

## COVID-19 Information Bulletin #3

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**Date issued:** March 25, 2020

**Purpose of bulletin:** To keep local stakeholders informed of the quickly-evolving local and international novel coronavirus (COVID-19) situation and its implications for Wellington County, Dufferin County and the City of Guelph.

**Due to the rapidly-evolving nature of the situation, further updates may be forthcoming. For more information visit [www.wdgpUBLICHEALTH.ca](http://www.wdgpUBLICHEALTH.ca)**

### COVID-19 Testing in WDG

- WDGPH is updating our online reporting process and will soon be posting frequently updated data from our epidemiologists on COVID-19 testing in WDG.
- Updates on the local situation can be found at: [www.wdgpUBLICHEALTH.ca](http://www.wdgpUBLICHEALTH.ca)

### COVID-19 Assessment Clinics Update

- **Updated hours:** As of March 24, the Headwaters Assessment Centre at 140 Rolling Hills Drive in Orangeville is open from 8 a.m. to **7 p.m.** daily, 7 days a week. Hours for the Assessment Clinic at 65 Delhi Street in Guelph have not changed. Visit [headwatershealth.ca](http://headwatershealth.ca) for more information.
- **Reminder:** The assessment centres' purpose is to take some of the burden off our healthcare system, allowing health professionals to help those who need care. Click [here](#) to learn more about when to visit an assessment centre.

### Individuals Returning from March Break Travel

- **Reminder:** Everyone is required to [self-isolate for 14 days after returning from travel](#) outside of Canada. If you are an “essential worker” contact your employer for further instructions. Visit [wdgpUBLICHEALTH.ca](http://wdgpUBLICHEALTH.ca) for [more information about returning from travel](#).
- If you develop symptoms of COVID-19 (fever, cough and shortness of breath) please use the **new interactive online [self-assessment tool](#)** to help determine if you need to seek further care.

### How to Isolate if you have COVID-19

- If you have been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19, it is expected that you [isolate at home](#).

## Maintain Social Distancing

- There is evidence COVID-19 is circulating in our community and you can get it from another person. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak.
- Maintain social distancing:
  - Stay two arm lengths (two metres or six feet) away from everyone except people you live with, even when outside
  - Limit trips outside the home to only what is **necessary** (e.g., groceries or medical care)
  - Avoid visits to hospitals, long-term care homes or retirement homes
  - Shop or take transportation during off-peak hours
  - Use food delivery services or online shopping
  - Have virtual meetings or playdates
  - Work from home if possible

## Closures and Changes to Services

- On March 24, the [Government of Ontario announced](#) enhanced measures to protect the safety of residents in long-term care homes.
- On March 23, the [Government of Ontario announced](#) mandatory closure of all non-essential workplaces effective March 24<sup>th</sup> at 11:59 p.m. Essential workplaces include, but are not limited to, grocery stores and pharmacies, telecommunications and IT infrastructure service providers, and businesses that support power generation, natural gas distribution and clean drinking water. View the list of all [essential workplaces and services](#) on the Government of Ontario website.
- On March 23, [Wellington-Dufferin-Guelph Public Health advised](#) personal service businesses, outdoor playgrounds and event venues in Wellington County, Dufferin County and the City of Guelph to close. Outdoor playgrounds include children's park play structures and skate parks, but do not include trails and green spaces.
- On March 22, the [Government of Ontario announced](#) certain child care centres will open to ensure health care and frontline workers (such as doctors, nurses, paramedics, firefighters, police and correctional officers) have access to safe emergency child care.
- On March 18, the [Government of Ontario announced](#) all provincial parks will be closed to the public starting March 19, 2020. This includes car camping, backcountry camping, roofed accommodations, day-use opportunities and all public buildings.

## Vulnerable Populations

- On March 23, the [Government of Ontario announced](#) new funding to support municipalities, food banks, homeless shelters and individuals to help protect the health and safety of the province's most vulnerable people.
- The Government of Canada has a resource with suggestions for providing [support to vulnerable populations](#).

## Online Learning

- On March 20, [the Government of Ontario launched](#) the first phase of [Learn at Home](#) and [Apprendre à la maison](#), a new online portal for students to continue their education while schools are closed. The portal includes made-in-Ontario math, literacy and STEM resources.
- The Ministry of Education is working with TVO and TFO to rollout further education programming on their broadcast channels.

## Fraud Alert

- Please be aware that WDG Public Health (or any other public health unit) will **never** call offering COVID-19 test kits or other supplies for purchase and will never ask for credit card information. If this happens, hang up and call your local police service.

## Additional Resources

- Prevent the spread of COVID-19 in the workplace, The Government of Canada has a resource for employers, employees and essential service workers about [preventing COVID-19 in the workplace](#).
- Ontario has launched a [website](#) to act as a central point for businesses and organizations who can supply emergency products and innovative solutions to support our response to COVID-19.
- Wondering how best to talk to children about COVID-19? Here's a terrific [blog post](#) by Dr. Robin Williams, Past President and Chair of the Canadian Paediatric Society Early Years Task Force and a former Medical Officer of Health for Niagara Region.

## Contact Information for Additional Support

### COVID-19 WDGPH Call Centre 1-800-265-7293 ext. 7006

Monday - Friday from 9 a.m. - 8 p.m.

Weekends from 9 a.m. - 3 p.m.

### Dial ext. 4020 (open Monday – Friday from 9 a.m. - 4 p.m.) for inquiries about:

- Public gatherings
- Workplaces concerns
- Protecting yourself from COVID-19

### Reliable information sources:

Wellington-Dufferin-Guelph Public Health webpage: [www.wdgpUBLICHEALTH.ca](http://www.wdgpUBLICHEALTH.ca)

Ontario Ministry of Health webpage: [www.ontario.ca/coronavirus](http://www.ontario.ca/coronavirus)

Public Health Agency of Canada webpage: [www.canada.ca/coronavirus](http://www.canada.ca/coronavirus)