

# Renfrew County and District Health Unit

## Information for Business Operators Toolkit

### Business Information Line

Call the Business Information Line at 1-888-444-3659 if you have questions about safely reopening your business or workplace, or visit [COVID-19 Support for businesses](#).

Resources to prevent COVID-19 in the workplace: [Sector specific guidance for Ontario](#).

Ontario is gradually reopening businesses, services and public spaces on a regional basis as progress is made in the fight against COVID-19: [Reopening Ontario](#).

### COVID-19 Call Centre

If you live in Renfrew County and District, have a health concern (including a concern related to COVID-19) and need to speak to a physician, you should first call your family physician's office.

If you do not have a family physician or cannot access your family physician, call the Renfrew County Virtual Triage and Assessment Centre at 1-844-727-6404. A medical receptionist will connect you with care and support from a nurse practitioner, family physician and/or community paramedic. This new service is covered by OHIP with a valid health card. Learn more at [www.rcvtac.ca](http://www.rcvtac.ca).

Call RCDHU staff at 613-735-8654, 7-days a week, Monday to Sunday, 8:00 a.m. to 4:00 p.m. for more information on COVID-19. You do not require a phone assessment by RCDHU to access COVID-19 care.

### Self-Assessment

Please complete this [self-assessment](#) tool to help you determine what to do.

### Testing and Results

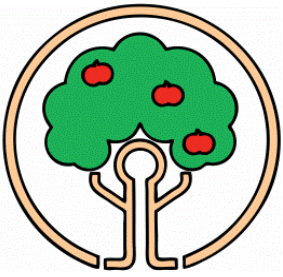
You can now access your COVID-19 lab test results online. For access, visit the Government of Ontario's [online portal](#).

If your results are not available after 10 days or if you are not able to access your results, call Renfrew County and District Health Unit (RCDHU) at 613-735-8654.

As a reminder, health unit staff are no longer calling people to inform them of a negative COVID-19 test result—[no news is good news](#).

### RCDHU COVID-19 Information for Workplaces

Visit us at [www.rcdhu.com](http://www.rcdhu.com) or call (613) 732-3629 or  
1-800-297-1097



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Visit [RCDHU COVID-19 Information for Workplaces](#) for more information on sector specific reopening guidance, factsheets, and other helpful resources.

## What you need to know about wearing a mask

The use of cloth masks can help control the spread of COVID-19. Renfrew County and District Health Unit (RCDHU) has recommended their use when physical distancing is not possible. When it comes to indoor public spaces, it can be difficult to know if physical distancing is possible until entering. This is why RCDHU will be taking a regional approach in accordance with all Eastern Regional Health Unit's to mandate the use of cloth masks or facial coverings in many indoor public spaces.

RCDHU Directive - [RCDHU COVID-19 Directive for Masks/Face Coverings](#)

RCDHU FAQ - [RCDHU COVID-19 Frequently Asked Questions, Re: Directive for Masks/Face Coverings](#)

RCDHU FAQ - [RCDHU COVID-19 Frequently Asked Questions: Masks/Face Coverings](#)

RCDHU Signage - [RCDHU Public Entrance Signage: ATTENTION – Please wear a mask/face covering while in this facility](#)

RCDHU Poster - [RCDHU Non-medical Mask Use when Shopping \(Community Use\)](#)

RCDHU Poster – [Do's and Don'ts of Using Non-Medical Masks](#)

Video - [VIDEO : Why, when and where should I wear a cloth mask?](#)

Public Health Ontario – [Steps to Put on a Mask](#)

Public Health Ontario – [Steps to Take Off a Respirator/Mask](#)

Health Canada - [Instructions on how to make a non-medical mask](#)

Public Health Agency of Canada - [How to make a non-medical mask at home](#)

CHEO - [Kids and masks: tips from an expert](#)

## Fact Sheets & Posters

RCDHU Tool – [COVID-19 Employee Screening Tool](#)

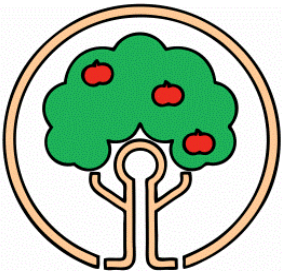
RCDHU Fact Sheet – [COVID-19 Information for the Real Estate Sector](#)

RCDHU Fact Sheet – [COVID-19 Fact Sheet for Grocery Store Shoppers](#)

RCDHU Fact Sheet – [Guidance for Retail Stores](#)

RCDHU Guidance – [Requirements for Transportation Service Operators](#)

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RCDHU Guidance – [COVID-19 Guidance for Places of Worship](#)

RCDHU Guidance – [COVID-19 Guidance for Personal Service Settings](#)

RCDHU Guidance – [COVID-19 Guidance for Food Premises](#)

RCDHU COVID-19 Checklist – [Hair Salons and Barber Shops](#)

RCDHU COVID-19 Checklist – [Nails and Aesthetic Services](#)

RCDHU COVID-19 Checklist – [Tattooing and Body Piercing](#)

RCDHU Poster – [Proper Use of Disposable Gloves](#)

RCDHU Poster – [COVID-19 Screening Poster for Retail, and Condominium or Multi-Unit Residential Building Entrances](#)

RCDHU Poster – [Physical Distancing w/o Tips](#)

RCDHU Poster – [Physical Distancing w Tips](#)

## How do I self-monitor versus self-isolate?

RCDHU Resource- [Self-isolation vs. Self-monitor](#)

[Know the Difference: Self-monitoring, self-isolation, and isolation for COVID-19](#)

[How to Self-Monitor](#)

[How to Self-Isolate](#)

[Self-isolation: Guide for caregivers, household members and close contacts](#)

[How to isolate at home when you have COVID-19](#)

[Cleaning and Disinfection for Public Settings](#)

## Information en français

Consultez le <https://www.rcdhu.com/nouveau-coronavirus-de-2019/> pour avoir accès à des ressources en français au sujet de la COVID-19.

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