

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 they have symptoms of COVID-19 that are not related to a pre-existing illness or health condition,
- quarantine for 14 days if they are a close contact of someone with COVID-19, or travelled outside of Canada.

How can I get help to isolate or quarantine?

- To access an isolation hotel, call **211**.
- 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.

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**.

When do I need to use an isolation hotel?

- All Albertans are eligible to use a free isolation hotel room if they cannot safely isolate at home.
- The criteria for safely isolating at home include:
 - access to a private bedroom/bathroom at home or another household; and
 - access to food that involves no direct contact with others in the household (e.g., a separate kitchen or the ability to have food placed outside your private room door)
- If you are an international traveler, you are not eligible for access to the Government of Alberta hotel isolation program. Visit travel.gc.ca/travel-covid/travel-restrictions/isolation.

I am not an Alberta resident. Can I still go to an isolation hotel?

- Yes, non-Alberta residents will be assisted, if required. Call **211** for more information.

Do I get to choose what hotel I stay in?

- No. The Government of Alberta has contracts with approved hotels that are prepared and able to provide safe services. If AHS determines you need hotel accommodations, you will be contacted and given the address and other pertinent information about the hotel you will be isolating/quarantining in.

To learn more about isolation requirements and supports, visit: [alberta.ca/isolation.aspx](https://www.alberta.ca/isolation.aspx)

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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, unless there is an emergency such as a fire alarm. You will not be permitted to have any guests, including friends or family, in your hotel room.
- Outside deliveries, including food, will not be permitted, other than required medications from a pharmacy.
- A wellness checkup will be completed by AHS within the first day of your arrival to help you with any health-related issues or concerns. You may also be contacted by your primary care provider.
- 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.
- Smoking, vaping and in-room smudging are not permitted. Nicotine Replacement Therapy can be brought with you or can be provided to you for free.
- 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. Dietary or cultural restrictions can be accommodated.
- 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.
- 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 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 AHS.

What should I bring to the hotel?

You may wish to pack the following items:

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.)
- Smoking cessation support, including Nicotine Replacement Therapy, can be brought with you, if required, or can be provided to you for free by AHS
- 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.

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

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Classification: Public



What about transportation to and from the hotel?

- You are encouraged to get to and from the hotel in your own vehicle, if possible.
- If you do not have a vehicle to drive yourself to or from the hotel and do not have any transportation option available, a taxi can be arranged for you at no cost.

What if I need to attend a medical appointment or get tested for COVID-19 during my stay?

- You will be permitted to leave for medical appointments and COVID testing. 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.
- 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.
- You will be able to apply for this payment online to receive the funds by electronic transfer.

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>

How do I check out of the hotel?

- You are expected to remain in your hotel room for the full length of your isolation period, as directed by AHS.
- If your situation changes and you want to leave the hotel, you must call **811** to re-assess your isolation period. You will need to tell **811** you are part of the hotel isolation program.
- The hotel will notify you of your date and time of check-out, based on approval by AHS.