

Coronavirus (COVID-19)

General Information Package

For information on the COVID-19 situation in Quebec, please visit [Quebec.ca/coronavirus](https://quebec.ca/coronavirus).

As of March 9, 2020, anyone who believes they have COVID-19 or who would like information on it is asked to call **1-877-644-4545**.

- In the meantime, the public can contact **Info-Santé 811** at any time.

General Preventive Measures

Recognized hygiene measures that are recommended for everyone:

- Wash your hands frequently with warm running water and soap for at least 20 seconds.
- Use an alcohol-based disinfectant if you do not have access to soap and water.
- Follow proper hygiene when coughing or sneezing and cover your mouth and nose with your arm to reduce the spreading of germs.
- If you use a tissue, discard it as soon as possible and wash your hands afterwards.

Information for People Returning from Abroad

The level of risk for Canadians travelling abroad varies based on the destination.

It is recommended that you visit the [Quebec.ca/coronavirus](https://quebec.ca/coronavirus) website to see the recommendations for each country.

Border Measures

At Canadian Airports

- All passengers coming in from countries affected by COVID-19 receive a brochure detailing the recommendations to be followed.
- Passengers going to the automatic terminals must also answer specific questions about their health and travel history.

People Experiencing Symptoms

- Individuals who report symptoms at the airport are assessed by a quarantine officer.
- The *Quarantine Act* allows the officer to take appropriate action in the presence of a potential public health risk, such as ordering the traveller to be taken to hospital for a medical examination.

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People Returning Without Symptoms

- It is important for individuals to monitor their health upon their return. They may have come in contact with the novel coronavirus while abroad.
- For a period of 14 days after returning to Canada, the Public Health Agency of Canada requests that people monitor for the onset of fever, cough and difficulty breathing.
- If a person has these symptoms, they should isolate themselves at home as soon as possible and call the appropriate public health authorities immediately.

Specific Recommendations

- Anyone who has travelled to areas of the world at risk of contagion in recent months must:
 - Limit contact with other people for 14 days from the day they began their return trip to Canada. This means self-isolation and staying at home.
 - Contact the local public health authority within 24 hours of arriving back in Canada.