible) not use public transportation including buses, taxis, or ride sharing.
- As much as possible, you should limit contact with people.
- You should avoid having visitors to your home, but it is okay for friends, family or delivery drivers to drop off food on the doorstep.
- You can also use delivery or pick up services for errands such as grocery shopping.
- Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine.
- Wash your hands often with soap and water and regularly clean and disinfect frequently touched and shared surfaces such as doorknobs and counters.
- If you need to leave your home for an urgent errand, such as picking up essential medication, as a precaution to reduce risk of spread, you should wear a mask while you are out.
- During this time, it is important that you monitor your health for symptoms like fever or cough.
- If you do develop symptoms, you can complete the online assessment tool for additional advice or call Health Link at 811.

I am not having symptoms, but I’m concerned about COVID-19 and want to talk to someone. Should I call Health Link?

Please visit the following websites if you have further general questions about what COVID-19 is, how it is spread, or how many cases there are in Alberta and the world at present. You can call Health Link 811 if you have additional questions about what you need to do to protect yourself and your family against getting a COVID-19 infection.

- Alberta Health: [alberta.ca/covid19](http://alberta.ca/covid19)
- Public Health Agency of Canada: [canada.ca](http://canada.ca)
- World Health Organization: [who.int](http://who.int)

ALBERTA’S RELAUNCH STRATEGY

What restrictions remain in place when gathering in groups?

Alberta is currently in [Stage two](http://stage2.gov.ab.ca) of our relaunch strategy which was launched on June 12. In [Stage two](http://stage2.gov.ab.ca) of the relaunch strategy, Albertans can enjoy more indoor and outdoor activities, while observing public health orders on gathering sizes and physical distancing.

The following measures remain to protect Albertans’ health and limit the spread of COVID-19 in [Stage two](http://stage2.gov.ab.ca):

- 50 people maximum for indoor social gatherings which includes wedding and funeral receptions, birthday parties.
- 100 people maximum for outdoor events and indoor seated/audience events, including wedding ceremonies, funeral services, movie theatres, arts and culture performances and other events where people remain seated.
- There is no limit on the number of people attending worship gatherings, restaurants, cafes, lounges, bars, as well as casinos and bingo halls, provided public health measures are in place.
- Households can increase their close interactions with other cohort households to a maximum of 15 people.
- Find more information visit: [Alberta.ca/covid19](http://Alberta.ca/covid19)

What businesses have been permitted to re-launch?

Stage two includes a further reopening of businesses and services while ensuring both physical distancing and public health guidelines in place. These include:

- [K-12 schools](https://www.education.gov.ab.ca), for requested diploma exams and summer school, following guidance
- Libraries
- [More types of surgeries](https://www.gov.ab.ca)
- Wellness services such as massage, acupuncture and reflexology
• Personal services (esthetics, cosmetics skin and body treatments, manicures, pedicures, waxing, facial treatments, artificial tanning)
• Movie theatres and theatres
• Community halls
• Team sports
• Indoor recreation, fitness and sports, including gyms and arenas
• Pools for leisure swimming
• VLTs in restaurants and bars
• Bingo halls and casinos, not including table games
• Instrumental concerts
• Provincial campgrounds at full capacity

Stage one was launched in Alberta on May 14, with the exception of Calgary and Brooks who gradually joined the rest of Alberta in Stage one on June 1. Stage one of Alberta’s relaunch allowed some businesses to resume operations with enhanced infections prevention and controls in place, including:

• Retail business including clothing, furniture and book stores
• Farmers’ market vendors
• Hairstyling and barber shops
• Cafés, restaurants, pubs and bars can reopen for table service at 50% capacity
• Museums and art galleries
• Daycares and out-of-school care, with occupancy limits
• Some scheduled, non-urgent surgeries to resume gradually

For more information on Alberta’s Relaunch Strategy: https://www.alberta.ca/alberta-relaunch-strategy.aspx

What types of gatherings are still not approved in stage two?

• Social gatherings that exceed above listed maximum
• Regular in-school classes for kindergarten to Grade 12 - classes may resume in September 2020
• Vocal concerts (as singing carries a higher risk of transmission)
• Major festivals and concerts, large conferences, trade shows and events (as these are non-seated social events and/or vocal concerts)
• Nightclubs
• Amusement parks
• Indoor children’s play places
• Hookah lounges (permitted for food and drink only)
• Major sporting events and tournaments
• Non-essential travel outside the province is not recommended

What will the Alberta Government be watching for as we move forward with the relaunch strategy in Alberta?

