



Regina Community Based Organizations

Frequently Asked Questions

In response to the global COVID-19 pandemic and risks associated with local transmission in community and municipal settings, Saskatchewan Health Authority (SHA) is working in partnership with Ministry of Social Services (MSS) and other emergency response providers to support those without financial and social means to safely and effectively isolate when required to do so. Under the terms of the provincial health order, Saskatchewan residents, even with mild symptoms, are required to self-isolate. The following information is provided to support your work:

Q: What do we do if we screen a client who has COVID-19-like symptoms?

A: Ensure the client puts on a surgical mask and practices social distancing. The client should be moved to a private space, if possible. Next, you may wish to help the individual call the COVID-19 testing site at 306-751-5284, open between the hours of 8 a.m. and 4 p.m. Staff at the site will screen the client on the phone and determine if a test is required. If help is needed outside of clinic hours, call HealthLine 811 to connect with a licensed health-care professional. To reach HealthLine, dial 8-1-1 or, if you have technical issues, 1-877-800-0002.

Q: How will the client get to the testing site if the individual requires testing?

A: If your CBO has transportation and someone can safely drive the client (as per the Government of Saskatchewan [social distancing recommendations](#)), please bring the client to the testing site. If your organization does not have transportation, please let test site staff know and they will support you and your client to ensure the test is done.

Q: What do we do if the test site tells the client to self-isolate?

A: If your client has the ability to isolate in a home, please ask that they do so. If this is not an option and your organization has the ability to provide the individual with a space for self-isolation, please do so. If these are not options and the individual is willing to participate in self-isolation, please assist the client in calling the Ministry of Social Services (MSS) at 306-527-8519 to determine if they qualify for a hotel room at the assisted self-isolation site. Please make the call with the client present as soon as the individual has been screened by either HealthLine 811 or the testing site. MSS will wish to speak directly with the individual.

Q: If the client qualifies for a hotel room at the assisted self-isolation site, how will the individual get there?

A: The Ministry of Social Services will arrange for the client to be driven to the hotel. Appropriate SHA staff will help facilitate these arrangements.

Q: What if our client does not want to be tested or get help with isolation?

A: Testing is voluntary however, if you have concerns about someone having COVID-19 and either refusing to get tested or not following public health directives, please call the Saskatchewan Public Safety Agency at 1-855-559-5502.

Under the provincial emergency order, self-isolation is mandatory for those who test positive for COVID-19, close contacts of confirmed cases of COVID-19 and international travellers. This is enforceable by peace officers, if necessary. However, we would hope that people recognize the risk and take preventative measures to stop the spread of any illness. People who fail to follow

COVID-19



the order may face fines of up to \$2,000 in the case of an individual and not more than \$10,000 in the case of a corporation, under *The Emergency Planning Act*.

Q: When would I report a client to the COVID-19 hotline?

A: If you are concerned about someone having COVID-19 and not following public health directives, please call 1-855-559-5502.

More information about [self-isolation](#) and [public health orders](#) is available [Saskatchewan.ca/covid19](https://saskatchewan.ca/covid19).