

23 March 2020

Dear people we support and families,

Our goal through this pandemic is to maintain good, useful, and timely communication.

In the days to come, there may not be much to update you on, as we wait for decisions and new developments that might impact the services we provide. As such, our communications may become a little less frequent, as we wait for information, and to ensure we are valuing your time and attention. If you're concerned you may have missed a communication, clgw.ca/covid19 will have all of the latest communications for people we support and their families.

We continue to encourage families to build a routine with their respective CLGW residence. Whether it's a call or facetime with your family member or doing a general check-in with staff, staying connected is very important while practicing good physical distancing.

Our government officials have changed the conversation, so that we all can be clear on what's needed to prevent the spread of COVID-19. Previously, **social distancing** was used to describe some of the measures we needed to take ensure our safety during these times. This past weekend that was changed to **physical distancing**. The emphasis is on maintaining physical distance, and protecting those who are most vulnerable in our communities, while continuing excellent hygiene practices.

Thank you for doing your part, and staying connected through these difficult times.

We will continue to keep you informed of any new developments, and you can read the latest at: clgw.ca/covid19

Regards,


Laura Hanley
Executive Director


Gerry Walsh
Board President

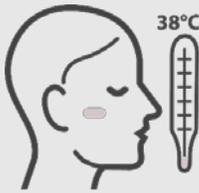
Coronavirus Disease 2019 (COVID-19)

How to self-monitor

Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-877-797-0000) or your public health unit.

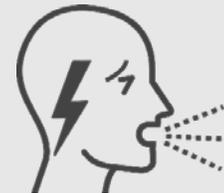
Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms?

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on how to self-isolate
 - Supply of procedure/surgical masks (enough for 14 days)
 - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the back seat.

Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

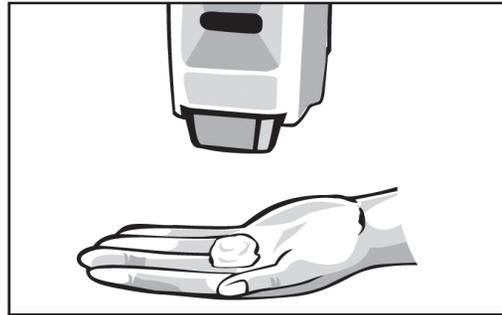
You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

Handwashing with soap and water

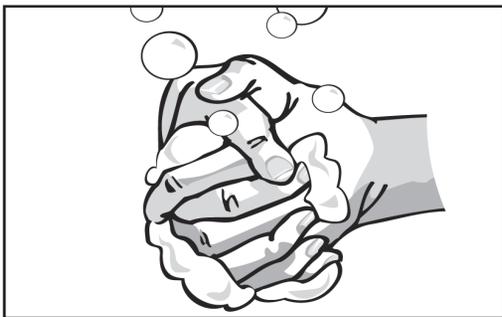
Wash your hands to prevent cross-contamination



1. Wet hands



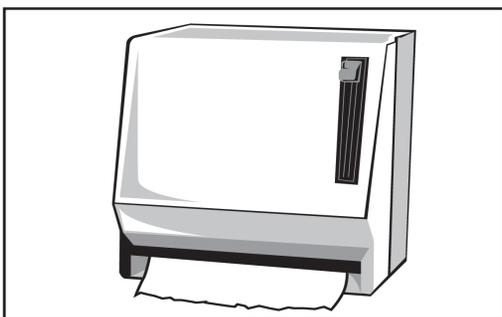
2. Soap



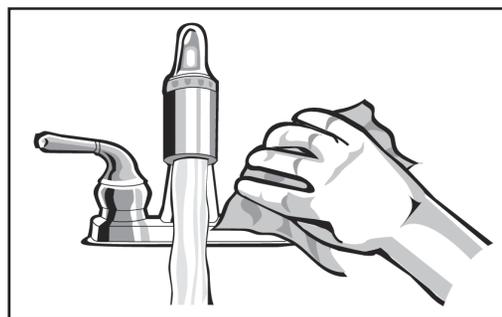
3. Lather



4. Rinse



5. Towel dry



6. Turn taps off with towel

Adapted with the permission of York Region Community and Health Services



PublicHealth
WELLINGTON-DUFFERIN-GUELPH
Stay Well.

