

Coronavirus Disease 2019 (COVID-19)

# Frequently Asked Questions

## General

**Follow the advice that you have received from your health care provider.**

**If you have questions, or you start to feel worse, contact the nursing station/health center, your health care provider, Telehealth (1-877-797-0000) or your local public health unit.**

### When should people clean their hands?

- Before and after preparing food
- Before and after eating
- After using the toilet or changing a diaper
- Before and after using a mask or gloves
- After getting rid of waste or handling contaminated laundry
- Whenever hands look dirty

### What is the best way to clean high-touch surfaces?

- High-touch areas (such as toilets, tables and door handles) and electronics (phones, computers) should be disinfected daily.
- Can use store bought disinfectant, or if not available, can use a diluted bleach solution (1 part bleach to 9 parts water) to disinfect high-touch areas. Can use 70% alcohol (alcohol prep wipes) to disinfect high-touch electronics.
- Disinfectants can kill the virus making it no longer possible to infect people.

### What is the best way to practice hand washing?

- Best with water and plain soap. Wash for at least 20 seconds.
- If soap and water are not available, hands can be cleaned with an alcohol-based sanitizer that contains at least 60% alcohol.
  - Ensure that all surfaces of the hands are covered (e.g. front and back of hands as well as between fingers) and rub them together until they feel dry. For visibly soiled hands, remove soiling with a wipe first, followed by use of alcohol-based hand sanitizer.



## **Is there a specific treatment for COVID-19?**

- At this time, there is no specific treatment for COVID-19.
- The isolating person should rest, eat nutritious food, stay hydrated with fluids like water, and manage their symptoms.

## **Can people with COVID-19 stay at home?**

- Most people who develop COVID-19 will have mild illness and not require care in a hospital.
- People who do not require hospital-level care can stay at home as long as isolation and appropriate monitoring can be provided.

## **Can mothers continue breastfeeding?**

- Yes. Considering the benefits of breastfeeding and the insignificant role of breast milk in transmission of other respiratory viruses, breastfeeding can continue.
- If the breastfeeding mother is ill with COVID-19, she should wear a medical or procedural mask when near the baby, practice respiratory etiquette, and perform hand hygiene before and after close contact with the baby.

## **Who should avoid providing care?**

- Household members with conditions that put them at greater risk of complications of COVID-19 such as people with underlying chronic or immunocompromising conditions or elders should not provide care for the isolating person if possible.

## **What can I do if it is not possible to limit contact with others in home?**

- People in the home may all decide to isolate together (that is all stay home and follow the advice for people who are self-isolating).
- If there is additional accommodation available, these people could decide to stay somewhere else until the self-isolating person is well.