



## Red Cross Support for People in Isolation

### Document for Network and Community Stakeholders

The Red Cross has been mandated by the ministère de la Santé et des Services sociaux (MSSS) to support **people during their 10-day individual or family isolation period** following a **positive COVID-19 test result**. This service is complementary to the support provided by the MSSS. **This humanitarian service is personalized and free. Calls are made on a voluntary and confidential basis** and with the consent of the individual.

### Objective

Ensure that people who are isolating, including those who are more vulnerable, are doing well and have the tools and resources to meet their essential needs, look after themselves and their hygiene, and protect those around them. It is very important that they follow the instructions for their isolation period and do not go out, unless required for a medical appointment, to avoid spreading the COVID-19 virus and thereby break the chain of transmission.

### What services does the Red Cross provide?

- **Food and hygiene:**
  - o Support for ordering groceries online
  - o Food assistance for individuals in precarious situations and their households
  - o Financial support to purchase personal care and hygiene items for adults and children (e.g., incontinence briefs, diapers, baby formula)
- **Personalized calls during the isolation period:**
  - o Moral support to alleviate feelings of isolation
  - o Personalized monitoring
  - o Referrals to appropriate support resources
- **Epidemic prevention kits for the individual and their family** (gloves, face covering, hand sanitizer, paper towel, cleaning products, and thermometer)
- **Commercial lodging, if required, for the duration of the isolation period**
- **Transportation** to and from important medical appointments and/or the commercial lodging

## **Who will be referred to the MSSS by the Red Cross?**

People who experience **issues when beginning or undergoing their isolation period**. This could include:

- Someone who is having difficulty isolating in a closed room.
- Someone who is economically vulnerable (e.g., facing unemployment or lost wages during the isolation period) and who is unable to meet their essential needs and those of their family during isolation.
- Someone who is afraid of spreading the virus to a member of their household who has cancer or an autoimmune disease (e.g., Type 1 diabetes, lupus, Crohn's disease, multiple sclerosis), unless they are a senior who is dealing with various health concerns.
- Someone living alone who seems anxious or emotionally fragile and is unable to have phone or virtual contact with family or friends.
- Someone who is unable to shop for groceries online (digital or linguistic divide) and does not currently have access to enough food to feed themselves or their family during part or all of the isolation period.
- Someone who has an important medical appointment (e.g., oncology, dialysis) during the isolation period that would be difficult to reschedule.

## **Means of communicating - CIUSSS du Nord-de-l'Île-de-Montréal:**

Psychosocial reception: 514 940-3300