



Memorandum



TO: All Employees
FROM: Health and Safety Department
Cc: City Council
DATE: April 20, 2020
RE: Take Care of Yourself and Each Other - Coronavirus (COVID-19)

Social distancing and **proper hygiene** remain at the forefront of preventative measures to help reduce the spread of COVID-19 – and **they are working**. We could all use a reminder of what these look like:

- **Stay home when you are ill.**
- Maintain a social distance of 2 meters.
- Limit small group meetings, where possible use web-based and teleconferencing.
- Wash your hands often with soap and water (20 seconds of scrubbing) or alcohol-based hand sanitizer.
- Sneeze and cough into your sleeve.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Do your grocery shopping at off-peak hours.
- Commuting by public transit should be done outside of the busy rush hours.

Physical distancing will help limit the spread of COVID-19, but it may also lead to changes in the ways you connect with others.

Keep in touch

- If you are able to, use technology to communicate with your friends and family. Make phone calls, send texts and have video chats.
- If you are well, be creative when connecting with neighbours. Speak to them over a fence or from your balcony, while keeping two metres (or 6 feet) apart.
- Leave a message of support in your window, yard or condo message board.

Think of others

- If you are well, connect with people who may find this time especially stressful, such as:
 - Older adults and those with chronic health conditions who are at increased risk of COVID-19
 - People who have a history of depression or anxiety, or who may be heavily impacted by COVID-19 (e.g., job loss, health concern, separation from loved ones)
 - People who have mobility challenges or few social supports

Talk to your kids

- Empower your kids by teaching them the most effective ways to prevent COVID-19:
 - Washing their hands
 - Coughing or sneezing into their elbows, and
 - Physical distancing
- Children may feel anxious or stressed due to the uncertainty surrounding COVID-19. Reassure them that their feelings are valid.
- Encourage your children to ask questions. Use plain language to explain what's happening.
- Establish a routine that gives your kids structure while they're indoors.