COVID-19 info for Albertans
Information for people required to isolate or quarantine in a hotel

Who is required to isolate or quarantine?
Albertans are legally required to:
- isolate for 10 days after testing positive or if you have symptoms of COVID-19 that are not related to a pre-existing illness or health condition,
- quarantine for 14 days if you are a close contact of someone with COVID-19, or if you travelled outside of Canada.

What should I expect when isolating at a designated hotel?
- You will be required to remain in your assigned hotel room for the length of time directed by AHS.
- A doctor or nurse will contact you regularly during your stay.
- Should you require medical attention or your symptoms get worse during your stay, call your family physician or Health Link at 811 to receive medical direction, or 911 if it is a medical emergency.
- You will not be permitted to have any guests in your hotel room or to leave your hotel room at any time, unless there is an emergency such as a fire alarm.
- Smoking is not permitted.
- The hotel will provide essentials including three hot meals a day, coffee and tea, clean linens and towels, and basic toiletries such as soap and shampoo. Please let the hotel know if you have any dietary restrictions.
- Your room will not be cleaned or serviced by hotel staff during your stay. Essential supplies will be in your room when you arrive, or hotel staff will deliver them outside your door.
- Outside deliveries, including food, will not be permitted, other than required medications from an authorized pharmacy.
- The hotel has the right to inspect your room every 24 hours.
- You will be responsible for any damage to the hotel room caused through negligence, misuse, smoking or unauthorized charges. You will also be responsible for paying for any extra services, such as movie rentals, long-distance phone calls and extra room service.
- Language and/or cultural support is available and can be arranged through your regular contact with a doctor or nurse.

How can I get help to isolate or quarantine?
- Upon referral by Alberta Health Services (AHS), free hotel rooms are available for people who must isolate or quarantine but cannot do so safely in their own homes.
- Staying in a hotel room allows you to safely self-isolate or quarantine without exposing other household members to COVID-19.
- Adults who complete hotel isolation may be eligible for $625 upon completion of their stay.
- To access an isolation hotel, call 211.

Get help to isolate or quarantine
Call 211 to access isolation hotels and supports.

To access COVID testing, visit: https://www.alberta.ca/covid-19-testing-in-alberta.aspx or call 811.
• You are encouraged to bring any items that will make your stay in the hotel room more comfortable.

What should I bring to the hotel?

You may wish to consider packing the following items to bring with you:

Medical Items:
- Prescription medications to last the duration of your stay
- Over the counter medications (e.g. Tylenol, Ibuprofen, throat lozenges, cough medicine, allergy medications, etc.)
- Nicotine patch/gum, if required: you may also wish to call the Alberta Quits Helpline (1-866-710-7848) for information on other tobacco cessation supports that may be available
- Thermometer

Personal Items and Toiletries:
- Enough comfortable clothing for up to 14 days
- Toiletries (toothpaste, toothbrush, hair brush, razor, shaving cream, deodorant, feminine hygiene products, etc.)
- Cleaning wipes
- You may also wish to bring your own blanket and pillow

Documents and Communication:
- Copy of your passport, health insurance, wallet, credit card, etc.
- Contact information of friends, family or other key contacts (pharmacists, physician, etc.)
- Personal electronics (smart phone, iPad/laptop, charger, headphones, etc.)

Food:
- Any non-perishable snacks and/or drinks that you might like to have between meals.

Activities/Things To Do:
- Books, notepads, pens, puzzles, yoga mat, crafts, etc.

What about transportation to and from the hotel?

• You are encouraged to get to and from the hotel in your own vehicle, if possible. However, transportation to and from your designated hotel is available, if required. Transportation costs will be covered by the Government of Alberta.
• For more information or to arrange transportation, call 211.

What if I need to attend a medical appointment during my stay?

• You will be permitted to leave for medical appointments. You will need to notify the hotel that you are leaving for a medical appointment. For more information on protocols for attending medical appointments, call 811.
• You must return to the hotel promptly following your appointment and follow all safety protocols in the hotel and community.

How do I access the COVID self-isolation payment?

• Once you complete your isolation at the designated hotel, you are eligible for a COVID self-isolation payment in the amount of $625 per adult.
• You must apply for this payment online to receive the funds by electronic transfer.
• Details on how to apply will be sent to you by email or by phone within three days of checking into the hotel.
• You must complete your full isolation period, as designated by AHS, to be eligible.

Are there any other financial supports available?

• Financial support is available if you’re unable to work because you are sick, required to isolate, or are caring for someone in isolation.
• To learn more, visit: https://www.canada.ca/en/services/benefits/covid19-emergency-benefits.html

To learn more about isolation requirements and supports, visit: alberta.ca/isolation.aspx

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