COVID-19 ISOLATION SUPPORTS FOR SELF ISOLATING INDIVIDUALS

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This package includes the following:

- Daily self-monitoring form for COVID-19 – BCCDC
- Guide for caregivers and household members of those with COVID-19 ('close contacts') – BCCDC
- Dos and don'ts of self-isolation – BCCDC
- Hospitality Welcome Package

BC Centre for Disease Control
Provincial Health Services Authority

Daily Self-Monitoring Form for COVID-19

Who should use this form? Use this form if you were exposed to a COVID-19 case or you returned from travel outside of Canada. Unless you are exempt, all travellers returning to Canada are required under the Quarantine Act to self-monitor and self-isolate for 14 days. Travellers returning to B.C. must also submit a self-isolation plan for approval prior to their return or upon arrival.

What is self-isolation? Self-isolation means that you need to stay home and avoid contact with others. For those exposed to a case of COVID-19 or returning from outside Canada, this applies for 14 days, even if you don't have symptoms. Go to BCCDC website for more information.

What is self-monitoring? Self-monitoring for COVID-19 means you pay attention to your health, and record daily your temperature and any of the symptoms on page 2. Self-monitor for 14 days from when you returned to Canada or were last exposed to a COVID-19 case. The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold and can also include gastrointestinal symptoms such as diarrhea, nausea and vomiting.

What if I develop symptoms?

Mild Symptoms

- If you develop cold, influenza or COVID-19-like symptoms, use the BC COVID-19 Self-Assessment Tool to help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a BC COVID-19 collection centre. You can also call 8-1-1 to speak with a nurse.
- If you have mild symptoms that can be managed at home (e.g., fever, cough, sneezing, or sore throat) continue self-isolating for at least 14 days (see When can I stop isolating? below).

Worsening Symptoms

- If your symptoms worsen or if you are concerned, complete the BC COVID-19 Self-Assessment Tool again or call 8-1-1 any time. Examples include mild to moderate shortness of breath, inability to lie down because of difficulty breathing, any new chest pain and chronic health conditions that you are having difficulty managing because of difficulty breathing.
- **If your symptoms worsen, it is important to seek medical help early.** Please consult your family doctor or nurse practitioner. If you are unable to reach your regular care provider, seek care at an Urgent & Primary Care Centre or Emergency Department. When going in person please call ahead and tell them your symptoms, and that you are self-isolating because of international travel or an exposure to a COVID-19 case.

Severe Symptoms

- **These symptoms require immediate medical attention.** Examples include severe difficulty breathing (e.g. struggling to breathe or speaking in single words), severe chest pain, having a very hard time waking up, or feeling confused or losing consciousness.
- Call 9-1-1 immediately, or go directly to your nearest emergency department. If possible, you or someone caring for you should call ahead and tell them your symptoms and you travelled outside of Canada or had contact with a COVID-19 case.

When can I stop isolating?

If you had no symptoms, you can stop self-monitoring and self-isolating 14 days after international travel or your last exposure to a COVID-19 case.
If you developed respiratory symptoms, you can stop self-monitoring and self-isolating when:

A. **At least 10 days have passed** since your symptoms started OR 14 days from when you started self-isolating, whichever is longer; **AND**
B. **Your fever is gone** without the use of fever-reducing medications (e.g., Tylenol, Advil); **AND**
C. **You are feeling better.** Any other symptoms listed on page 2 (respiratory, gastrointestinal, and systemic) have gotten better. Coughing may go on for several weeks and does not mean that you can pass on the virus and must isolate yourself.

Speak with a health care provider if you are unsure when to stop self-monitoring or self-isolating. You can call 8-1-1 any time to speak with a nurse.

Daily Self-Monitoring Form for COVID-19

Name: _____ **Date symptoms started (if applicable):** _____
Self-monitoring start date: _____ (e.g., date arrived in Canada or date of last exposure to a COVID-19 case)

***** Avoid the use of fever-reducing medicines (e.g., acetaminophen/Tylenol, ibuprofen/Advil) as much as possible. Fever-reducing medicines could hide early symptoms; if these must be taken, speak with your health care provider.

Self-monitoring day	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**
Date (MM/DD)														
Daily temperature* (degrees Celsius)	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**	**°C**
NO SYMPTOMS ✔														
Pay attention to your health. If you develop any symptoms write **YES** or **NO** below for each symptom daily.														
Chills														
Conjunctivitis (pink eye)														
Cough														
Diarrhoea (loose stool/poop)														
Fatigue (tired)														
Runny nose														
Short of breath or difficulty breathing														
Sore throat														
Other (add in notes) loss of appetite, loss of taste or sense of smell, nausea & vomiting, muscle aches, headache, new chest pain etc.														

NOTES:

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

BRITISH COLUMBIA Ministry of Health

Guide for caregivers and household members of those with COVID-19 ('close contacts')

May 22, 2020

If you are caring for or living with someone who has COVID-19 or respiratory symptoms, you are considered a 'close contact.' You will be given special instructions about how to monitor your own health, what to do if you start to feel sick and who to contact. Be sure to tell health care providers that you are a close contact of someone with COVID-19.

If the symptoms of the person you are caring for begin to worsen, contact a health care provider for medical attention. If it is an emergency, such as severe chest pains or struggling to breathe, call 9-1-1 or go to the nearest Emergency Department and notify them the person you are caring for has COVID-19 or symptoms.

Wash your hands often

- Wash your hands with soap and water after each contact with the infected person.
- Use an alcohol-based hand sanitizer if soap and water are not available.

Wear mask and gloves

- Wear a mask (surgical/procedure mask) and gloves when you have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine and feces) and when providing direct contact care.

Dispose of gloves and mask after use

- Take off the gloves first without touching the outside of the gloves, and wash your hands with soap and water before taking off your mask.
- After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else.
- Take the gloves and mask off right after you provide care and dispose of them in the wastebasket lined with the plastic bag.

Do not have visitors to your home

- It is okay for friends, family or delivery drivers to drop off food or other necessities, but have them drop off deliveries outside your home.
- Keep older adults and people with chronic medical conditions (e.g. diabetes, lung problems, heart disease or weakened immune system) away from the infected person.

Avoid sharing household items

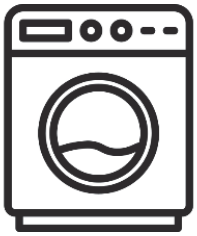
- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the person who is sick.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed.
- Dishwashers and washing machines can be used.
- Do not share cigarettes or other items that are put in the mouth.

Clean

- Clean your home with regular household cleaners.
- Clean regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables once or twice daily.
- Use store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water, and allow the surface to remain wet for 1 minute.

Wash laundry thoroughly

- Contaminated laundry should be placed in a laundry basket with a plastic liner.
- Wear gloves and mask when handling.
- Wash with regular laundry soap and hot water (60-90°C)
- Clean your hands with soap and water immediately after removing your gloves.



Be careful when touching waste

- All waste can go into regular garbage bins.
- When emptying wastebaskets, take care to not touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Clean your hands with soap and water after emptying the wastebasket.

Contact your local Public Health unit

Visit **immunizebc.ca/finder** to locate your nearest public health unit

_____

_____

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

Learn more at **bccdc.ca/covid19**

BRITISH COLUMBIA | Ministry of Health
BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

BRITISH COLUMBIA Ministry of Health

Dos and don'ts of self-isolation

For people who may have been exposed but do not have symptoms

May 22, 2020

If you have come into contact with an infected person, you are required to self-isolate. This does not necessarily mean that you have COVID-19, but you are at risk for developing the disease and passing the infection on to others.

As of March 25, 2020 it is mandatory Under the **Quarantine Act** that anyone arriving in British Columbia from outside of Canada to **self-isolate** and monitor for symptoms for 14 days upon their arrival and **complete/register a self isolation plan**.

There are some **individuals who are exempt from this order to provide essential services**, but they still require a self-isolation plan and need to self-monitor for symptoms.

