



# Frequently Asked Questions about the Safe Voluntary Isolation Site

## What is the Safe Voluntary Isolation Site?

The isolation site is a safe place for you to stay to help you rest and recover, and to reduce the spread of COVID-19 within your home and in the community. There are no costs to you to stay at the isolation site. The site is private and welcoming, with many comforts of home. It is a hotel, not a medical setting. At the isolation site, there are a number of options and services available to help you feel comfortable and supported during your stay.

Visit [regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite) to learn more and to view a short video to see what the site looks and feels like.

## Who is eligible?

**You are eligible for the isolation site if you:**

- Need to isolate to protect yourself or others from COVID-19; **and**
- Cannot isolate safely in your home; **and**
- Are a resident of Waterloo Region; **and**
- Do not need onsite medical support.

**There are other isolation programs available:**

- If you are experiencing homelessness, contact the Housing Helpline: **519-624-9133**.
- If you are returning from international travel – visit the Government of Canada’s information on mandatory quarantine: [travel.gc.ca](https://travel.gc.ca).

## How do I apply?

**If you are eligible, you can apply by:**

- Completing the online form on our webpage: [regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite); **or**
- Calling the isolation site team: **226-753-3089**.

We respond to emails, phone calls, and applications between 9 a.m. to 5 p.m., seven days a week.

## What options and services are available?

The following are included during your stay:

- A ride to and from the site (if needed)
- Three meals daily (the chef will try to accommodate dietary restrictions)
- Phone (local calls only)
- TV, Wi-Fi, and laptop
- Small refrigerator
- Water, coffee and tea supplies, and coffee machine
- Cleaning supplies and masks

A Resource Coordinator from [Carizon Family and Community Services](#) can provide family-focused service for you while you stay at the site and for any family members you may have at home. This service includes one-on-one check-in calls, and help for you and your family to connect with a variety of services that can support your emotional, spiritual, cultural, or practical needs.

## What information will you collect from me?

We will ask for your name, address, email, and phone number. We will also ask about your COVID-19 exposure and if you have tested positive for COVID-19. We will not ask you for a health card or proof of citizenship. You do not need coverage through the Ontario Health Insurance Plan (OHIP) or Interim Federal Health Program (IFHP).

## How is my safety and privacy protected?

- The location of the isolation site is not shared with the public.
- There are no signs that would identify the space as an isolation site.
- Information about you will only be shared with people who are helping with your recovery.
- Entry to the isolation site is controlled.
- Hotel staff are onsite at all times.

## How long do I have to stay?

Your stay at the isolation site is voluntary. You can leave at any time and continue your self-isolation period in another location. You do not always have to isolate for 14 days; it depends on your situation. Public Health will let you know how long to isolate.

## Can you accommodate my specific needs?

- The site has elevators.
- We can use an over-the-phone interpretation service when we talk with you.

- You can bring food or other items you may miss or need to the site. You can also have someone drop food and items off at the site.
- If you care for a child or loved one, they can isolate with you.

Please let us know if you have any other accessibility needs and we will see how we can support you.

## What “rules” are there at the isolation site?

- You need to stay in your room while isolating.
- If you smoke, there is a safe space outside to do so. Smoking is not allowed in the rooms.
- While you cannot have visitors, you are welcome to use the phone, Wi-Fi, and laptop provided to connect with friends, family, and services in the community.
- If you leave the isolation site, you will not be able to re-enter. Exceptions to this rule include if you leave for an approved reason such as to receive COVID-19 testing, or another reason approved by the site coordinator.

## What experiences have other people had at the isolation site?

“...everyone was very helpful organized and compassionate towards my family and I during this time...”

“Thank you to the Region for being attentive and offering this service. Easy procedure. I felt safe and cared for. All together it was a good experience.”

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[regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite)