

# COVID-19

## Resource Guide for Muslim Community in Hamilton

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The 2019–20 coronavirus pandemic is a pandemic of coronavirus disease 2019 (COVID-19) caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease was first identified in Wuhan, Hubei, China in December 2019. It is highly contagious; therefore, it is crucial to understand how to protect yourself and your family members (especially the Seniors).

While diseases can make anyone sick, some Canadians are more at risk of getting an infection and developing severe complications due to their health, social and economic circumstances. Hamilton is a home to many Seniors, and we must ensure we protect them through these difficult times. We all can play a part in this including our Millennials by exercising social distancing and good hygienic conditions.

### Below is a list of information compiled from various government sites:

#### Vulnerable populations may include:

##### Anyone who is:

- ✓ An older adult
- ✓ At risk due to underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, cancer)
- ✓ At risk due to a compromised immune system from a medical condition or treatment (e.g. chemotherapy)

##### Anyone who has:


- ✓ Difficulty reading, speaking, understanding or communicating
- ✓ Difficulty accessing medical care or health advice  
Difficulty doing preventive activities, like frequent hand washing and covering coughs and sneezes
- ✓ Ongoing specialized medical care or needs specific medical supplies
- ✓ Ongoing supervision needs or support for maintaining independence
- ✓ Difficulty accessing transportation
- ✓ Economic barriers
- ✓ Unstable employment or inflexible working conditions
- ✓ Social or geographic isolation, like in remote and isolated communities
- ✓ Insecure, inadequate, or nonexistent housing conditions

#### It is important for Hamilton residents to take preventative measures for all types of respiratory illnesses, including influenza, such as:


- ✓ Washing your hands often with soap and water
- ✓ Avoiding close contact with people who are sick
- ✓ Practice Social Distancing
- ✓ Covering your mouth and nose when you cough or sneeze; if you don't have a tissue, sneeze or cough into your sleeve or arm
- ✓ Avoiding touching your face, eyes and mouth
- ✓ Cleaning and disinfecting frequently touched objects and surfaces

## Coronavirus (COVID-19)


### How to protect yourself




Wash hands for at least 20 seconds with soap and water




Avoid touching eyes, nose or mouth




Cough and sneeze into your sleeve



Clean and disinfect frequently touched objects and surfaces




Stay home if you are sick



Avoid close contact with sick people

**Public Health Services**  
**COVID-19 Hotline**  
 905-546-2424 Ext. 7970  
 phscovid19@hamilton.ca  
[hamilton.ca/coronavirus](http://hamilton.ca/coronavirus)



## Travelling

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For those who are considering travelling, it is important to monitor the situation. The Ontario Ministry of Health has advised that all non-essential travel outside of Canada should be avoided. All travelers should be aware that there are health risks when you travel. It is important to check your destination before you leave to know the risks and to be prepared. If you decide to travel, be aware of the situation where you are travelling and follow travel advisories. Know that there could be quarantines or lockdowns, flight cancellations, or isolation as a result of COVID-19. While you are away, and when you return, it is important to monitor your health.

**Canada is barring entry to all travellers who are not Canadian citizens, permanent residents or Americans. There will be exceptions for air crew, diplomats, immediate family members of citizens and U.S. Citizens.**

### For Travellers Arriving in Canada

Federal and provincial public health leaders have recommended that all travellers from outside of Canada self-isolate for 14 days. These efforts will contribute to slow the introduction and spread of COVID-19 in Canada.

### Upon return to Canada:

- ✓ **Self-isolate** for 14 days after your return from travel outside of Canada. Some provinces and territories may have specific recommendations for certain groups such as health care workers.
- ✓ Monitor your health for **fever, cough or difficulty breathing**.
- ✓ Wash your hands often for 20 seconds and cover your mouth and nose with your arm when coughing or sneezing.

### If you develop a fever, cough or difficulty breathing within 14 days:

- ✓ Continue to isolate yourself from others
- ✓ Immediately call a health care professional or public health authority and:
  - describe your symptoms and travel history
  - follow their instructions carefully

## COVID 19 Assessment Centres

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Contact Telehealth Ontario at **1-866-797-0000** or your **local public health unit** if you're experiencing symptoms of the 2019 novel coronavirus.

Please **do not** visit an assessment centre unless you have symptoms.

**Do not** call 911 unless it is an emergency.

Hamilton has two COVID-19 Assessment Centres that are now open. These clinics will assess whether people need more medical care and/or testing for COVID-19 based on symptoms (cough or fever), travel history and/or exposure to known cases.

### Before going to an Assessment Centre, you should take the following steps:

1. Complete a self-assessment below to determine if it is necessary to contact public health, your doctor or Telehealth Ontario for more guidance.
2. If the self-assessment indicates that clinical assessment is necessary, for further guidance contact:
  - i. Your doctor
  - ii. Hamilton Public Health Services  
**COVID-19 Hotline at 905-974-9848\***
  - iii. Telehealth Ontario at **1-866-797-0000**
3. If a referral is provided by your doctor, public health or Telehealth, you will be booked to visit an Assessment Centre.

**Not everyone who comes to the Assessment Centres will be tested for COVID-19.**

**If you require urgent care, visit an Emergency Department or call 911, and inform them of your travel and contact history and symptoms.**

## Self-Assessment

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This information is taken from <https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment>

If you think you have 2019 novel coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, use this self-assessment to help determine if you need to seek further care.

