

Toronto Voluntary Isolation Centre

Webinar for Community Agencies and
Resident Ambassadors

February 2021



Toronto Voluntary Isolation Centre

The Toronto Voluntary Isolation Centre is a safe place for people with COVID-19 or their close household contacts to self-isolate, rest, or recover.

Launched on September 12, 2020, the Toronto Voluntary Isolation Centre was established as a public health strategy to prevent the spread of COVID-19 in the City and to decrease household COVID-19 transmission.

Financial contribution from



Public Health
Agency of Canada

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Supports at the Isolation Centre



1. Temporary Accommodation and Support

- Free transportation to and from the Centre.
- Free Wifi, telephone use for local calling, and television with cable.
- Meals three times per day with two snacks.
- Check-ins from Toronto Public Health via phone or text.
- 24/7 security onsite to ensure a safe environment.
- Interpretation services for interactions with staff.
- Small hygiene items like a toothbrush, toothpaste and bar soap, upon request.



2. Toronto Public Health Case Management Onsite

Toronto Public Health staff:

- Provide information to all guests about their stay and check-in daily by phone or text
- Answer questions related to COVID-19
- Facilitate onsite COVID-19 testing for contacts that develop symptoms while at the isolation centre

Who Can Access the Isolation Centre?

COVID-19
Cases

OR

Household
Contacts of
COVID-19
Cases

Who cannot safely isolate at home



Families may be able to isolate at the Centre in some exceptional circumstances depending on their situation. Toronto Public Health staff can assist to determine whether families may be eligible.

Isolation Centre Eligibility Criteria

- Have COVID-19 (within 5 days of symptom onset or test date);
- Are a close household contact of a COVID-19 case within five days of the case's symptom onset;
- Are over the age of 18*;
- Are a non-smoker or are able to isolate for the duration without smoke breaks (e.g. nicotine replacement therapy);
- Do not have any existing acute or chronic health conditions requiring ongoing medical care;
- Can complete activities of daily living with no assistance.

*Families can isolate under some exceptional circumstances.

Supports for Individuals Who Are Not Eligible

The Toronto Voluntary Isolation Centre is not a health care facility and there are no onsite health care services. In addition, there are no mental health or harm reduction supports onsite.

People who require hospitalization due to their COVID-19 illness, or ongoing medical care for an acute or chronic condition should not stay at the centre.

The City launched TO Supports: the COVID-19 Equity Action Plan to provide emergency funding for vulnerable residents to help them to isolate at home and other types of supports, such as food vouchers and other income supports.

How Guests Can Prepare

- Use of the isolation centre is voluntary.
- Individuals are encouraged to remain at the Voluntary Isolation Centre for the full duration of their isolation period as determined by Toronto Public Health.
- Toronto Public Health follows provincial guidance on the length of time that an individual is required to isolate, which could be **10, 14, or 20 days** depending on the situation.
- Guests are required to isolate in their assigned room at all times. Toronto Public Health may be able to accommodate fresh air breaks for guests, upon request.
- Guests can bring food from home, receive outside deliveries, or have family or friends drop off food or packages. Guests may also receive deliveries from community agencies and pharmacies.

Other Isolation and Quarantine Centres

In addition to the Toronto Voluntary Isolation Centre, there are two other types of isolation and/or quarantine centres in the City of Toronto.

1. The Shelter Support & Housing Administration Division of the City of Toronto operates a COVID-19 Isolation and Recovery site for individuals experiencing homelessness or those with no fixed address.
2. The Public Health Agency of Canada (PHAC) operates a quarantine centre for travellers returning to Canada who are required to quarantine for the mandatory period. Travellers can call 1 833 784 4397.

Referrals to the Isolation Centre

1

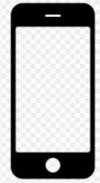
Toronto Public Health Case and Contact



Toronto Public Health Investigators contact all COVID-19 cases in the City to ask if individuals or others in their household have a safe place to isolate. If no, the case is assessed and referred to the isolation centre.

2

Self-Referral



An individual can self-refer by calling the COVID-19 Hotline at 416-338-7600.



Case Stories from the Team

- Scenarios Where An Individual Needed the Voluntary Isolation Centre
- Isolation for Families – What Can This Look Like?
- Preventing the Spread of COVID-19 Within Households

Tips from Toronto Public Health

- Even though staying at the voluntary isolation centre for a set period of time may seem challenging, approximately 98% of individuals who come to the centre stay for the full duration of their isolation period.
- If you would like to make a referral, it is important to let people know:
 - The rooms are very comfortable
 - The staff are warm and welcoming
 - Individuals need to be prepared to remain in their room for their isolation
 - The food has received rave reviews and all meals are hot meals
 - Individuals can stay connected to friends and family by phone or virtually
 - Interpretation services are available to all guests
- It is a courageous step to isolate and the City of Toronto is grateful for all those who have decided to isolate at our centre.

Resources

Visit the City of Toronto's website for additional information:

<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/>

- Download the flyer to distribute to community members and organizations, available in 30 languages: [Link to COVID-19 Flyers](#)
- Download the [Referral Guide for Community Providers](#)
- Download the [Recommended Items to Bring to the Isolation Centre](#)
- Read client testimonials [here](#)



Toronto Voluntary Isolation Centre

If you or someone you live with has COVID-19 & need a private space to self-isolate

-  Provides free, comfortable, safe & secure accommodations
-  Rest & recover without worrying about exposing others
-  Offers healthy meals & snacks throughout your isolation period
-  Call the COVID-19 Hotline at 416-338-7600 for more information

TORONTO.CA/COVID19

 TORONTO Public Health



Questions?