

# MEMO

To: Nucleus Consumers  
From: Carole Beauvais, Chief Executive Officer (CEO)  
Date: February 12, 2020  
RE: **COVID-19 (Coronavirus) Screening**

In January 2020, a new coronavirus (COVID-19) was identified as the cause of an outbreak of pneumonia originating in Wuhan, China. The World Health Organization (WHO) has declared the outbreak a 'public health emergency of international concern', however, **the risk to Ontarians is still considered low.** As the situation evolves, Nucleus Independent Living receives regular updates and guidance from Public Health Ontario and the Ministry of Health on infection prevention and control.

COVID-19 can spread from person-to-person through close contact (for example, in your household or workplace) with people who became infected when they travelled to the affected area. Although the risk of this virus spreading in Ontario continues to be low, Nucleus Independent Living, as a healthcare provider, is taking the steps recommended by the Ministry and Public Health to help identify and control the risk of spreading the COVID-19 virus. As a result, our staff will be asking you screening questions before visiting you. They will ask if you are experiencing any of these symptoms: fever, cough, difficulty breathing; and whether you have been in contact with someone who has travelled to the affected area. They will also ask you to alert us of anyone in your home who is experiencing any of these symptoms so we can take the appropriate steps to prevent the spread of any illness.

Our Attendants are regularly trained in infection prevention and control best practices and have access to the personal protective equipment (PPE) they require to work safely. At this time, we are asking you to be patient with our staff as they conduct this screening before entering your home. Staff will be calling you before each visit and we ask that you answer the phone in order to avoid delays to your visit.

We will update you again should any new and important information become available. Until then, you may wish to refer to Public Health Ontario for information on the COVID-19 virus at [www.publichealthontario.ca](http://www.publichealthontario.ca).