

# FREQUENTLY ASKED QUESTIONS



**Q: How long does it take for someone to show symptoms of COVID-19?**

**A:** An individual can develop symptoms 2 – 14 days after being exposed to the virus.

**Q: What are the symptoms of COVID-19?**

**A:** Some of the symptoms these active cases have/are experiencing are congestion, feeling “off”, feeling more tired than normal, or having the sniffles. Regardless of your vaccination status, if you are experiencing ANY symptoms, please stay home and call our on-call COVID-19 nurses 705-690-8941. Other symptoms are:

- Fever and/or chills (temperature of 37.8° Celsius/100° Fahrenheit)
- Cough or barking cough (croup)
- Shortness of breath
- Decrease or loss of taste or smell
- Nausea, vomiting and/or diarrhea
- Fatigue
- Muscle aches and pain
- Sore throat
- Abdominal pain
- Headache
- Decreased or lack of appetite

**Q: What does community widespread mean?**

**A:** Community widespread of COVID-19 means that it is in the community and spreading quickly, making it more difficult to track where it originated from. This is why contact tracing is important, so our community health nurses can identify the cases and the clusters to prevent further spread into the community.

**Q: What does public exposure mean? And what do I do if I had been to a location or an event that has been identified as a public exposure?**

**A:** A public exposure notice or alert is issued when public health officials are unable to ensure they can identify and directly contact individuals. This notice allows the public to see the information and take the necessary actions if they were at that location or event. If you have been to a location or an event that has been identified as public exposure, please follow the guidance on the notice, self-isolate immediately regardless of vaccination status, and reach out to our community health nurses.

**Q: What does a breakthrough case mean?**

**A:** A breakthrough case is when an individual who is fully vaccinated (two doses) contracts COVID-19. When there is a breakthrough case, all close contacts who have been contacted by a Community Health Nurse or Public Health must self-isolate regardless of vaccination status, and seek COVID-19 testing as soon as possible.

**Q: Why do I need to get the COVID-19 vaccine if fully vaccinated (2 doses) individuals can still get COVID-19?**

**A:** COVID-19 vaccinations provide protection, not immunity to COVID-19. We can still get sick with COVID-19, and spread it to our friends, family, and the people we come into close contact with. Although the COVID-19 vaccine does not provide 100% protection from COVID-19, it prevents us from severe illness, hospitalization, and death.

**Q: Why do I need to journal my interactions (who you were with, when and where) for contact tracing?**

**A:** It is important to always track your daily interactions, so if you are asked to provide this information to a nurse, it assists our efforts in case and contact management. Our Community Health Nurses will use this information to contact individuals who may be a close contact to a positive case.

**Q: I have been notified that I have tested positive for COVID-19, will my personal information (including my name) be shared with anyone other than the Community Health Nurses?**

**A:** No, your information will not be shared with anyone outside of the Community Health Nurses who are a part of your Circle of Care. The Circle of Care is the innermost circle of caregivers who are responsible for a patient and their wellbeing, and information is only shared when it is absolutely necessary to specific health care individuals who are a part of your circle. You can rest assured knowing your information is safe, and is only shared between yourself and your Circle of Care.

**Q: I have been contacted by the COVID-19 nurse that I am a close contact to someone who has COVID-19. Do I still need to isolate even though I have been fully vaccinated?**

**A:** Yes. You must isolate for 10 days if you are contacted by the COVID-19 nurse who has deemed you a close contact to the affected individual, regardless of vaccination status. It is extremely important that you follow the guidelines described to you by our Community Health Nurses (CHN).

**Q: I have been told to self-isolate, and my extended family has been told to self-isolate. Can I go visit them since we all must isolate? Can we isolate together?**

**A:** No, you and your immediate household are not allowed to leave your home. Do not go visit other homes under isolation.

**Q: If you can't tell me who I was in close contact with, it must not be true because I can't confirm if I was in close contact with that person.**

**A:** For privacy reasons, our community health nurses will not share any personal information about the positive case that you have been identified as a close contact. You will be provided with the instructions on how to self-isolate, when to get tested, how to self-monitor, and when you can end your self-isolation and return to work/school/childcare.

**Q: I have been notified that I am a close contact to someone who has tested positive to COVID-19. Do I need to contact all my contacts to notify them?**

**A:** Your contacts remain “contacts of contacts” unless you test positive for COVID-19. A nurse will only ask for your close contacts if you had tested positive for COVID-19. You should still let your close contacts know you are self-isolating, as a person who was asked to self-isolate. This includes your employer, friends, and family, and ask them not to come over to visit, and that you cannot go to work.

