

## **Toronto Voluntary Isolation Centre FAQs**

### **1. Why did the City of Toronto set up the Toronto Voluntary Isolation Centre?**

The Toronto Voluntary Isolation Centre (TVIC) is intended as an additional COVID-19 transmission prevention measure for residents of the City of Toronto of private households, experiencing COVID-19 who lack an appropriate setting to isolate and recover from their illness.

The goal of the centre is to help decrease household transmission of COVID-19 in the City of Toronto and provide a safe space for individuals to recover.

### **2. What staff are on site at the Centre?**

Toronto Public Health has a staff presence on site, along with a security team, staff from Toronto Paramedics Services, the hotel staff team, and cleaners who specialize in environmental cleaning. All of these staff have been working together to provide seamless services for those individuals access the Centre.

### **3. Can someone be referred directly to the Toronto Voluntary Isolation Centre?**

Individuals cannot be directly referred to the Centre. As a part of its role in case and contact management, Toronto Public Health offers the program to individuals based on their eligibility assessment conducted as a part of their discussion with individuals.

### **4. What is the eligibility criteria for accessing this service?**

A comprehensive eligibility assessment will be conducted by Toronto Public Health for all cases and household conducts to determine if their need and eligibility.

An individual cannot be directly referred to the isolation centre. If there is interest, the individual should phone the COVID-19 hotline at 416-338-7600 for more information.

### **5. Can someone who does not have OHIP access the Toronto Voluntary Isolation Centre?**

Yes, the service is free for anyone who meets the eligibility criteria.

### **6. What is included in the TVIC stay and will there be any fees/costs for cases or contacts?**

All guests will have access to a standard hotel room with a private bathroom, three meals a day and two snacks, free Wi-Fi, access to the hotel TV (basic cable only), and

one load of laundry, once during the duration of the stay. Parking will also be provided to the guest if they drive to the Centre. There are no fees/costs for guests.

**7. Will guests have access to free Wi-Fi?**

Yes, guests will have access to free Wi-Fi.

**8. Are special dietary needs accommodated?**

Yes, the catering company will try to accommodate some food restrictions. Dietary accommodations are arranged through Toronto Public Health during the booking process.

**9. Can the guest bring their own food or drinks with them to the TVIC?**

Yes, guests are welcome to bring their own food and drinks and some items can be stored in their room fridge. Please note that the fridge is small, and their meals and snacks are provided.

**10. The guest does not have a car or is not well enough to drive or can't be in a car with a close family member or friend, can transportation be arranged for them to get to the TVIC?**

Yes, if needed, Toronto Public Health can arrange for transportation.

**11. Will the guests be able to have visitors during their stay?**

No, guests will not be permitted to have visitors or leave their room to visit with people.

**12. Will guests be able to visit other people on their floor/ in the hotel?**

No, guests will be required to self-isolate in their room and will not be permitted to leave for visits with others.

**13. Can guests use the Hotel amenities?**

No, guests cannot use the hotel gym, pool or business centre.

**14. What if the guest starts to feel anxious and/or depressed and needs some support?**

There are no mental health supports available onsite at the TVIC; however, Toronto Public Health recommends the following resources:

- The Distress Centres of Greater Toronto offers 24-hour support, 7 days a week, 365 days a year to individuals experiencing anxiety and distress, call: 416- 408-HELP (4357).

- The City of Toronto can also link you to other mental-health resources through calling 211 or visiting: [www.toronto.ca/home/covid-19/covid-19-protect-yourselfothers/covid-19-mental-health-resources/](http://www.toronto.ca/home/covid-19/covid-19-protect-yourselfothers/covid-19-mental-health-resources/)

**15. Can individuals in the Federal Quarantine program access the Centre?**

This centre is not a quarantine Centre but rather an isolation centre. TPH Cases/household contacts that are deemed eligible by TPH can access the centre.

**16. Is there any time when this service would not be voluntary?**

No

**17. How will those who access this service be kept safe?**

The Centre has security staff on site 24/7.