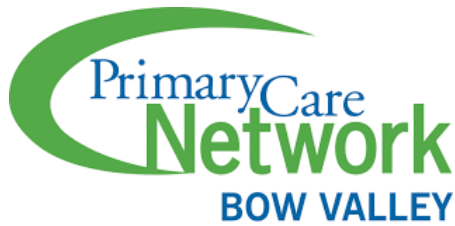


COVID-19 in the Bow Valley: Important Information about Your Health



Health care workers in the Bow Valley are sharing these important messages. They want you to stay well, both physically and mentally.

You Must isolate and You Should Get Tested For Covid-19 If You Feel Sick.

If someone you have been close to tests positive for covid-19, you must isolate and you should get tested.

You can get tested even if you are not feeling sick. You can have COVID-19 and have no symptoms. It is possible to make other people sick when you have no symptoms.

Once you get tested, a doctor or Public Health official will call you about your results and tell you what to do next. **If you have a positive test for COVID-19, you need to wait to hear from a Public Health official that you can end isolation.**

Typical Symptoms of COVID-19 Infection

Anyone who has these symptoms **MUST SELF-ISOLATE** for a minimum 10 days or until symptoms resolve, whichever is longer.



Fever



Cough



Shortness of breath



Difficulty breathing



Sore throat



Runny nose

Anyone can have symptoms of COVID-19. The symptoms can be very mild.

If you feel sick, you can go to www.ahs.ca/covid. You can complete the 'self-assessment'.

You can also call 811 and press 5 to speak to a nurse about your symptoms.

If the website or a nurse tells you to get tested for COVID-19, you can do that at local clinics.

Call one of the clinics and tell the clinic staff that you need to be tested for COVID-19.

Alpine Medical Clinic (Banff) 403.762.3155 (available 7 days per week)

Bear St. Family Physicians (Banff) 403.762.4846 (Mon-Fri)

Canmore Associate Medical Clinic (Canmore) 403.678.5585 (Mon-Fri)

Lake Louise Medical Clinic (Lake Louise) 403.522.2184 (Mon-Fri)

Ridgeview Medical Centre (Canmore) Tel 403.609.8333 (available 7 days per week)

You Must Follow [Isolation Guidelines](#). It Is The Law To Follow These Guidelines.

Travel

You must isolate for 14 days if you return to or enter Alberta from outside Canada.

Symptoms

You must isolate for 10 days if you have any symptoms that are not related to a pre-existing illness or health condition: cough, fever, shortness of breath, runny nose or sore throat.

You must isolate for 10 days when symptoms start, or until symptoms are gone, whichever takes longer.

If you test negative and have no known exposure to the virus, you are not legally required to isolate. You must stay home until your symptoms resolve so that you do not infect others.

Close Contacts

You are legally required to [isolate](#) for **14 days** and monitor for symptoms if you are a close contact of a person who tested positive for COVID-19. You must continue to isolate and monitor for symptoms even if you test negative for COVID-19.

If you start to have symptoms during this time, you must isolate for **10 more days** from the start of symptoms, or until symptoms are gone, whichever takes longer.

Your job will be protected for at least 14 days AND you can get income support from the government.

If you test positive for COVID-19, only you, your doctor, and anyone you choose to tell will know. If you, a family member, or someone at your workplace tests positive for COVID-19, the Bow Valley community will be supportive. Everyone understands that anyone can get sick from this virus.

If you do experience any discrimination or unfair treatment, please contact Settlement Services in the Bow Valley at 403.762.1144 to talk about what happened.

Health Clinics Are Still Available

Doctors and health clinics still here to help you. You can call a health clinic to make an appointment. If you have been to a health clinic in your town before, that is called your *family clinic*. If you have a family clinic, you should call to make an appointment there.

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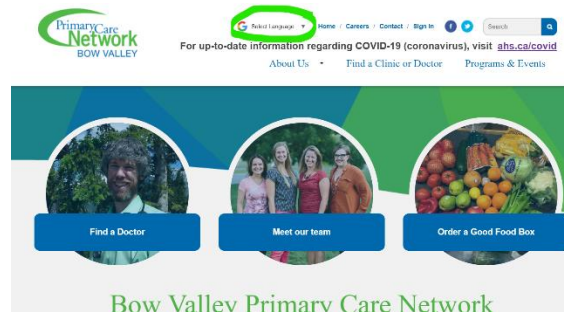
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Ridgeview Medical Centre (Canmore) Tel 403.609.8333 (available 7 days per week)

When you call a clinic, you can **ask for information in a different language**.

You can say: "I would like an interpreter. I speak (your language)"

If you are looking for a family clinic, you can go to the Primary Care Network (PCN) website: <http://bowvalleypcn.ca>. You can select different languages at the top of the page.



Emergency Departments Are Still Available



You can still go to the emergency department (ER) if you are very sick or hurt. There are doctors there to help you. If you think you might have COVID-19, you should call 811 before you go to the hospital.

You can still call 911 if you have a medical emergency or you see one happening. If you or someone you are with is very badly hurt or very sick and cannot go to the hospital right away, you should call 911.

You Can Call 811 Any Time for Free Health Information in Many Different Languages



You can call 811 for FREE.

You can talk to a nurse at any time of day or night.

When you call, you will hear a recorded voice talking and you will need to press a number.

For questions about health but not about COVID-19 – press 2.

For questions about COVID-19 – press 5.

When a nurse answers the phone, you can say “I speak (your language).” It will take about one minute for the interpreter to connect. While you wait, the nurse may ask you some questions in English. If you do not understand the questions, tell the nurse.

This Is A Challenging Time. People Are Feeling Many Emotions. This Is Normal.



It is normal to feel sad, anxious, worried, or stressed at this time and it can help to talk to someone about these feelings.

You can talk to your doctor about your feelings.

You can call 403.678.4696 for free, confidential mental health support. Press 2 when the system answers your call.

If you are having thoughts about hurting yourself or someone else, please go to your nearest hospital and ask for ‘urgent mental health care.

Continue To Help Slow The Spread Of Covid-19



We must all work together to slow the spread of COVID-19. As businesses reopen, the risk of infection increases. These important actions will help protect you and others from infection:

1. Wash your hands well and often. Use soap and water. If you can't use soap and water, use an alcohol-based hand sanitizer
2. Follow Alberta Health Services guidelines on physical distancing and self-isolation.
3. Keep 2 metres between you and anyone who does not live with you.
4. Wear a mask when you are out in public.
5. Call 811 if you feel sick.