

# Safe Voluntary Isolation Site

## What is it?



A safe place for you to stay to help you rest and recover, and to reduce the spread of COVID-19 within your home and in the community. There are no costs to you.



The site is private and welcoming, with many comforts of home. It is a hotel, not a medical setting.



At the site, you will have a private room, Wi-Fi, computer to borrow, TV, telephone, small fridge, three meals daily, and a coffee machine.



A Resource Coordinator can provide family focused services to you and your family through check-in calls and connections with services that can support your emotional, spiritual, cultural, or practical needs.

## How do I apply?



Complete the online form on our webpage: [regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite).



Call the isolation site team: **226-753-3089**.  
We respond to emails, phone calls, and applications between 9 a.m. to 5 p.m., seven days a week.

The isolation site team can support you to apply over the phone using an interpretation service, as needed.

## Who is eligible?

**You are eligible for the isolation site if you:**

- ✓ Need to isolate to protect yourself or others from COVID-19; **and**
- ✓ Cannot isolate safely in your home; **and**
- ✓ Are a resident of Waterloo Region; **and**
- ✓ Do not need onsite medical support.

### There are other isolation programs available:

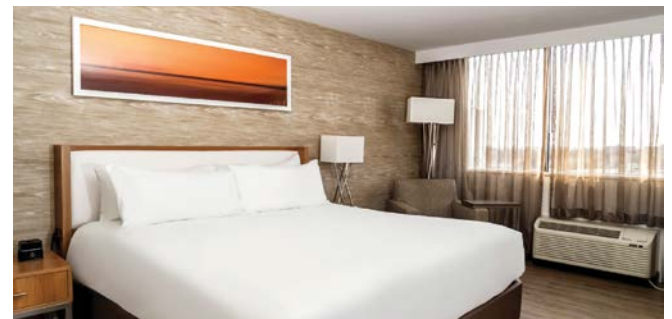
If you are experiencing homelessness, contact the Housing Helpline: **519-624-9133**.

If you are returning from international travel, visit the Government of Canada's information on mandatory quarantine: [travel.gc.ca](https://travel.gc.ca).

## Where can I learn more?

Visit: [regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite)

Email: [safeisolation@regionofwaterloo.ca](mailto:safeisolation@regionofwaterloo.ca)



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Region of Waterloo  
PUBLIC HEALTH AND  
EMERGENCY SERVICES

[regionofwaterloo.ca/IsolationSite](https://regionofwaterloo.ca/IsolationSite)