

## **What is COVID-19**

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.

## **What are the symptoms of COVID-19**

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

### **Most common symptoms:**

- Fever
- Dry cough
- Tiredness

### **Less common symptoms:**

- Aches and pains
- Sore throat
- Diarrhoea
- Conjunctivitis
- Headache
- Loss of taste or smell
- A rash on skin, or discolouration of fingers or toes

### **Serious symptoms:**

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

## **What do I do if I think I have COVID-19?**

If you think you have Coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, complete a self assessment to help you to determine how to seek further care.

- Call Telehealth Ontario for medical advice at [1-866-797-0000](tel:1-866-797-0000) or contact the Thunder Bay District Health Unit at [625-5900](tel:625-5900) and ask to speak to a public health nurse in the Infectious Disease program;
- If you need immediate medical attention, call 911 and mention your symptoms and travel history.

## **Self Assessment**

<https://covid-19.ontario.ca/self-assessment/>

## **How do I get a swab?**

To obtain a swab, call the Nipigon Assessment Centre at (807) 887-5645. Assessment Centre hours of operation are Monday to Friday from 8:00am to 4:00 pm. Swabbing is done at the end of the day 2-4 Monday to Thursday.

## **How do I make an appointment to see my family physician?**

To make an appointment with your family physician, please call (807)887-5252 to speak with a receptionist.

## **Travel Within Canada**

The Thunder Bay District Health Unit states that the safest options are to stay in the area of your home community or to stay in the Northwestern Ontario region.

If you choose to travel, here are steps to keep yourself and others safe:

- Practice the general personal protective measures, including [physical distancing](#) of at least 2 metres (6 feet) from others outside of your household, wearing a [mask](#) when physical distancing isn't possible, and frequently [washing your hands](#) or using hand sanitizer.
- Don't travel if you, or someone you are traveling with, have any [symptoms](#) of COVID-19 or feel sick. Please call TBDHU or your local public health office and we will support you to get tested.
- Monitor yourself for symptoms when you are travelling and when you return. If you get symptoms, even if mild, [self-isolate](#) where you are and seek assessment and testing.

Thunder Bay District Health Unit area residents and employers who have questions about a specific exposure risk may contact us for further guidance. Please call us at (807) 625-5900 or Toll Free at 1 (888) 294-6630 or contact your local public health office.

## **Where do I enter the Hospital?**

Individuals will enter and exit the Hospital through the Emergency Entrance.

## **What should I expect when I arrive at the Hospital?**

When you arrive at the Hospital 6am-8pm, you will be greeted by a screener. You will be required to sanitize your hands, your temperature will be taken, and the screener will then ask you a series of questions. If you answer yes to any of the screening questions, prior to entering the department you are heading to, you will be given a mask to wear. To access the Emergency Department after hours, you will be required to call the Emergency Department using the telephone outside of the Emergency Entrance Doors.

## **Outpatient Laboratory**

When you receive a lab requisition from your Doctor please call 887-3026 ext. 1245 and request an appointment time (please do not leave a voicemail). Bookings will be taken 2 weeks in advance, if you have bloodwork required in a month call and book it within 2 weeks. The staff will need your cell phone number, if you don't have one we need to know that too so we can call you to the appointment in another way.

When you arrive at the hospital, go through the screening process at the Emergency entrance. Please arrive 10 minutes prior to your appointment. Wait outside the Urgent Care doors (there will be a sign indicating the Lab entrance). The Lab technician will call you on your cell phone when the previous person has left and the area has been sanitized. If you have made an

alternate arrangement they will follow the process you have discussed. **You must have a requisition with you or it must be faxed ahead.**

## **Physiotherapy**

Whenever possible, the PT assessment and treatment will be conducted virtually (either through telephone, videoconferencing or email).

The Physiotherapy (PT) Department is currently open and treating outpatients on a limited basis. All outpatients are still required to have a referral from a physician, or nurse practitioner, in order to access PT services. Referrals can be faxed to 807-887-6998 or dropped off at the hospital ER doors with screening staff.

For all in-person appointments, your physiotherapist will be wearing a mask and may need to wear a gown, gloves and face shield, depending on the situation. This is for your safety.

In-person PT appointments are scheduled at precise times to allow for physical distancing between other PT patients and to allow PT staff to conduct thorough cleaning between patient's. We ask that you arrive on time for your appointment and not to come early or late.

We will contact you once we reach your name on the wait-list. We thank you for your patience during this challenging time.

## **Diagnostic Imaging**

Diagnostic Imaging is accepting all referrals by appointment only. Please call 887-3026 ext. 1243 to book an appointment.





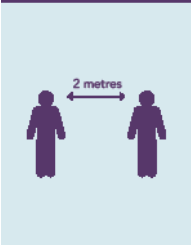


## **Hospital/Long Term Care Visitors**

Visitors and Care Partners (if identified as essential: "a resident or patient who is dying or very ill, or a parent or a guardian of an ill child or young person in a residential treatment setting) will be assessed on an individual basis. If families have concerns about the emotional well being of their family they are welcome to visit via telephone, text, Facetime or via vestibule visit. To arrange a visit, please contact Long Term Care (807) 887-3026 ext. 1240.

## **Deliveries to LTC Residents**

Family and friends of Long Term Care Residents are asked to only send items that can be sanitized/wiped down. Please do not send perishable goods.

## Stop the Spread of Germs

Stop the Spread of COVID-19!			
	Continue washing your hands or use hand sanitizer.		Cover your mouth and nose when you sneeze or cough. Use a tissue or your sleeve.
	Screen yourself before going out.		Stay home when you're feeling sick.
	Practice physical distancing. Avoid social places and keep 2 metres apart.		Clean frequently touched and high traffic areas with disinfectant.
Visit <a href="https://www.tbdhu.com/StopGerms">TBDHU.COM/StopGerms</a> for more information and printable resources.			

## More Information

Thunder Bay District Health Unit

<https://www.tbdhu.com/coronavirus>

Ministry of Health

<https://www.ontario.ca/page/how-ontario-is-responding-covid-19>

Public Health Agency of Canada

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

World Health Organization

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