

## **MESSAGE FROM CF H SVCS C (O) FOR THE NCR MILITARY COMMUNITY**

The Joint DM/CDS Statement on the Novel Coronavirus (COVID-19), issued on 10 March, 2020 provided CAF-wide excellent updates and information.

In order to further inform and serve our military population in the NCR and to address any questions and concerns regarding the Coronavirus disease (COVID-19), Canadian Forces Health Services Centre (Ottawa) (CF H Svcs C [O]) would like to provide the following information:

For specific advice and questions regarding COVID-19, a CF H Svcs C (O) **COVID-19/Respiratory Illness Information Line** has been set up.

### **CF H Svcs C (O) - NCR COVID-19/Respiratory Illness Information Line:**

- Number to dial: **343-548-2773**;
- Hours: 0700 – 2100hrs, seven days a week;
- Military members and supervisors in the NCR are welcome to call the Information Line, monitored by a healthcare professional who can answer questions and provide up-to-date information. Protocols will be used to assess risks, provide management recommendations, and determine requirement for self-isolation/self-monitoring and/or testing for COVID-19;
- CAF members are invited to leave a contact number on voicemail if they are not able to get through immediately;
- Personnel may also wish to consult PHAC or local Public Health for information;
- Personnel should use the PHAC or local Public Health Line if they are a civilian employee or a CAF member with questions or concerns about their civilian family members; and
- PHAC COVID-19 Information Line: 1-833-784-4397.

### **Important:**

- CAF members who are given direction by local Public Health to be tested, or given isolation or monitoring protocols, are to contact the CF H Svcs C (O) Info line to arrange follow-up and to obtain a medical chit.
- If you become sick at work, you are asked to wash your hands, return home and contact the CAF NCR COVID-19 Info Line. You should not use DND shuttles or public transit.

### **Prevention:**

If you are sick, we also ask you to please reschedule your routine medical and dental appointment to a later date.

### **Emergencies:**

For emergencies anytime, you are reminded to report to the nearest ER, or call 911.

### **Did you know?**

- Testing for COVID-19 in members with a travel history, but no current symptoms, has no value since the test is only reliable once symptoms develop;
- Common respiratory illnesses causing colds or flu continue to circulate in the community, most members with mild to moderate symptoms can recover at home without a requirement for medical assessment; and

- Supervisors are asked to assist us in focusing our sick parade resources on those that require medical assistance. You are requested to have subordinates call the Clinic Information Line to discuss their situation if there are concerns about a potential exposure to COVID-19, rather than ordering healthy or mildly ill CAF members to attend sick parade.

**Further Information:**

The latest information and resources for military and civilian members of the Defence Team related to the rapidly evolving 2019 Novel Coronavirus (COVID-19) and the steps being taken to minimize the risk to personnel is available at the following intranet page:

<http://intranet.mil.ca/en/res/health-services/coronavirus-disease-covid-19.page>



**This message is being sent on behalf of Colonel A.M. Banville, Commandant of Canadian Forces Support Unit (Ottawa), to all recipients in the National Capital Region (NCR). Please do not reply as this mailbox is not monitored.**