

Toronto Voluntary Isolation Centre Fact Sheet and Referral Guide for Community Providers

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

The Toronto Voluntary Isolation Centre is not a health care facility and there are no onsite health care services. 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.

If you would like to speak with a representative about the Toronto Voluntary Isolation Centre, please call the COVID-19 Hotline at 416-338-7600 between 8:30 a.m. and 8 p.m., seven days a week.

Eligibility Criteria

Toronto Public Health may identify individuals who can benefit from this program through its process of contacting people who have COVID-19 in the city. In addition, individuals in Toronto can self-refer by calling the COVID-19 Hotline at 416-338-7600 to complete an eligibility assessment.

An individual may be eligible to stay at the voluntary isolation centre if they:

- 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;
- Have been exposed to a case of COVID-19 and are within 5 days of exposure to that individual;
- 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); or
- Do not have any existing acute or chronic health conditions requiring ongoing medical care.
- Families are also welcome at TVIC in some exceptional circumstance.

Contact the COVID-19 Hotline to learn more.

What Guests Receive during their Stay;

- Free transportation to and from the Centre.
- Free Wi-Fi, 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.
- Small hygiene items like a toothbrush, toothpaste and bar soap, upon request.



What Guests Should Know

- 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.
- Use of the isolation centre is voluntary.
- Individuals are encouraged to remain at the Voluntary Isolation Centre for the full duration of their self-isolation period as determined by Toronto Public Health.

Other Information

- 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.
- No individuals are allowed to enter the Toronto Voluntary Isolation Centre that are not designated staff or guests, and so all deliveries will be received at the front door.
- To prevent the potential spread of COVID-19, each guest room will only be professionally cleaned after a guest has left the hotel. Hotel staff will not enter a guest's room during their stay.

For more information, please visit our website at toronto.ca/COVID19 or call us at 416-338-7600.