



CONTACT TRACING, TESTING LOCATIONS AND CARE FACILITIES

CONTACT TRACING

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation/contact-tracing>

1. When a person tests positive for COVID-19, they become a “case”.
2. A public health nurse interviews the case to identify people they’ve spent time with. These people are “contacts.”
3. Public health gets in touch with the contacts and asks them about symptoms of COVID-19.
4. Not every contact needs to be identified: only those who could have been exposed to the case’s respiratory droplets from coughing, sneezing or speaking.
5. Public health maintains the case’s privacy. A case can choose to tell others about their diagnosis but should not do their own contact tracing.
6. Contacts with symptoms are sent for testing.
7. If they test positive, they become a ‘case’ and the process repeats.
8. Contacts with no symptoms are asked to self-isolate and monitor for symptoms for 14 days after their last contact with the case.
9. Contact tracing helps people get diagnosed earlier and reduces the chance of spreading the virus.

TESTING

The Island Health COVID-19 Testing Call Centre is available for individuals experiencing symptoms of COVID-19.

CALL CENTRE HOURS OF OPERATION: MONDAY - SUNDAY, 8:30 A.M. - 8:00.P.M.

You will be asked to leave a callback number rather than wait on-hold. Calls will be processed in priority order during business hours but you may receive a call back after Call Centre hours, as we work to keep up with demand. Please ensure you provide a phone number that you can be reached at after our hours of operation. You will need your personal health number (or your child's) available when Call Centre staff return your call.

1-844-901-8442 (8:30 A.M. – 8:00 P.M.)

TESTING LOCATIONS

Appointments for COVID-19 testing **must be pre-booked** through our Call Centre. We are not providing tests for walk-up or drive-in clients without an appointment.

To cancel your appointment, call the Testing Call Centre (1-844-901-8442) during business hours and press option '4' when prompted.

Community	Location	Hours of Operation
Victoria – 1	Victoria Health Unit 1947 Cook Street	9am - 4pm - Mon- Sun
Victoria – 2	University of Victoria Lot 10 – off Gordon Head Road via West Campus Way	9am - 4pm - Mon- Sun
Westshore	Juan de Fuca Recreation Centre 1767 Island Hwy	9am - 4pm - Mon- Sun

WAITING FOR TEST RESULTS

While waiting for test results, the person with symptoms needs to stay home and isolate from other household members (other than a direct caregiver if required).

Household members who do not have symptoms, and/or are not directly caring for a sick child, do not need to stay home and can continue their normal activities, while maintaining a physical distance of 2-metres from others, wearing a mask where appropriate and washing hands frequently.

If any close contacts develop symptoms, please stay home and call 8-1-1 or visit bc.thrive.health for information.

Start making a list of people you were in close contact with, as of two (2) days (48 hrs.) before you began experiencing symptoms. Include their names and contact information.

WHAT IF I TEST NEGATIVE FOR COVID-19?

After a negative COVID-19 test, there are self-isolation requirements. See our Isolation Protocols for details specific to your situation.

ISOLATION PROTOCOLS AFTER A NEGATIVE COVID-19 TEST

After a negative COVID-19 test, there are self-isolation requirements for:

- **those with symptoms.** Continue to isolate until your symptoms resolve. If your symptoms worsen, contact your health care provider or call 8-1-1.

- **those exposed to a case of COVID-19.** Continue to self-isolate for 14 days from your last contact with a case of COVID-19. If you develop symptoms, continue to self-isolate for at least 10 days from when your symptoms started OR 14 days from when you started self-isolating, whichever is longer. If your symptoms worsen, contact your health care provider or call 8-1-1.
- **international travellers returning to Canada.** You must continue to isolate for 14 days from the day you landed back in Canada. If you develop symptoms, you must continue to self-isolate for at least 10 days from when your symptoms started OR 14 days from when you started self-isolating, whichever is longer. If your symptoms worsen, contact your health care provider or call 8-1-1.
- **health care providers.** Check with your employer about self-isolation following a negative test and report any symptoms. Workplaces may have different return to work policies after a negative COVID-19 test.

CARE FACILITIES

Hospital	Location	Telephone
Royal Jubilee Hospital	1952 Bay St Victoria, B.C. V8R 1J8	250-370-8000 1-877-370-8699
Victoria General Hospital	1 Hospital Way Victoria, B.C. V8Z 6R5	250-727-4212
Saanich Peninsula Hospital	2166 Mt. Newton X Road Saanichton, BC V8M 2B2	250-544-7676