



SECTION 1. GENERAL NOTES FOR EVERYONE

For everyone participating in the mutual aid process

IF YOU HAVE SYMPTOMES

A person with a cold or any cold or flu symptom should not prepare food or make deliveries. You should stay at home, isolate yourself and avoid physical contact with other people if you have the following symptoms:

- ✗ Dry cough
- ✗ Shortness of breath
- ✗ Fever (37.8°C and over)

IF YOU DON'T HAVE SYMPTOMES

The incubation period of the virus can last up to 14 days. This means that a person can be contagious without having symptoms or having mild symptoms (eg. mild cough). You should stay at home if the following criteria apply to you:

- ✗ You came back from a trip
- ✗ You have been in contact with an infected person
- ✗ You are a senior person, have a weakened immune system or are pregnant

GENERAL SANITARY GUIDELINES

People with no symptoms, who haven't recently returned from a trip and who have not been in contact with an infected person are asked to take the following measures:

- Limit support to a small number of people**, but on a regular basis, and avoid visiting several different people.
- Limit your offer of support to your local area** (on your block or street, in your neighbourhood) and avoid covering large distances.
- Prioritize private modes of transport** (car, bicycle or on foot) and avoid public transportation.
- Keep your distance from others** (2 meters).
- Wash your hands frequently** (including between your fingers) with soap and warm water for at least 20 seconds OR use a hand sanitizer that contains at least 60% alcohol.
- Disinfect affected surfaces frequently** with an approved virus-killing product OR a product containing 70% alcohol OR a solution made from 1 part bleach to 9 parts water.
- Avoid touching your face**, especially your eyes, nose, and mouth.
- Cover your coughs and sneezes** with a tissue and immediately throw it in the trash. Alternatively, sneeze / cough in the crease of the elbow and not in your hand.
** These guidelines apply for occasional coughing or sneezing (such as when you cough to clear your throat or sneeze after inhaling spices).*



SECTION 2. FOOD PREPARATION

For people looking to offer support to those in need of meals

IF YOU ARE PREPARING MEALS TO BE SHARED

As of now, there is no evidence that COVID-19 is transmitted through food. However, we must remain alert to the possibility that freshly prepared food or food containers transmit infectious droplets. It is essential that you follow strict sanitary guidelines to prevent the transmission of COVID-19 to those who will receive meals.



Wash and disinfect all work surfaces before starting

- Follow the sanitary guidelines (Section 1) described above for hand washing.
- Wash using soap or detergent to remove germs, dirt and impurities from surfaces and objects.
- Disinfect, after washing, the preparation surfaces (see Section 1 for details).



Wash all the tools used for preparation: spatulas, ladles, knives, cutting board, etc.

- Wash tools in a solution of 1 part bleach to 9 parts water.



Apply hygiene protocols for food

- Favor cooked or reheated food.
- Wash fruits and vegetables thoroughly. This is particularly important since they may have been exposed to infectious droplets from a contagious person during transport, delivery, store storage, etc.
- Use freshly washed clothes, washed in a high temperature cycle after each use.
- If you have to sneeze or cough, leave the area where the food is kept to do so, apply the hygiene guidelines mentioned above, and wash your hands thoroughly before returning.



SECTION 3. DELIVERY

For people looking to offer support to those in need by delivering essentials (eg: medication, groceries)



Keep a distance of 2 meters with other people

- During the pickup.
- During the transport.
- During the delivery.
- If possible, visit pharmacies and grocery stores outside busy hours.
- If there are two of you, your delivery partner should sit in the back of the car.



Ensure safe delivery

- Ensure food remains covered and sealed during transport.
- Avoid contact with frequently touched surfaces.
- Ideally, leave the food outside the accommodation without touching the front door or doorbell, leave and then call the recipient to let them know the delivery has arrived. If this is not possible, keep a distance of 2 meters from the person receiving the delivery.
- Do not take objects from the person receiving the delivery, except money if necessary.



Apply sanitary guidelines (see Section 1)

- Wash your hands after touching public and common surfaces (door, elevator, doorbell, etc.).
- Désinfecter toutes les surfaces fréquemment touchées avant et après les livraisons, incluant celles sur votre bicyclette ou votre voiture (poignées intérieure et extérieure, volant, etc.).



SECTION 3. RECEIVING DELIVERY

For people in need of essentials (eg. medication, groceries) but are unable to go out to get them



Receive delivery securely

- Ideally, wait until the person has left before opening the door and collect your delivery. If this is not possible, keep a distance of 2 meters from the person making the delivery.



Apply sanitary guidelines (see Section 1)

- Wash hands before eating
- Disinfect all objects that have been in contact with the person who made the delivery (eg. door handles, containers, etc.).

SOURCES AND FURTHER RESOURCES



COVID-19 Aide communautaire Montréal

https://sites.google.com/view/covid19montreal/groups/process?authuser=0&fbclid=IwAR3ImARENP2d9Kl6TZrX9RlvWfY_ShE-Zi9p7o5MUeye-clcGtmSY6wXMoe

Gouvernement of Canada

- **Coronavirus disease (COVID-19): Prevention and risks:** <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>
- **Community-based measures to mitigate the spread of coronavirus disease (Covid-19) in Canada:** <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>
- **Hand hygiene:** <https://www.canada.ca/en/public-health/services/healthy-living/hand-hygiene.html>

World Health Organisation (WHO) - Q&A on coronaviruses (Covid-19):

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>



COVID-19 info line 1 877 644-4545

Community and social resources 2-1-1



Gouvernement of Québec quebec.ca/en/coronavirus

Santé Montréal santemontreal.qc.ca/en/coronavirus