

# York Region Opens COVID-19 Voluntary Isolation Centre

On January 25, 2021, the Regional Municipality of York opened a Voluntary Isolation Centre to make self-isolation easier for residents who may be facing complex barriers. By providing residents with a free and comfortable place to voluntarily and safely self-isolate, the risk of spreading COVID-19 is reduced.

## What is the Voluntary Isolation Centre?

The Voluntary Isolation Centre offers a safe, comfortable, temporary and private hotel room to York Region residents for up to 14 days. There is **no cost** for eligible residents to stay at the Centre and each stay is **entirely voluntary**.

The COVID-19 Voluntary Isolation Centre is operated by the Red Cross, on behalf of York Region, at an undisclosed hotel located in south central York Region.

## Who can stay at the Isolation Centre?

The Centre offers a safe, private temporary self-isolation space for eligible residents facing complex barriers to self-isolation, including:

- Residents waiting for COVID-19 test results
- Residents who are COVID-19 positive or likely COVID-19 positive
- Residents who are close contacts of a COVID-19 positive case

At this time, the Centre is not a facility for those returning to Canada and required to quarantine.

## How can someone access the Voluntary Isolation Centre?

Call Access York at 1-877-464-9675 ext. 72500 (TTY 1-866-512-6228), or email [accessyork@york.ca](mailto:accessyork@york.ca):

- Monday to Friday, 8:30 a.m. to 7 p.m.
- Saturdays, Sundays and Holidays, 1 p.m. to 4 p.m.

Residents who call after hours can leave a voicemail message and their call will be returned as soon as possible. All emails will be responded to within 24 hours.

## Financial Support for Self-Isolation

Financial support for rent, utilities and food is available for eligible residents who need to take 10 to 14 days off work to self-isolate whether staying at the Isolation Centre or home. Residents can contact Access York at 1-877-464-9675 ext. 72500, or [accessyork@york.ca](mailto:accessyork@york.ca) (TTY 1-866-512-6228)

## Questions?

Visit [york.ca/IsolationCentre](http://york.ca/IsolationCentre) for additional information about the Voluntary Isolation Centre and available supports. Consider printing and displaying the attached poster in your office to inform patients about the Voluntary Isolation Centre and available supports.





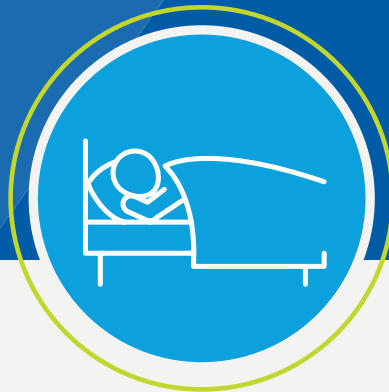
# NEED HELP TO SELF-ISOLATE?

If you need a place to self-isolate or financial support to cover rent, utilities and food because of COVID-19, contact [accessyork@york.ca](mailto:accessyork@york.ca) or call Access York at 1-877-464-9675 ext. 72500

The York Region Voluntary Isolation Centre offers eligible residents:



**Free-of-charge  
self-isolation  
accommodations**



**Safe and comfortable  
place to rest and recover,  
for up to 14 days**



**Meals and snacks,  
free-of-charge**



**Links to community  
supports**

1-877-464-9675 ext. 72500  
[york.ca/isolationcentre](http://york.ca/isolationcentre)