

Coronavirus (COVID-19)

General information kit

Anyone wishing to obtain information on the COVID-19 situation in Québec is invited to visit the website [Québec.ca/coronavirus](https://quebec.ca/coronavirus).

Anyone who believes that he or she is infected with COVID-19, or who wishes to obtain information on this subject, is invited to call the following number, beginning March 9, 2020: **1 877 644-4545**.

- In the meantime, the population may call **Info-Santé 811** at any time.

General prevention measures

Recommended hygiene measures for everyone:

- Wash your hands frequently with warm running water and soap for at least 20 seconds.
- Use an alcohol-based disinfectant if you do not have access to soap and water.
- Observe the hygiene rules if you cough or sneeze, and cover your mouth and nose with your arm to reduce the spreading of germs.
- If you use a paper tissue, dispose of it as soon as possible, and then wash your hands.

Information for persons returning from abroad

The level of risk for Canadians travelling outside the country varies depending on the destination.

We recommend that you consult the website [Québec.ca/coronavirus](https://quebec.ca/coronavirus) to consult the recommendations for each country.

Measures at the border

At Canadian airports

- All passengers arriving from countries affected by COVID-19 receive a leaflet explaining the recommendations to be followed.
- Passengers who go to automated kiosks must also answer specific questions on their state of health and on their travel history.

Persons with symptoms

- Persons who indicate that they are experiencing symptoms at the airport will be evaluated by a quarantine officer.
- The Quarantine Act authorizes the officer to take the appropriate measures in the event of a potential risk to public health, for example to order the traveller to be transported to hospital to undergo a medical examination there.

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Returning from outside the country for persons who are not experiencing any symptoms

- It is important for everyone to monitor their health condition when returning from outside the country. They may have been in contact with the new coronavirus during their time abroad.
- For a period of 14 days from the date of your return to Canada, the Public Health Agency of Canada asks you to watch for the appearance of fever, coughing and difficulty breathing.
- Anyone experiencing these symptoms must isolate themselves at home as quickly as possible, and immediately call the public health authorities concerned.

Specific recommendations

- Anyone who has travelled to areas of the world where there is a risk of transmission, in the past few months, should:
 - Limit their contact with other people during the first 14 days of the day when their trip toward Canada began. This means self-isolation and staying at home.
 - Communicate with the local public health authority within 24 hours of arriving in Canada.