This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit.

### If you are feeling unwell with any of the following symptoms:

- ✓ Fever, new cough or difficulty breathing (or a combination of these symptoms)?
- ✓ Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea? Symptoms in young children may also be non-specific (for example, lethargy, poor feeding).

### And have experienced any of the following:

- ✓ Have you travelled outside of Canada in the last 14 days?
- ✓ Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- ✓ Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

**If you answered YES to these questions, you should seek clinical assessment for COVID-19 over the phone.**

The majority of COVID-19 illnesses are mild. A clinician can help guide whether you will require further care or potential testing in person. Please use one of the following options:

- ✓ Contact your primary care provider (for example, family doctor). Let them know that you have used this self-assessment tool.
- ✓ Contact Telehealth Ontario at 1-866-797-0000 and speak with a registered nurse. Let them know that you have used this self-assessment tool.

**If you start to experience worsening symptoms, please visit your local emergency department. Call before you go and let them know you have used this self-assessment tool.**

**If you answered NO to these questions, it is unlikely that you have COVID-19.**

### You should:

- ✓ Continue to monitor your health for a full 14 days after your return to Ontario or have contact with someone who is ill. If you develop any new symptoms, please seek clinical assessment and testing for COVID-19.
- ✓ Learn more about **self-monitoring**.

**If you start to feel worse or have questions or concerns about your health, call your local public health unit, primary care provider (for example, family doctor) or Telehealth Ontario at 1-866-797-0000.**

## Self-Monitoring

### Monitor for symptoms for 14 days after exposure



### How to isolate at home when you have COVID-19

Isolation means staying at home when you are sick with COVID-19 and avoiding contact with other people to help prevent the spread of disease to others in your home and your community. If you have been diagnosed with COVID-19, it is expected that you take the following measures.

#### Limit contact with others

- ✓ **Do not** leave home unless absolutely necessary, such as to seek medical care.
- ✓ **Do not** go to school, work, other public areas or use public transportation (e.g. buses, taxis).
- ✓ **Arrange** to have groceries and supplies dropped off at your door to minimize contact.
- ✓ **Stay** in a separate room and use a separate bathroom from others in your home, if possible.
- ✓ If you have to be in contact with others, **keep at least 2 metres between yourself and the other person**.
- ✓ **Keep** interactions brief and wear a mask.
- ✓ **Avoid contact** with individuals with chronic conditions, compromised immune systems and older adults.
- ✓ **Avoid contact** with pets if you live with other people that may also be touching the pet.

## Avoid contaminating common items and surfaces

- ✓ **At least once daily**, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs.
- ✓ **Do not** share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ✓ **Use** regular household disinfectants or diluted bleach (one part bleach and nine parts water) to disinfect.
- ✓ **Place** contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- ✓ **Put** the lid of the toilet down before flushing.

## Keep your hands clean

- ✓ **Wash** your hands often with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ✓ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ✓ **Avoid** touching your eyes, nose and mouth.
- ✓ **Cough or sneeze** into the bend of your arm or into a tissue.

## Supplies to have at home when isolating

- ✓ Surgical/procedure masks (do not re-use)
- ✓ Eye protection
- ✓ Disposable gloves (do not re-use)
- ✓ Disposable paper towels
- ✓ Tissues
- ✓ Waste container with plastic liner
- ✓ Thermometer
- ✓ Over the counter medication to reduce fever
- ✓ Running water
- ✓ Hand soap
- ✓ Alcohol-based sanitizer containing at least 60% alcohol
- ✓ Dish soap
- ✓ Regular laundry soap

- ✓ Regular household cleaning products
- ✓ Bleach (5% sodium hypochlorite) and a separate container for dilution (one part bleach to nine parts water)
- ✓ Alcohol prep wipes
- ✓ Arrange to have your groceries delivered to you

## Location of COVID-19 Assessment Centres and Hours

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### West End Clinic

690 Main Street West, Hamilton

Hours of Operation:

Monday to Friday 5 to 8 pm

Saturday and Sunday 9 am to 5 pm

### East End Clinic

2757 King Street East, Hamilton

Hours of Operation:

Monday to Friday 4 to 8 pm

Saturday and Sunday 10 am to 4 pm

## Contact Us for Additional Support

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### City of Hamilton Contact

For information related to COVID 19, you can call COVID 19 Hotline at 905-546-2424 ext. 7970

### Muslim Community Support Group (Available 24/7 for You)

1. Rabia Awan, 289-933-1668  
(Languages: English, Urdu, Punjabi, Hindko)
2. Zobia Jawed, 905-973-4069  
(Languages: English, Urdu, Hindi)
3. Gachi Issa, 289-659-6928  
(Languages: English, Arabic)
4. Sameh Helmy, 289-700-8130  
(Languages: English, Arabic)

**Disclosure: This consolidated information is for guidance only and it does not replace any recommendation from your doctor. This information can change with Government of Canada and Public Health announcements. It is your responsibility to continuously check for up to date information.**

### Sources

<https://www.hamilton.ca/public-health/covid-19/novel-coronavirus-covid-19>  
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>  
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>  
<https://www.canada.ca/content/dam/phac-aspc/documents/services/diseases-maladies/covid-19-how-to-isolate-at-home/self-isolation-eng.pdf>