519-846-2715 or 1-800-265-7293
info@wdgpublichealth.ca
www.wdgpublichealth.ca

Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

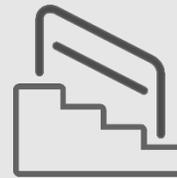
This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario. For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

The information in this document is current as of March 11, 2020

Coronavirus Disease 2019 (COVID-19)

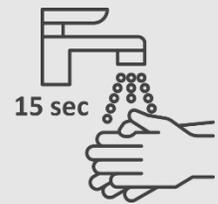
Self-isolation: Guide for caregivers, household members and close contacts

If you are caring for or living with someone who has the virus, you are considered a 'close contact'.

Your local public health unit will give you special instructions about how to monitor your own health, what to do if you start to feel sick and how to contact them. Be sure to tell health care providers that you are a close contact of someone with COVID-19.

Wash your hands often

- Wash your hands with soap and water after each contact with the infected person.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear mask and gloves

- Wear a mask and gloves when you have contact with the person's saliva or other body fluids (e.g. blood, sweat, saliva, vomit, urine and feces).



Dispose of gloves and mask after use

- Take the gloves and mask off right after you provide care and dispose of them in the wastebasket lined with the plastic bag.
- Take off the gloves first and clean your hands with soap and water before taking off your mask.
- Clean your hands again with soap and water before touching your face or doing anything else.



Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep seniors and people with chronic medical conditions (e.g. diabetes, lung problems, and immune deficiency) away from the infected person.



Avoid sharing household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with the person under investigation.
- After use, these items should be washed with soap or detergent in warm water. No special soap is needed.
- Dishwashers and washing machines can be used.
- Do not share cigarettes.



Clean

- Clean your home with regular household cleaners.
- Clean regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables on a daily basis.



Wash laundry thoroughly

- There is no need to separate the laundry, but you should wear gloves when handling.
- Clean your hands with soap and water immediately after removing your gloves.



Be careful when touching waste

- All waste can go into regular garbage bins.
- When emptying wastebaskets, take care to not touch used tissues with your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Clean your hands with soap and water after emptying the wastebasket.



Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

The information in this document is current as of February 14, 2020

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Ontario 

Coronavirus Disease 2019 (COVID-19)

How to self-isolate

Follow the advice that you have received from your health care provider. If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-797-0000) or your local public health unit.

Stay home

- Do not use public transportation, taxis or rideshares.
- Do not go to work, school or other public places.
- Your health care provider or public health unit will tell you when it is safe to leave.



Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep away from seniors and people with chronic medical conditions (e.g. diabetes, lung problems, immune deficiency).



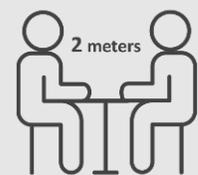
Avoid contact with others

- Stay in a separate room away from other people in your home as much as possible and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g. open windows).



Keep distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



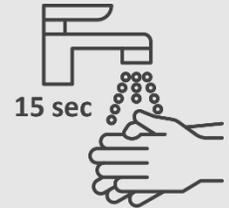
Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket, and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- After emptying the wastebasket wash your hands.



Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
- Use an alcohol-based hand sanitizer if soap and water are not available.



Wear a mask over your nose and mouth

- Wear a mask if you must leave your house to see a health care provider.
- Wear a mask when you are within two metres of other people.



Contact your public health unit:

Learn about the virus

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ABOUT CORONAVIRUS DISEASE (COVID-19)

WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

HOW IT IS SPREAD

Coronaviruses are most commonly SPREAD from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

IF YOU HAVE SYMPTOMS

If you have SYMPTOMS of COVID-19 — fever, cough, or difficulty breathing:

- ▶ stay home to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local public health authority
 - tell them your symptoms and follow their instructions
- ▶ if you need immediate medical attention, call 911 and tell them your symptoms.

SYMPTOMS

Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.



FEVER



COUGH



DIFFICULTY BREATHING

PREVENTION

The best way to prevent the spread of infections is to:



- ▶ wash your hands often with soap and water for at least 20 seconds



- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands



- ▶ avoid close contact with people who are sick



- ▶ when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs



- immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards



- ▶ clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs.



- ▶ stay home if you are sick to avoid spreading illness to others

FOR MORE INFORMATION ON CORONAVIRUS:

☎ 1-833-784-4397

@ canada.ca/coronavirus

✉ phac.info.aspc@canada.ca



Public Health
Agency of Canada

Agence de la santé
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Canada