• The re-launch strategy is dependent on monitoring the healthcare system, with careful attention to COVID-19 hospitalizations and ICU admissions throughout this period. Confirmed cases and rates of new infections will be monitored on an ongoing basis to inform proactive responses in localized areas of the province. Decisions will be applied at both provincial and local levels, where necessary. While restrictions are gradually eased across the province, an outbreak may mean that they need to be strengthened temporarily in a local area.
• During each phase of re-launch, we must still continue to practice health recommendations including hand washing, staying home when sick and maintaining physical distance.
AHS' OPERATIONS

Has AHS begun to resume normal operations or performing scheduled surgeries, procedures, exams and appointments?

- In response to the COVID-19 pandemic, AHS delayed all non-urgent scheduled surgical activity across Alberta. On May 4, AHS resumed non-urgent scheduled day surgeries and procedures including cataracts, gynecological procedures, general day surgery, nose surgery, reconstructive plastic surgery, and vascular and urology procedures. AHS and Covenant Health also resumed some ambulatory care and diagnostic imaging (DI) services the week of May 11. On May 22, The Government of Alberta announced the AHS plan to expand the resumption of surgery to include day surgeries and those requiring overnight and short stays.

How will AHS decide which surgeries, procedures, exams and appointments will proceed?

- AHS will continue to balance the safety of patients and staff while resuming services for Albertans waiting for care. Decisions on which services proceed are based on clinical need, with those most in need and waiting longest booked first. These decisions are made within each zone, and are also informed by the pandemic response in different parts of the province. AHS will reach out to patients directly to reschedule their procedures.

VISITING LOVED ONES AT AN AHS FACILITY

Can I go with a loved one to Urgent Care or to the Emergency Department?

- Yes. In Ambulatory Clinics including Emergency Department/Urgent Care, patients may identify one Designated Family/Support Person to accompany them. All support persons must be over the age of 14 for adult clinic visits. If visiting the Alberta Children’s Hospital or the Stollery Children’s Hospital, the Designated Family/Support Person must be 18 years of age or older.

Can I visit a loved one in hospital?

- Inpatients may identify two Designated Family/Support Persons that are permitted if the room is large enough for physical distancing to be maintained. There are a few exceptions which include:
  - **Maternity and Postpartum:** In consultation with the unit manager/charge nurse on a case-by-case basis, other support persons (e.g. surrogate parent or Doula) may be permitted in addition to the two Designated Family/Support Persons. Designated Family/Support Persons on a maternity ward must be 14 years of age or older.
  - **Pediatrics:** Two parents may be Designated Family/Support Persons. Children under the age of 18 are not allowed to visit at any time.
  - **Adults with disabilities:** In consultation with the unit manager on a case by case basis, other support persons may be permitted in addition to the two Designated Family/Support Persons.
  - **End-of-Life situations:** Two Designated Family/Support Persons at a time can be present if the room is large enough for physical distancing to be maintained between individuals. The attending physician, in consultation with the unit manager/charge nurse, determines if the patient condition is considered end-of-life.
- For more information on visitation: https://www.albertahealthservices.ca/topics/Page17001.aspx
Can I visit a resident in long term care, supportive living or congregate living?

- Residents of these sites are at higher risk if exposed to COVID-19, therefore strict restrictions are necessary.
- Sites may allow one Designated Essential Visitor to support either care needs that cannot be met without their assistance, or to support quality of life.
- Outdoor visits may be permitted for residents not on isolation if all appropriate precautions are taken, including physical distancing, and the requirement that all visitors wear a mask or face covering.
- For more information, see Family Support and Visitation of Patients and Residents

TRAVEL:

What do I do if I am returning to Alberta from outside of Canada?

The Government of Canada has implemented a mandatory 14-day quarantine, under the Quarantine Act, for travellers returning to Canada.

- All travellers who returned to Alberta from outside Canada in the last 14 days are required to self-isolate immediately for 14 days after the date of return and monitor for symptoms. If you are quarantined because you recently came back from outside the country, or you are a close contact of a confirmed case of COVID-19, you must remain on your own property.
- You should also make safe arrangements to be tested for COVID-19.
- You should not leave your property during the 14 days of self-isolation unless you have made safe arrangements be tested or you require urgent medical attention.
  - Call 911 if you have symptoms that need immediate medical attention. Inform them that you may have COVID-19.
  - If you have symptoms that do not need urgent medical attention, you can call your primary health care provider or 811 for a virtual health assessment and referral.

For more information: https://www.alberta.ca/covid-19-travel-advice.aspx

Am I allowed to travel outside the province?

- Responsible travel within Alberta is permitted, including to vacation homes, cabins, cottages, hotels and commercial accommodations, campgrounds, national and provincial parks. Physical distancing and gathering restrictions still apply.


COVID-19 APP

Is there an app that can let me know if I’ve been exposed to COVID-19?

- ABTraceTogether is a mobile tracing app that can help identify if you’ve been exposed to, or if you’ve exposed others, to COVID-19. ABTraceTogether uses your phone’s Bluetooth to keep an anonymous log of other app users you’ve been in close contact with. For more information: https://www.alberta.ca/ab-trace-together.aspx