✓ Do stay home for 14 days
- Work from home
- Use food delivery services or online shopping

✓ Do keep in contact with friends
- Use technology, such as video calls, to keep in touch with friends and family
- Host virtual meetings, hangouts, family dinners or playdates for your kids

✓ Do get creative to prevent boredom in kids
- Get creative by drawing, painting or running back yard obstacle courses and games

✓ Do monitor your symptoms
- If you develop symptoms, you should get tested for COVID-19 at a collection centre
- If you are unsure or have questions, you can use the COVID-19 Self-Assessment tool by visiting bc.thrive.health or call 8-1-1 for advice.
- If you are having trouble breathing, call 9-1-1
- If travelling by ambulance, notify the dispatcher that you may have COVID-19

✓ Do protect others
- Wash your hands frequently (hand hygiene)
- Cough into your sleeve (respiratory etiquette)
- Keep 2 metres away from others (physical distancing)
- Greet with a wave instead of a handshake, a kiss or a hug

✓ Do continue to exercise
- Exercise at home
- Go outside for some fresh air, a run, bike ride, rollerblade, snowshoe, walk the dog or get the mail – ensuring you stay 2 metres away from others

✓ Do clean all high-touch surfaces
- High-touch surfaces: toilets, bedside tables and door handles should be cleaned daily using a store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water (e.g. mix 10ml bleach with 500ml water), and allow the surface to remain wet for 1 minute
- If they can withstand the use of liquids for disinfection, high-touch electronics such as phones, computers and other devices should be disinfected with 70% alcohol

✗ Do not go to school, work or other public areas
- (e.g. malls, fitness centre, place of worship)

✗ Do not have visitors
- Except for individuals providing care or delivering food/supplies, and in that case, maintain a distance of 2 metres

✗ Do not use public transportation

✗ Do not share personal items with others
- Including toothbrushes, towels, linens, thermometers, cigarettes, unwashed utensils, and electronic devices (such as phones and computers)

If you develop symptoms of COVID-19, continue to isolate for a minimum of 10 days after onset of symptoms. People who have been exposed to a case of COVID-19 and those who are returning travellers must continue to isolate for 10 days from when your symptoms started OR 14 days from when you started self-isolating, whichever is later. If your condition worsens, contact your family doctor or call 8-1-1.

Frequently asked questions

What is the point of self-isolation?
This is one way every Canadian can help slow the spread of this virus in their community and protect their friends, family, and health care workers.

Why should I self-isolate myself for 14 days if I don't have symptoms?
You can be sick and not know it yet. It is important to stay at home because you can develop symptoms at any time.

Can I go to work?
No. You could put your co-workers at risk. Many employers have made arrangements for working from home.

Can I use taxis/public transit/ride share?
No. You cannot ensure sure that you are 2 metres form other people. Using taxis, public transit, and ride shares puts the public at risk.

Should I go to a medical appointment?
If you must seek medical care, wear a mask. Try to expose as few people as possible and notify your health care provider in advance so they can make arrangements to see you safely. Walk or drive yourself to your appointment if possible.

Can I go for a walk outside?
Yes. It is important to continue to exercise. BUT it is important that you avoid crowded areas and stay at least 2 metres from other people. You should wash your hands before you leave your home and when you return.

Can I go to the pharmacy to pick up my medication?
No. If you need medications, use a pharmacy delivery service or ask a friend to pick them up and bring them to your home.

Can I get the mail and newspaper?
If your mail is delivered directly to your house, it is ok to go to your mailbox. Make sure you wash your hands. If your mail is delivered to an apartment or community mailbox, or the post office, ask a friend to pick-up and deliver to you.

Can I go through a drive-through for coffee/food?
No. There is a risk of infecting other community members, including food service workers. Use delivery services or ask someone to deliver coffee or food to you.

Should I cancel my haircut/pedicure/spa treatment?
Yes. These are examples of non-essential appointments. You would be exposing your service providers and the public to unnecessary risk.

Can I have visitors?
No. Use technology, such as video calls, to keep in touch with friends and family.

Can I have playdates for my kids or playdates in my home?
No. Consider novel ways to keep in touch like virtual meetings, hangouts, family dinners or playdates for your kids.

