Frequently Asked Questions:

1. **What dates could I have been exposed to COVID-19 at the Club?**
   Between October 1<sup>st</sup> – October 6<sup>th</sup>, 2020.

2. **What Club departments are impacted?**
   Due to privacy concerns, Vancouver Coastal Health cannot provide us with details. What we can confirm is that ALL Club departments have been thoroughly sanitized and cleaned.

3. **Will you release the names of those who have tested positive?**
   We are not able to share the name of the person(s) who have tested positive for privacy reasons but know that your health and safety is our top priority.

4. **How many confirmed COVID-19 cases are there at Hollyburn?**
   Vancouver Coastal Health has not provided Hollyburn with these details.

5. **Will I be contacted by the Club or Vancouver Coastal Health if I was exposed or considered high-risk?**
   Vancouver Coastal Health will contact those in your family if you are at high-risk. If you are not contacted, you are at little or no risk.

6. **What is considered “high-risk”?**
   Public health considers at risk exposure to be for 15 mins in close prolonged contact without PPE.

7. **Should I get tested for COVID-19 if I was at the Club between October 1<sup>st</sup> – October 6<sup>th</sup>?**
   If you were at the Club between these dates Vancouver Coastal Health has recommended that you self-monitor for any symptoms until October 20<sup>th</sup>, 2020. Testing is not recommended while asymptomatic.

8. **Will any Club departments be closing temporarily based on this news?**
   YES. Effective, October 10<sup>th</sup> at 6pm, the Club will be closed until further notice.

9. **What should I do if someone in my family is showing symptoms of COVID-19?**
   If you develop symptoms consistent with COVID-19, please self-isolate and go for testing. **DO NOT COME TO THE CLUB.** If your symptoms worsen, please call your health care provider and request a telephone assessment. If you do not have a health care provider, call 811 for an assessment. If you are seriously ill and need immediate medical attention, call 911 or go to your nearest emergency room. Please ask for a mask and inform them you may have COVID-19.

10. **Who can I contact if I have questions or concerns?**
    Members and staff are asked to call Vancouver Coastal Health directly.

11. **What is the Club doing to protect Members and staff from COVID-19?**
    The safety and well-being of our Members and our employees is our number one priority. We are strictly adhering to the health and safety guidelines set by Vancouver Coastal Health and we are also taking additional measures to keep our community safe. Members are reminded to familiarize themselves with each department’s COVID protocols prior to coming to the Club. These protocols can be found on the Hollyburn website.