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March 12, 2020

Dear Tenant

COVID 19 Update

Please be advised that the **(NAME)** is closely monitoring information with respect to COVID 19. We are following the guidelines and directives coming from Health Canada, **Ontario Ministry of Health** and **(local health agency)**.

At this time, the Public Health Agency of Canada has assessed the public health risk associated with COVID-19 as low for the general population in Canada but this could change rapidly. The Health Canada website has more information about the risk to Canadians, how to protect yourself and your family, and travel advice.

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Using these guidelines and direction from the **Ontario Ministry of Health** we are implementing the following measures:

(sample list of measures that are being taken)

- Assessing visitors to Dufferin Oaks Long Term Care Home, in accordance with MOH guidance. This requires screening each visitor and will likely require establishing limited visiting hours;
- Providing information to Community Housing tenants and providers;
- Providing information to child care providers;
- Posting signage for visitors asking them to delay their visit if they have symptoms and have travelled to one of the affected areas listed by Health Canada or been exposed to a person who has tested positive for COVID 19;
- Installing additional public hand sanitizing dispensers and providing instructions for effective hand sanitizing;
- Displaying posters from the Ministry of Health on "Keeping Your Family Healthy", proper Hand-washing and hand sanitizing;
- Enhancing cleaning and hygiene practices as recommended by Health Canada

As per **(Local Public Health Agency)**, There is currently no vaccine to prevent COVID-19. The best way to reduce the risk of infection is to practice general infection prevention control. This includes:

- Wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

SAMPLE

- Avoid close contact with people who are ill.
- Stay home when you are ill.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Clean and disinfect frequently touched objects and surfaces.

We will keep you updated as new facts are confirmed and as we take additional actions. In the meantime, we encourage people to continue to stay informed by regularly reviewing evidence-based, credible sources of information about this situation.

You can also call **(LIST WITH CONTACT INFO OF LOCAL PUBLIC HEALTH AGENCY CONTACTS)**

(TEAM LEAD SIGNATURES)