Can children play outdoors together? Can my child have a sleepover with children who are also self-isolating?
No. Children need to keep 2 metres away from other people.

Learn more at bccdc.ca/covid19

BRITISH COLUMBIA Ministry of Health
BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Hospitality
Welcome Package

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Introduction and Welcome

Northern Health is proud to serve many rural and remote, First Nations and larger communities over a vast landscape.

While community members of Northern Health and British Columbia have come together and worked extremely hard to 'flatten the curve' of the COVID-19 virus, continued efforts are needed to ensure all of our Northern Health populations have access to safe and equitable care. This includes lodging for referred individuals who may not require a higher level of care immediately (such as hospitalization), but may choose to temporarily relocate to be closer to a higher level of care for a period of time to ensure they can access it quickly if the need arises. This service is completely voluntary and no one is required to remain if they are not comfortable.

Northern Health would like to welcome you to one of our COVID-19 Community Host Hotels and recognize your efforts to keep yourself, your community and others safe for the duration of your stay at the designated location. We recognize the challenge and personal strain this situation may create and our hope is that you can feel welcome and receive the information required to help inform your stay.

We hope you find the information in this package helpful.

Emergency Contact Information for your stay:

Emergency Service	Availability	Phone Number
Medical Emergency	24/7	911
Fire Emergency	24/7	911
RCMP Emergency	24/7	911
Non-Emergent Medical	24/7	811
RCMP Non-Urgent (Terrace)	24/7	250-638-7400
RCMP Non-Urgent (Fort St. John)	24/7	250-787-8100
RCMP Non-Urgent (Prince George)	24/7	250-561-3100

During your stay

Personal Support

During your stay at the designated COVID-19 Community Host Hotel, you will be provided with the same level of contact/follow-up that other individuals being monitored in their homes. Phone calls and/or check in conversations will be arranged for the

duration of your stay and you will be provided with specific contact information shortly after you arrive.

No direct care or patient care is provided to individuals at the designated Community Host Hotel unless services (such as home support) are arranged before arrival.

If your symptoms remain mild and/or manageable:

DO:

- Stay in your room and avoid contact with others
- Ensure any required supplies such as room keys, food, or hotel items brought by others are left outside your room for pick up
- Try to maintain regular eating habits
- Drink plenty of fluids
- Ensure any regular medications continue as prescribed
- Monitor your symptoms regularly
- Connect with others through phone, virtual platforms, etc.

DO NOTS INCLUDE:

- Do not allow visitors inside your room (friends, family or others)
- Do not go outside of your room or interact with others (other than a support person or family member if they are with you)
- Do not leave the Community Host Hotel until your self-isolation time frame is complete

If your symptoms get worse and/or are not manageable**:**

- Ensure you seek help when and if required
- Call 911 in the event of an emergency
- Call 811 Health Link BC with any questions or concerns
- Inform your Northern Health contact

Support Person, Family Member or Caregiver

You may have brought a support person, family member or caregiver with you to the Community Host Hotel. Because they will be in close contact with you, they will need to isolate too. This means that you and your support person/family member/caregiver should sleep in a separate room. They will be provided with their own hotel room close to yours, and we will cover the cost of their room as well. If you have a support person/family member or caregiver with you to support you with your stay, they will be provided with appropriate personal protection equipment such as gloves and masks to assist you during your stay. For more information visit the BC Centre of Disease Control website http://www.bccdc.ca/

These are suggestions for your support person/family member or caregiver who is staying at the Community Host Hotel.

General Reminders

Keep your distance if possible

Try to avoid getting too close to the infected person. Try to stay 6 feet away if possible, and when you are in their room, you must both wear a mask.

Wash your hands often

Wash your hands with soap and water often, especially before eating or after touching a surface that may have been touched by the infected person (for example, door knobs and light switches), and after each contact with the infected person.

Use your own individual bar of soap or pump soap, and store separately.

If available, you can also use an alcohol-based hand sanitizer to disinfect your hands in between hand washes.

Wear mask and gloves

Masks and gloves are an appropriate part of infection prevention and control for anyone caring for a person with symptoms of COVID-19. The mask acts as a barrier and helps stop the tiny droplets from spreading when there may be coughing or sneezing.

