

Frequently asked Questions about 2019 Novel Coronavirus COVID-19

March 12, 2020

Question: Where can I find the most up-to-date information about 2019 Novel Coronavirus (“COVID-19”)?

Answer: For the latest and most up-to-date information, visit the Public Health Agency of Canada’s webpage on COVID-19. Public Health weblink. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Question: What are the symptoms of COVID-19 and what do I do if I suspect symptoms in myself or others?

Answer: Some of the symptoms for the Novel Coronavirus are:

- fever;
- dry cough; and
- difficulty breathing

In addition, some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. More information on symptoms is available here: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

If you have traveled to any of the affected areas and develop symptoms of COVID-19, avoid contact with others and contact a health care professional immediately.

Tell your health care professional:

- your symptoms;
- where you have been travelling or living;
- if you have had direct contact with animals (for example, if you visited a live animal market) and
- if you have had close contact with a sick person, especially if they are exhibiting symptoms of the Coronavirus

Please refer to the <https://www.who.int> for an overview of the virus, its symptoms and preventative measures.

Question: What is the incubation period of the virus?

Answer: Current information indicates that symptoms may present themselves up to 14 days after exposure to the virus.

Question: Are staff required to or need to wear masks at this time?

Answer: At this time, staff are not required to wear masks for self-protection or preventative measures.

Question: How do you protect yourself?

Answer: To reduce exposure to and transmission of a range of illnesses, including coronaviruses, you should follow usual health precautions such as:

- Good hygiene practices like regularly and thoroughly washing your hands frequently with soap and water or an alcohol-based hand rub
- Avoid contact with people who are sick
- Maintain at least 3 feet (1 meter) distance between yourself and anyone who is coughing or sneezing (called social distancing)
- Replace in-person meetings with meetings via Google Hangouts or Zoom
- Avoid touching your eyes, nose and mouth
- Make sure you, and the people around you follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.
- Maintain clean work area, common areas, lunchrooms and eating areas
- Clean other frequently touched areas on a regular basis (i.e. doorknobs, desktop phones).
- Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19. If you are feeling unwell, please try to arrange to work from home or take a sick day

Resources

Sources to the latest information can be found:

Public Health Agency of Canada

- **Travel Advice**
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>
- **Travel Health Notice**
<https://travel.gc.ca/travelling/advisories>

Centre for Disease Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>

World Health Organisation

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>