



MEMORANDUM

TO: All Staff
FROM: Susan Bisailon
DATE: March 9th, 2020
SUBJECT: Novel Coronavirus (COVID-19)

What is the Coronavirus?

The COVID-19 is a novel coronavirus that has been identified as the cause of an outbreak of pneumonia and respiratory illnesses originating in Wuhan, China. Coronavirus is a group of viruses that cause respiratory illnesses ranging in severity from mild (common cold) to severe (e.g. pneumonia, acute respiratory distress syndrome). Coronaviruses are common in animals, but some strands of the virus evolve and can be spread to humans. At this time it is believed to be spread through person to person contact and respiratory droplets.

It is important to remember that for children with medical complexities, viruses such as the common cold can cause more severe symptoms and result in secondary bacterial infections. As a result, Safehaven will continue our normal screening processes to ensure the wellbeing of our clients and staff is our top priority.

What screening protocol are we following at Safehaven?

In addition to our normal screening processes, effective immediately, all clients (respite or residential), family and visitors will be screened for infectious symptoms (fever and or respiratory symptoms) and any of the following:

- A travel history to any country of concern* within the last 14 days.
- Close contact to asymptomatic person with travel history to a country of concern * within the last 14 days.
- Close contact to a person with a suspected or confirmed case of novel coronavirus COVID-19.
- *At this time, High Risk Alert countries include: China, Hong Kong, Iran, Italy, Japan, Macau, Malaysia, Republic of Korea (South Korea), Singapore, Taiwan, and Thailand.

If an individual answers yes to any of the above questions, the individual will be asked to wear a mask and be placed in a room with the door closed. Staff is advised to immediately leave the room, perform hand hygiene and then contact Toronto Public Health at 416-338-7600 during business hours or 3-1-1 outside of business hours. During this time, no other staff is permitted to enter the room with the client until advised by Toronto Public Health. After speaking with Public Health, please update your Client Care Coordinator and Director of Programs and Professional Practice or admin on call.

Moving forward, we will follow with Ministry standards and continue to update all members of staff. Additionally, we will inform staff if there is any risk of exposure. For now, we have attached a fact sheet featuring some Q and A's, please make yourself aware of the material and how to best protect yourself and the people around you.

Our priority is that our Safehaven team and clients remains safe, healthy and comfortable coming to the organization and that we continue delivering our exceptional care to our exceptional clients. Thank you for your commitment at this pinnacle time.

Thank you,