



FAQ's: COVID Alert app on TTC mobile devices

Q. Why is this app being installed on my work phone?

The COVID Alert app will help our staff to better protect themselves and help us to be more effective at stopping the spread of COVID-19. It is our responsibility as public servants to model best practice and take measures to slow the spread.

The app is one more step to help us prevent the spread, in addition to other measures such as washing hands, wearing masks and maintaining physical distance.

Adding the app to TTC-managed phones is being offered to provide a convenient way for staff to access the app. The more people who have it and use it, the more effective we will be at stopping the spread of COVID-19.

The benefit of the use of this app is that a user is notified if they have been potentially exposed to COVID-19 and advised on what steps to take. This can help case and contact management and response efforts to reduce the spread of COVID-19.

Q. What is the app used for?

The COVID Alert app, which you can also download for free from the Apple and Google Play app stores on your personal device, was created to help stop the spread of the virus. Especially as people continue to move within the community and engage in various activities.

A joint initiative of the federal and provincial governments, the app is easy to use and safe. **It does not track, collect or share personal health information, your identity or your location.**

Q. How does the app work? How is information collected by the app?

The app uses secure Bluetooth technology, which allows phones with the COVID Alert app to exchange random codes when they are within 2 metres of each other for at least 15 minutes. If an app user tests positive for COVID-19, they can anonymously alert other app users who were in close contact with them during the past two weeks. This will not include sharing any personal information, including their identity or the time and place of exposure. The app has been reviewed by federal and Ontario privacy commissioners. The TTC is not using this app to collect, share or identify location information and does not have access to any of the information in the app.

Q. How do I use the COVID Alert app?

Once installed, the app does not require regular user interaction to operate. Users will be provided periodic reports detailing count of possible exposure over the preceding week.

For details on how to use the app, please read the [COVID Alert How-To Guide](#).

In the case of a potential exposure, an on screen notification will be displayed, and details provided on what steps should now be taken, including details on how to get tested.

In the case of a positive diagnosis, a one-time code is provided by Health Services through the COVID-19 Test Results website. That code would be entered on the app, which will trigger the COVID Alert services to start sending notifications to all devices that have come into close proximity to your own device over the last 14 days.

Q. Once the app is on my phone, does it start to work right away?

Once the app appears on your phone, you will have to open the app and follow the prompts to activate the service, and ensure your device has Bluetooth turned 'on'. If you do not 'activate' the app, or do not enable Bluetooth, then it will not work.

Q. Am I required to use this app?

The app will be installed on TTC-issued devices, but the use of the app is voluntary and has been developed with robust safeguards to protect the identity of users. If you do not activate the app, then it will not work.

Q. Can the Covid Alert app be used on any mobile device?

The software in some older iPhones may not be able to support the Covid Alert app. The app will run on all Android devices but requirements for Apple phones is iPhone 6S or newer, running iOS 13.5 or newer. It will not work on iPhone 5/5s or iPhone 6/6Plus models.

Q. Does the TTC expect me to carry my work-issued phone with me at all times?

No, you are not required to carry your work phone at all times. However, in order for the app to be effective and provide you with accurate details about potential exposure to COVID-19, it is recommended that you carry your phone whenever you leave your home.

Q. If I carry my work-issued phone with me outside of regular work hours, am I expected to answer emails and phone calls? Am I considered 'on call'?

Keeping your work issued phone with you does not change the expectations of your hours worked. The app cannot be used to track your location.

Q. I already have this app downloaded onto my personal phone, do I need to use it on my work phone as well?

What's most important is that you are using the app. If you prefer to use it on your personal device, then you are encouraged to continue to do so. Adding the app to TTC-managed phones is being offered to help our staff better protect themselves and help us to be more effective at stopping the spread of COVID-19. It is our responsibility as public servants to model best practice and take measures to slow the spread.

Since there is no personal data collected, there is no conflict if an individual installs and activates the app on more than one device. The one-time code provided in the case of a positive test result however should only be entered on ONE device, which should be the one that is carried most often throughout the day.

Q. Since I carry my personal phone with me at all times, doesn't it make more sense to use the app on that phone?

What's most important is that you are using the app. If you prefer to use it on your personal device, then you are encouraged to download the app and start using it. It can be downloaded for free from the Apple and Google Play stores.

Adding the app to TTC-managed phones is being done to facilitate our staff in being able to access the app and offer one more measure we can take to reduce the spread. The more people who have it, the more effective we will be at stopping the spread of COVID-19.

Q. What happens to information collected and who has access to it?

The app does not track, collect or share personal health information, your identity or your location. The use of the app is voluntary and has been developed with robust safeguards to protect the identity of users.

The Office of the Privacy Commissioner of Canada (OPC) and the Ontario Information and Privacy Commissioner (IPC) are satisfied that the design of the *COVID Alert* exposure notification app meets all of the privacy principles for contact tracing apps. The app does not collect personal information nor provide the government (or anyone else) with location information. Healthcare workers have no way to provide people's personal information to the Covid Alert app.

Q. What do I do if I receive a notification that I have been in contact with someone who had COVID-19?

The app will notify a user if they have been potentially exposed to COVID-19 and will provide links to <https://covid-19.ontario.ca/exposed>, which provides resources on how to find an assessment centre for testing and requirements to self-isolate.

If the app notifies you about potential exposure, you should:

- Not come to work or enter a TTC facility.

- Stay home and self-isolate right away.
- Call Telehealth Ontario or your health care provider to find out if you need a COVID-19 test.
- Call your Manager or Supervisor to report your absence and to receive further instructions.

More information is also available at: Toronto Public Health guidance for possible exposure.

Q. What should I do if I test positive for COVID-19?

1. Staff who test positive for COVID-19 should contact their manager or supervisor to report the illness.
2. In relation to the COVID Alert app, if you have a positive test result for COVID-19, the Province of Ontario can provide you with a one-time key to enter into the app, which will alert other app users who you may have come into contact with. For more information on getting your one-time key please visit the Province's COVID-19 Test Results Website.

Q. Can I delete the app off of my phone?

TTC staff cannot remove the application from their work phone. The application installation is managed centrally with the TTC's ITS department. This will ensure that the application is available for those who choose to activate the service. The presence of the app on the device does not mean that the service is active, and it will only become active if the individual chooses to allow it.