Removing gloves and mask after use

1. If wearing mask and gloves, first remove the gloves and then the mask. Take off the gloves first without touching the outside of the gloves, and place them in a garbage bin that is lined with a plastic bag.
2. Wash your hands with soap and water before taking off your mask
3. Take off your mask, and if not soiled, damp or damaged, place and store in a paper bag for the next use
4. After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else

Masks can be re-used a few times until they become damp or dirty. If you are reusing your mask, store it in a paper bag between uses. When you throw it away, dispose of it carefully in a garbage bin that is lined with a plastic bag.

Avoid sharing household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the person who is sick.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed
- Do not share items that have touched their mouth

Be careful when touching waste

- All waste can go into regular garbage bins
- Clean your hands with soap and water after emptying the wastebasket

If a support person, family member or caregiver demonstrates any symptoms of COVID-19 during the stay, they can inform the Northern Health Communicable Disease (CDU) contact providing monitoring for the client to seek advice for testing

Personal Protective Equipment (PPE)

For your support person/caregiver/family member

A support person, caregiver or family member accompanying a client to a COVID-19 Community Host Hotel should wear a mask and gloves when:

- Providing care or supporting needs where physical distancing of two metres (6 feet) is not possible
- When cleaning (washes dishes, wiping surfaces or emptying garbage bins)

Removing and storing or disposing of gloves and mask after use

If wearing mask and gloves;

1. First remove the gloves and then the mask.
2. Take off the gloves first without touching the outside of the gloves, and place them in a garbage bin that is lined with a plastic bag.
3. Wash your hands with soap and water before taking off your mask
4. Take off your mask, and if not soiled, damp or damaged, place and store in a paper bag for the next use
5. After taking off your mask, wash your hands again with soap and water before touching your face or doing anything else

Masks can be re-used a few times until they become damp or dirty. If you are reusing your mask, store it in a paper bag between uses. When you throw it away, dispose of it carefully in a garbage bin that is lined with a plastic bag.

Site Hospitality Expectations

Room Cleaning

Due to the nature of your stay, hotel cleaning staff are not permitted to provide any in-room cleaning services for the duration of your stay. They may leave clean towels, linen or other amenities outside your room for your pick up when they are no longer outside your room.

Food and kitchen

Utensils, pots and pans, and other dishwasher-safe food preparation items can be cleaned and sanitized in the dishwasher with a hot rinse cycle or washed with hot soapy water

Never use bleach or other disinfectants on food. Rinse fresh vegetables and fruits with clean potable water.

Laundry/Linen (towels, sheets)

Personal laundry services are not available in the Community Host Hotels. Linen collection (towels, bedding, tea towels, and dish clothes) can be arranged with your local Host Hotel and replenished as needed (daily may not be required). When handling the dirty linen and setting it outside your room at the agreed upon time, please consider the following suggestions:

- Ensure all dirty linens and towels are bagged and securely closed prior to placing outside your room during the agreed upon time frame
- If bag is punctured or contaminated, linens and towels should be placed into a second bag
- Clean your hands with soap and water after putting the dirty laundry outside your room

Garbage collection and waste

Garbage collection timing can be arranged with your local cohort centre. When handling the garbage and setting it outside your room at the agreed upon time, please consider the following suggestions:

- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste
- If a garbage bag is punctured or contaminated, it should be placed into a second bag
- All bags should be securely closed and placed outside your room during the agreed upon time frame to ensure opportunity for prompt pick up (or contact the main desk for instructions)
- Be careful when touching waste if you are support person, family member or caregiver
- All waste can go into regular garbage bins
- Ensure the garbage bin is lined with a plastic bag; this makes waste easier and safer to dispose
- When emptying garbage bin, take care to not touch used tissues with your hands if you are a support person, family member or caregiver
- Clean your hands with soap and water after emptying the wastebasket

Smoking

Smoking is prohibited in all hotel rooms and will not be permitted.

