

Novel Coronavirus (COVID-19) information from Niagara Peninsula Homes To Our Clients

March 16, 2020

NPH is working closely with Public Health to monitor possible impacts of the novel coronavirus COVID-19 on members and tenants. This information is based on information that Public Health is providing to members of the public at this time.

What NPH is doing

Our response to the coronavirus threat is informed by the principles established by Public Health and the expert advice they provide. We are following that advice to support the health and safety of members/tenants and our employees.

Actions taken to date include:

- We have proactively identified safety procedures and protocols to guide staff
- We are suggesting to the Boards of Directors to **step up the cleaning protocols** for all buildings.
- **Only essential Work Orders will be addressed at this time by appointment.** In order for staff to enter the unit a call will be made to the resident and **questions will be asked based on Health industry guidelines.** These questions will be asked prior to entering by telephone and if it is deemed a risk for staff to enter they will not do so until further notice. **If it is deemed unsafe for them to enter the unit and there is a leak or other threatening issues an outside contractor will be contacted.** Please be aware they may not be willing to enter the unit.
- **There may be cases where staff can only respond to emergencies** and even this discretion will be used based on the screening process, until further notice.
- **All unit inspections be suspended** for the time being unless deemed essential
- **NO office hours until further notice. If you must come into the office it will be by appointment only- send an email or leave message at the NPH office, the property manager will get back to you. Please use Tenant Pay, cheque or money order if you usually use Debit. Contact your property manager to find out how to set up Tenant Pay if you wish.** If you must use debit please call your property manager to make arrangements.
- If you must enter the office you will be screened using the questionnaire until further notice and must wear a mask and stay two metres (6 feet) from staff.

- **No Board or Member meetings (if applicable) until mid- April** to be reassessed by end of March as advice from Public Health re the virus is changing daily.

Key facts about COVID-19

Public Health is the most credible and reliable source of information about COVID-19 in our areas. For up to date information please go to the Public Health web site.

These website is updated regularly and have a wealth of information on the current situation, on how to protect yourself, what to do if you're sick after you travel and how to recognize possible symptoms.

Coronaviruses are a large family of viruses that circulate in animals, including humans, and may cause illness in them. Human coronaviruses are common and can range from mild illnesses, such as the common cold, to severe illnesses such as Severe Acute Respiratory Syndrome Coronavirus (SARS CoV) and Middle East Respiratory Syndrome Coronavirus (MERS CoV).

COVID-19 symptoms range from mild to severe and include fever, cough, muscle aches and tiredness, and difficulty breathing. Less common symptoms such as sore throat, headache and diarrhea have been reported.

What you can do to prevent infection and the spread of germs

Public Health advises the following measures to help prevent respiratory illness and its transmission:

- Wash your hands often with soap and water for 15 seconds or use an alcohol-based hand sanitizer. (sing happy birthday song twice)
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who 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.
- Stay home if you become ill with respiratory symptoms, cough or fever.

Recent travel advisories

At this time, Public Health advises that if you have recently travelled to Hubei Province (China), Iran or Italy, or have had close contact with a person ill with COVID-19, you should self-isolate and contact Public Health in your area as soon as possible.

Public Health also advises that if you have recently travelled to other areas of China, Japan, South Korea, Hong Kong, Singapore or other areas under a travel health advisory for COVID-19, you should self-monitor for COVID-19 symptoms. Symptoms may develop up to 14 days after the last date of travel.

The Public Health Agency of Canada is recommending that Canadians avoid all cruise ship travel due to the ongoing COVID-19 outbreak.

What is the risk in the community?

Public Health continues to advise that the virus is not circulating locally. However, given the global circumstances, Public Health is actively working with the municipalities and health partners to plan for the potential of local spread.

Self-isolation

Public Health advises that anyone diagnosed with COVID-19 or who are suspected of having COVID-19 should stay home and avoid close contact with others, including those in their home. Staying home means not attending child care, school or work; avoiding public spaces, contact with others and taking public transit; and refraining from having visitors.

If you think you may have symptoms of COVID-19 and have decided to self-isolate, you should contact Telehealth Ontario at **1-866-797-0000**, Public Health or your doctor / primary health care provider's office. Call ahead about your symptoms and travel history before your visit. This will enable them to prepare for your visit and protect their staff and other patients.

For more information on COVID-19

- Call the public health offices in your area or check their web sites
- Government of Canada Travel Advice and Advisory: travel.gc.ca/travelling/advisories/pneumonia-china
- **Telehealth Ontario**: 1-866-797-0000
- World Health Organization: www.who.int