



March 10, 2020

Dear Residents and Visitors,

As coronavirus cases continue to rise, if any of our staff or residents is confirmed to have **COVID-19** and we have been notified, we will inform all employees and residents of their possible exposure to COVID-19 but maintain confidentiality as required by the Personal Information and Protection and Electronic Documents Act.

If you have a fever, respiratory symptoms, or believe you are sick, please self-isolate and contact your primary healthcare provider. Self-isolating individuals should avoid having visitors to their apartment and avoid contact with immune-compromised individuals and older adults. They should remain in their residence until otherwise advised by their healthcare provider. The following can help reduce the risk of infection or spreading infection to others:

1. Wash your hands often, for at least 20 seconds
2. Avoid touching your eyes, nose, or mouth with unwashed hands
3. When coughing or sneezing, cover your mouth and nose with your arm or tissues to reduce the spread of germs AND immediately dispose of any tissues you have used into the garbage as soon as possible then wash your hands afterwards.

Residents using laundry rooms should wash laundry thoroughly; clothes and bedding should be immediately removed from machines once the washing and drying process is complete. Residents should wash and dry their clothing using the warmest temperatures recommended on the fabric label.

Management will take administrative steps as to mitigate the spread of the virus including regular cleaning and disinfecting of frequently touches surfaces and common areas with cleaning agents known to be effective against COVID-19.

There are multiple websites you can investigate for up-to-date protocols including: Health Canada and the World Health Organization.

We do not tolerate any negative behaviour, including negative statements about race and COVID-19 at our buildings.

If you have any questions or concerns addressed to us, please contact our Health and Safety Department at 416-466-2642 ext. 327 or e-mail: safety@oshanter.com. You can also call Telehealth Ontario, 24/7: 1-866-797-0000, The Toronto Public Health Hotlines: Telephone- 416-338-7600 and TTY- 416-392-0658.

Management