**Q: Where can I find my COVID-19 test results?**

**A:** You can find your test results at the following website: <https://covid19results.ehealthontario.ca>

**Q: Another Public Health agency has called me to let me know that I have tested positive to COVID-19, do I have to tell our Community Health Nurses.**

**A:** Yes. If you are notified that you have tested positive, please call our community health nurses to notify them of the positive test result.

**Q: I am a teacher at the Junior School. How long, and why, do I have to be in isolation?**

**A:** Yes, you need to self-isolate. **All students and staff must self-isolate, including any family member (grandparents, aunts, uncles, nieces, nephews, cousins) that lives in the same household as a student or staff of the Junior School must isolate until December 7<sup>th</sup> at the earliest. This date may change as our community situation continues to develop.** This is to ensure there is little to no community transmission of the COVID-19 virus.

**Q: I have a child who attends Junior School. They are not showing any symptoms, do they still need to isolate?**

**A:** Yes. **All students and staff must self-isolate, including any family member (grandparents, aunts, uncles, nieces, nephews, cousins) that lives in the same household as a student or staff of the Junior School must isolate until December 7<sup>th</sup>. This date may change as our community situation continues to develop.** This is to ensure there is little to no community transmission of the COVID-19 virus. This includes staying home and away from friends, stores, and family members who live outside the home.

**Q: My child attends Junior School. I am their parent – can I still go to work while my child stays home?**

**A:** No. If you live with a child who attends Junior School or a staff member who works there, you all must stay home and isolate. This is to protect yourselves, the children, the community and your co-workers.

**Q: I am a parent of a Junior School student, but I have not been contacted by a nurse. Do I still need to self-isolate?**

**A:** Yes, you need to self-isolate. **Any family member (grandparents, aunts, uncles, nieces, nephews, cousins) that lives in the same household as a student or staff of the Junior School must isolate.** This is a very busy time for our community health nurses, and they may not have called everyone at this time. Therefore, we have asked all parents, students, and staff of the Junior School to self-isolate.

**Q: I want to get a COVID-19 test. Is the WHC the only place I can have this done?**

**A:** No. Although WHC does offer COVID-19 testing (705-859-3164), you may attend other clinics such as the Manitoulin Health Center testing site in Little Current (705-368-2300). Please be sure to advise the on call COVID-19 nurse if your result comes back positive (705-690-8941).

**Q: I am fully vaccinated (2 doses) but have the sniffles. Is this a symptom of COVID-19?**

**A:** In most of our recent cases who are fully vaccinated, symptoms reported were sniffles, cold symptoms, and a general feeling of being “off.” If you have sniffles and are fully vaccinated, you are encouraged to stay home and seek COVID-19 testing.

**Q: I am scheduled for my COVID-19 vaccine and flu shot this week but saw that all in-person appointments are cancelled at WHC. What does this mean?**

**A:** To protect community members and assist with outbreak management, we have cancelled all in-person appointments. However, vaccination appointments are still valid as long as you have not been told you need to self-isolate by one of our Community Health Nurses (CHN) and have an appointment for your vaccine.

**Q: I am in isolation with my family, but we are running out of food. Who can I contact to bring us groceries?**

**A:** If you and your family need food while in isolation, please call Ontario Works at (705) 859-3158.

**Q: I am in isolation with my family, and both myself and my spouse are out of work. Is there any financial compensation for loss of wages?**

**A:** You can apply for Employment Insurance (EI) through your place of employment. When you apply for this, your employer will put the reason as “sickness and disease.” Please speak to your place of employment for further information. If you need additional assistance, please reach out to LDM for more information.

**Q: What are the community wellness calls?**

**A:** The community wellness calls are phone calls completed by various staff to check in with members of our community to see how you are doing. These calls are not mandatory.

**Q: Can I go to the waste transfer station (dump) if I am in self-isolation?**

**A:** No. If you need garbage removal while in self-isolation, please contact Ontario Works who can coordinate this. 705-859-3158

**Q: What does the Family COVID-19 Preparedness Plan mean?**

**A:** The Family COVID-19 Preparedness Plan includes understanding the differences between self-quarantine, self-isolate, or self-monitor at home. This plan helps you prepare in advance should you or your family would require to self-isolate or contract the COVID-19 virus. Please designate someone in your household to complete the plan, update the plan when required, and keep a copy on hand should you need to activate your Family COVID-19 Preparedness Plan. You can access a blank copy at [www.wiikwemkoong.ca](http://www.wiikwemkoong.ca) and our social media accounts.