

## **COVID-19**

### **1) What should you do if you think that you or the individual you care for may have COVID-19?**

If you or the individual you care for have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada or have been exposed to someone who has COVID-19, stay home and call Health Link 811. If you are not seriously ill, do not go to a physician's office, a health care facility or a lab without consulting with Health Link 811 first. Call 911 if you are seriously ill and need immediate medical attention and inform them that you may have COVID-19.

### **2) What is the risk of exposure?**

A higher risk does currently apply to people who develop a fever and/or cough or shortness of breath AND meet any of the criteria below.

In the 14 days before illness onset, they:

Travelled to anywhere outside of Canada;

OR

Had close contact\* with a confirmed or probable case of COVID-19;

OR

Had close contact\* with a person with acute respiratory illness who has travelled anywhere outside of Canada within 14 days prior to illness onset;

OR

Had laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19 virus.

**\*Anyone meeting these criteria should avoid contact with others and call Health Link 811 for advice.**

### **3) What should you do if you or the individual you care for have been in contact with a confirmed case of COVID-19?**

If you were in contact with a confirmed case of COVID-19, we recommend that you self-isolate and limit your contact with others for 14 days and call Health Link 811 for additional advice.

### **4) If you or the individual you care for are not having symptoms, nor are you aware that either of you have been in contact with a confirmed case of COVID-19, but you are concerned about the virus and want to talk to someone, should you call 811?**

**No, do not call 811 with general concerns about COVID-19.** The system is currently being inundated. The backlog is primarily being caused by people calling in with concerns. If you have additional questions about what you need to do to protect yourself and your family against getting COVID-19, please refer to the following:

- [Alberta Health](#)
- [Public Health Agency of Alberta](#)
- [World Health Organization](#)

**5) How can I help prevent the spread of COVID-19?**

To help protect you and your family against all respiratory illnesses, including flu and COVID-19, you should:

- [Wash your hands often and well](#)
- 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
- Stay at home and away from others if you are feeling ill
- Contact your primary health provider or [Health Link 811](#) if you have questions or concerns about your health
- [When sick, cover your cough and sneezes and then wash your hands](#)

**Wearing Medical Masks:**

Masks can be very important in certain situations. When sick, wearing a mask helps prevent us from passing illnesses on to other people. Therefore, we ask people who have a cough or respiratory symptoms to wear a mask and wash their hands when visiting an emergency department or clinic.

- If you are sick, wearing a mask helps prevent passing the illness on to other people.
- If you are healthy, medical masks are not recommended as they don't provide full protection and can create a false sense of security.

**6) What should I do if I have upcoming plans to travel?**

If you are planning travel in the next few months, please consult the:

- [Public Health Agency of Canada's Travel Health Advisories](#)
- [World Health Organization's Bulletins for Updated Travel Advice](#)

Please carefully monitor the travel recommendations from the Public Health Agency of Canada and consider how the evolving situation may impact your travel plans.

**Actions Being Taken by SBC**

SBC has updated Business Continuity and Emergency Plans in place. Both plans will be implemented as necessary. We will continue to provide regular updates for the foreseeable future. Much of the information we share is taken directly from Alberta Health Services, Health Canada, and the World Health Organization.

\*Please feel free to contact us via phone or email with any questions or concerns.

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