Site Evacuation & Room Maintenance Procedures

Please ensure that you and your support person (if applicable) review the hotel-specific emergency evacuation procedures as soon as you arrive to understand the layout of the hotel, the location of the closest exit and alternate exit and the location of exterior assembly points if pre-defined.

In the event of an emergency such as a fire alarm, please follow the evacuation procedures for your site. Prior to leaving your room:

- Put on your gloves and mask and if time allows, take your phone and wallet or purse.
- Proceed to the nearest safe exit and, if defined, the exterior assembly points.
- While at the assembly points, physical distancing (6 ft minimum) from any other individual must be observed.

If you cannot re-occupy your room at the hotel following the evacuation due to damage or centre evacuation (i.e. flood), please contact the Northern Health or First Nation Health Representative.

Room Maintenance
Should your room require any minimal maintenance during your stay that you can manage on your own (such as lightbulb replacement) please make arrangements with the hotel to have items delivered outside your room.

For any larger maintenance issues that may require another person to come into your room to fix, please **first** contact the front desk.

Hotel and Northern Health Policy
It is your responsibility to ensure the behavioural expectations and hotel policies are followed at all times. Northern Health will not be responsible for any damages to the room during your stay, including physical or other damages.

The above guidance is both for your safety and the safety of others. Following these guidelines are a condition of your isolation support through HEMBC. Failing to follow these guidelines will have your file reviewed for continued isolation support.

Abusive language directed to any staff or security will not be tolerated and may result in you being asked to leave the hotel.

Personal Care

Medications and Pharmacy

You should have a 2 week supply of medications with you. However, if you need to refill a prescription during your stay at the Community Host Hotel:

- You should contact your Northern Heath and/or First Nations Health care provider.
- All medication re-fill costs will be your responsibility

Keeping Connected

Self-isolating, while necessary, can be very difficult for long periods of time. It will be important to self monitor both your physical and mental well-being. The BC Centre for Disease Control has tips for supporting your mental well-being during COVID-19. During

your stay, you will be contacted on a regular basis by Northern Health or First Nation Health Representative's.

Individuals should;

- Continue to make social connection a priority, schedule regular meetings virtually or by telephone
- Continue with cultural and spiritual activities as possible
- Try to maintain a regular sleep pattern
- Eat a brain-healthy diet to support strong mental health
- Try relaxation and deep breathing practices
- Limit how often you check the news and only get news from reliable sources

It is important to ensure no visitors, family members or friends are in your room unless they are self-isolating with you

Mental health and well-being resources

Anxiety Canada's Free Evidence-Based Mental Health Relief App: MindShift™ CBT

- https://www.anxietycanada.com/resources/mindshift-cbt/

HealthLinkBC

- https://www.healthlinkbc.ca/mental-health-covid-19

Who to contact when you need help

- https://www2.gov.bc.ca/gov/content/mental-health-support-in-bc/mood-and-anxiety

Virtual mental health supports

- https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19

COVID-19 resources from the Mental Health Commission of Canada

- https://www.mentalhealthcommission.ca/English/mhcc-covid-19-resources

Mental Well-Being During COVID-19

- http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19

Returning Home Guide

Discussions relative to when you will be leaving the Community Host Hotel to return home will occur with a representative, and arrangements for your return will be determined based on needs.

In preparation Northern Health will:

- Assist you in ensuring your travel arrangements are clear.
- Notify the hotel of your departure.
- Ensure any home support services (if using) are stopped.
- Provide instructions for your trip home.

Things to think about before you leave the centre or return home:

- Belongings are packed
- Your ride is organized and you are aware of the time
- An Northern Health and/or First Nations Health representative is aware you are leaving
- Your questions have been answered about your health, your return home and how you return to your previous activities
- You have all your medications, personal belongings and any equipment you may have brought with you
- You have keys to your home, and someone is aware of your arrival
- You have a plan for pick up or delivery of groceries and other items you may need at your home

Meals/Groceries

Key Note's Northern Health acknowledges the importance of healthy, culturally appropriate food choices including the ability to prepare your own meals. You can bring some special food items from home. During your stay at the hotel, you will not be able to leave your hotel room to shop for your own groceries, but you can order groceries online and have them delivered to your hotel room. You can also order restaurant meals for delivery, or ask the hotel to deliver room service (if available).

