

March 10<sup>th</sup>, 2020

Dear Parents and Guardians,

With recent news about the coronavirus (COVID-19), you or members of your family may have some questions or concerns. We want to assure you that Safehaven continues to place the health and wellbeing of its clients, staff and volunteers at the utmost priority. We are notifying staff weekly with best practices and precautions to reduce the spread of infection. Take comfort knowing our staff will continue to provide exceptional client care in a safe environment supported by scientific evidence and best practices.

In an effort to ensure the safety and well-being of all clients and staff, and at the recommendation of Public Health Ontario and the Ministry of Health, Safehaven will be continuing screening for infectious symptoms at the start of our intake process. This change is not expected to result in any delay in care or acceptance to our respite program. Should your child be unwell the week prior to a respite visit, please contact us at 416-535-8525 ex 226 and we will work together to reschedule your visit.

At this time, there are thirty confirmed positive cases and four resolved cases in Ontario as of March 9, 2020. Despite these cases, the risk to Ontarians is still considered low. The Ministry of Health and Public Health Ontario continue to monitor the situation closely and will provide any further information as it becomes available.

The Ministry of Health have recommended three key things we can all do to stay healthy and prevent the spread of infections:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Stay home if you are sick

Please visit [Canada.ca/coronavirus](https://Canada.ca/coronavirus) for the most up-to-date information. If you have further questions about the COVID- 19 virus, please call 3-1-1 or visit <https://www.publichealthontario.ca/>.

If you have any questions about Safehaven's response, please don't hesitate to contact me at 416-535-8525 ext 223.

Thank-you for your support,



Susan Bisailon

