Safe Voluntary Isolation Site

What is it?

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.

The site is private and welcoming, with many comforts of home. It is a hotel, not a medical setting.

At the site, you will have a private room, Wi-Fi, computer to borrow, TV, telephone, small fridge, three meals daily, and a coffee machine.

A Resource Coordinator can provide family focused services to you and your family through check-in calls and connections with services that can support your emotional, spiritual, cultural, or practical needs.

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.

How do I apply?

Complete the online form on our webpage: regionofwaterloo.ca/IsolationSite.

Call 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.

The isolation site team can support you to apply over the phone using an interpretation service, as needed.

Where can I learn more?

Visit: regionofwaterloo.ca/IsolationSite

Email: safeisolation@regionofwaterloo.ca

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