If you have not been provided a meal allowance you will be reimbursed for your meals/groceries up to a **daily allowance of $55.00 including taxes and gratuities. These should be submitted for each day separately at the completion of your stay and mailed to Iain Flannagan 600-299 Victoria St, Prince George BC V2L 5B8 OR emailed to lain.flannagan@northernhealth.ca**.

- Anything over the total allowance of $55 per day per person for meals/groceries will be your responsibility (*meal/grocery delivery fees can be claimed over and above the total amount with receipt*) Not applicable if meals are supplied by community supports
- We will not reimburse or purchase you any alcohol, cannabis or tobacco products.
    - If you order alcohol, please ask for them to put it on a separate receipt. We will not reimburse you for any non-food groceries such as magazines or toiletries.

Ordering and Paying for Food

We will do our best to provide up to date information on local grocery stores that deliver, and local restaurants that have pre-ordering and delivery options. Ask any delivery services to leave the food outside your room so you can keep your distance.

Local Resources (Food, Groceries, Pharmacies)

Below you will find a list of resources in Prince George, Terrace, and Fort St. John. Please ensure you are looking at the resources available for your community of stay, as hours of availability and options due vary. This list is subject to change pending the re-opening of establishments.

Grocery Delivery

For grocery delivery service in your community please go to Save-On Foods Online Ordering & Delivery or www.saveonfoods.com/shop-online-how-it-works. Please keep in mind that grocery delivery services may not be same day due to high demand, therefore you should plan accordingly.

Local Restaurants

Prince George - Restaurants							
Restaurants Available for Take Out	**Available on Skip the Dishes**	**Delivery Available**	**Phone Number**	**Hours of Operation**	**Breakfast**	**Lunch**	**Dinner**
Boston Pizza	Yes	Yes	250-562-1414	11am-10pm	No	Yes	Yes
Subway	Yes	Yes	250-562-5628	8am-930pm	Yes	Yes	Yes
Quiznos	Yes	Yes	250-564-7394	9am-9pm	No	Yes	Yes
Triple O's	Yes	Yes	250-564-5396	8am-930pm	Yes	Yes	Yes
Earls	Yes	Yes	250-562-1527	11am-1130pm	No	Yes	Yes
Zen Noodle House	Yes	Yes	250-596-5009	11am-130pm/5-830pm	No	Yes	Yes

Edo Japan	Yes	Yes	250-964-7676	11am-830pm	No	Yes	Yes
Amigos Taco Shop	Yes	Yes	250-562-8226	9am-615pm	Yes	Yes	No
Denny's	Yes	Yes	250-562-6723	8am-1115pm	Yes	Yes	Yes
Tim Hortons	Yes	Yes	250-562-6332	8am-1230am	Yes	Yes	Yes
Browns Social House	Yes	Yes	250-596-0303	330pm-11pm	No	No	Yes
Cimo Meditrainian Grill	Yes	Yes	250-564-7975	4pm-730pm	No	No	No
College Heights Pizza	No	Yes	250-964-2200	3pm -	No	No	Yes
White Goose Bistro	No	Yes	250-561-1002	11am-2pm/430pm-830pm	No	Yes	Yes
Nancy O's	No	Yes	250-562-8066	12-9pm	No	Yes	Yes
Mr. Mikes	Yes	Yes	250-562-1080	4-10pm	No	No	Yes
Montana's	Yes	Yes	236-601-1110	4-8pm	No	No	Yes

Terrace - Restaurants

Restaurants Available for Take Out	Available on Skip the Dishes	Delivery Available	Phone Number	Hours of Operation	Breakfast	Lunch	Dinner
Boston Pizza	N/A	Yes	250-635-3443	11am-11pm	No	Yes	Yes
Checkers Pizza	N/A	Yes	250-635-0101	12pm-8pm	No	Yes	Yes
Tandoori Kababs	N/A	Yes	778-634-0214	3pm-8pm	No	No	Yes

Pizza Hut	N/A	Yes	250-638-8086	11am-945pm	No	Yes	Yes
Blue Fin Sushi Bar	N/A	Yes	250-638-0058	11am-830pm	No	No	Yes
Denny's	N/A	Yes	250-635-2295	7am-8pm	Yes	Yes	Yes
Cafenera	N/A	No	250-638-1662	7am-9pm	Yes	Yes	Yes
Hot House Restaurant	N/A	No	250-615-5800	4pm-7pm	No	No	Yes
Kathleen's Grill	N/A	No	250-635-1510	11am-2pm/4pm-7pm	No	Yes	Yes
Big Norms Bistro	N/A	Case by Case	250-638-7666	11am-6pm	No	Yes	No

Fort St. John - Restaurants

Restaurants Available for Take Out	Available on Skip the Dishes	Delivery Available	Phone Number	Hours of Operation	Breakfast	Lunch	Dinner
Browns Social House	Yes	No	250-785-4464	1130am-8pm	No	Yes	Yes
FST Donair	Yes	No	250-263-9901	11am-10pm	No	Yes	Yes
Edo Japan	Yes	No	250-785-8879	11am-9pm	No	Yes	Yes
Subway	Yes	No	250-785-7877	5am-9pm	Yes	Yes	Yes
Boston Pizza	No	Yes	250-787-0455	11am-1pm	No	Yes	Yes
Denny's	Yes	No	250-271-2222	10am-945pm	Yes	Yes	Yes
Chopped Leak	Yes	No	250-785-2467	11am-7pm	No	Yes	Yes

Chilliz Fried Chicken & Taco's	Yes	No	250-785-0855	11am-10pm M	No	Yes	Yes
Pita Pit	Yes	No	250-794-9068	10am-630pm	No	No	Yes

Local Pharmacies

Prince George - Pharmacy			
Name	**Hours of Operation**	**Delivery Available**	**Phone Number**
London Drugs	9am-8pm 7Days/Week	Unknown	250-561-0011
Save-On Food - Spruceland	9am-8pm Monday-Friday, 9am-8pm Saturday, 9am-6pm Sunday	Unknown	250-564-2168
Third Ave Pharmacy	9am-530pm Monday-Friday, 9am-3pm Saturday	Unknown	250-564-7147
Phoenix Pharmacy	830am-5pm Monday-Friday	Unknown	250-562-3383
Shoppers Drug Mart - Spruceland	8am-8pm 7Days/Week	Unknown	250-562-2311
Rexal	8am-5pm Monday-Saturday	Unknown	250-564-6666
Reid's Prescriptions	830am-530pm Monday-Friday, 9am-5pm Saturday	Unknown	250-564-6666
Terrace - Pharmacy			
Name	**Hours of Operation**	**Delivery Available**	**Phone Number**
Safeway Pharmacy	9am-6pm Monday-Friday, 10am-6pm Saturday-Sunday	Unknown	250-635-1375
Pharmasave Terrace	9am-6pm Tuesday-Friday, 930am-5pm Saturday	Unknown	250-635-2206
Shoppers Drug Mart - Terrace	8am-8pm 7Days/Week	Unknown	250-635-7261
Fort St. John - Pharmacy			
Name	**Hours of Operation**	**Delivery Available**	**Phone Number**
Fort St. John Pharmacy & Wellness	8am-7pm Monday-Friday, 9am-4pm Saturday	Unknown	250-785-3234
Peace Pharmacy	9am-6pm Monday-Friday, 9am-2pm Saturday	Unknown	250-785-1140

Shoppers Drug Mart	7am-8Pm Monday-Friday, 10am-6pm Saturday-Sunday	Unknown	250-785-6155
Safeway Pharmacy	7am-6pm Monday-Friday, 10am-6pm Saturday	Unknown	250-261-5479
Walmart Pharmacy	9am-8pm Monday-Friday, 9am-5pm Saturday-Sunday	Unknown	250-261-5595
Loblaw Pharmacy	9am-6pm Monday-Friday, 9am-5pm Saturday, 10am-5pm Sunday	Unknown	250-785-2527