



**The Corporation of Massey Hall  
& Roy Thomson Hall**

60 Simcoe St, Toronto, ON M5J 2H5  
416-593-4822  
masseyhall.com | roythomsonhall.com

# **The Corporation of Massey Hall and Roy Thomson Hall Pandemic Plan**

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## 1. OVERVIEW

### *a. Introduction*

The Corporation of Massey Hall and Roy Thomson Hall (RTH-MH) first developed this pandemic plan in 2009 specifically in light of the global and regional concern regarding the spreading of the H1N1 virus. The creation of this plan included input from all departments regarding general preparedness and business continuity measures. Since that time, the risk associated with other widespread influenza-related viruses has been monitored by the Ontario Ministry of Health. Most recently, a new strain of virus known as the 2019 novel coronavirus has been identified as a global health risk. Accordingly, the Corporation has updated this Pandemic Plan with the most recent and authoritative information related to planning for influenza-related viruses generally.

The Corporation is aware of the impact that a potential concentrated influenza outbreak would have in the Greater Toronto Area and is prepared to respond in the event of a widespread influenza pandemic. We understand that pandemics are epidemics of disease that occur on a worldwide scale and are traditionally caused by infectious diseases such as influenza. Pandemics in general are unpredictable in their timing and impact making it vital that proper planning is carried out. Our concern is to support the ongoing operations of the Corporation and to safeguard our staff, clients and patrons to the extent possible.

### *b. Plan Objective*

Our Pandemic Plan is intended to address the preparedness of the Corporation against an outbreak of an infectious disease (as classified by the World Health Organization as a Phase 6 Global Alert) resulting in one or more of the following: a disruption or cessation of business services, the City of Toronto restricting access to spaces where large groups of people congregate, and significant (50% or more) reduction of workforce.

### *c. Background*

Authoritative information on influenza-related viruses and specifically on the 2019 novel coronavirus (2019-nCoV) can be found on the Ontario Ministry of Health website at the following link:

[https://www.ontario.ca/page/wuhan-novel-coronavirus-2019-ncov?\\_ga=2.256319499.1286621602.1579993402-1994907030.1568044748](https://www.ontario.ca/page/wuhan-novel-coronavirus-2019-ncov?_ga=2.256319499.1286621602.1579993402-1994907030.1568044748)

The content from this Ontario Ministry of Health link plus complementary information posted by Health Canada is provided in Appendix B.

As new strains of influenza are identified as serious global health risks by the Chief Medical Officer of Ontario, information will be posted to the Ministry of Health website. If you cannot reach this information, please contact your Department Manager for assistance.

## 2. PREVENTION

### ***a. Recommendations for Employees***

Influenza strains like 2019-nCoV spreads like any other flu viruses, mainly from person to person through coughing or sneezing. People can become infected by touching objects or surfaces with flu viruses on them and then touching their mouth or nose and eyes.

Common symptoms of the flu include:

- Fever (usually high)
- Headache
- Extreme tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle aches, and
- Nausea, vomiting, and diarrhea (much more common among children than adults)

Good health habits are an important way to help prevent the flu. They include:

#### **Wash and sanitize your hands frequently**

- Washing hands often will help provide protection from germs.
- Strict adherence to hygiene practices after contact with possible contaminated surfaces is warranted. Hand hygiene should include of 15-20 seconds of contact with the disinfectant hand cleaner. It is the soap combined with the scrubbing action that helps dislodge and remove germs.
- When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel into the hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.

#### **Cough or sneeze into a tissue. If you don't have a tissue, sneeze or cough into your sleeve or arm - but NOT YOUR HANDS**

- It may prevent others from getting sick.

#### **Stay at home if you are experiencing flu-like symptoms**

- If possible, stay home from work, school, and errands when sick. This will help prevent others from catching the illness.

#### **Avoid touching the eyes, nose or mouth as much as possible.**

- Germs are often spread when a person touches something that is contaminated with germs and then touches their eyes, nose, or mouth. Germs can live for a long time (some can live for 2 hours or more) on surfaces like doorknobs, desks, and tables.

**Avoid close contact with people who are sick.**

- When sick, keep a distance from others to protect them from getting sick too.

***b. Infectious Disease/Pandemic Policy***

It is the goal of the Corporation, during any time period of quarantine or infectious diseases outbreak, to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

The Corporation urges employees to take reasonable precautions to prevent the spread of any and all flu types as part of a good risk management program. These procedures should be implemented prior to each flu season and especially for the near future, given the potential for a reoccurrence of the influenza-related strains and the possibility to become a pandemic threat across the globe.

Please refer to the Pandemic Policy in the Appendix A of this document for the corporate guidelines. Note that the wearing of surgical masks and the like by employees while on duty in the workplace is NOT permitted. If there are specific questions regarding the potential 2019 -nCoV impact on employees and the workplace, please feel free to speak with your Department Manager or Human Resources Manager.

***c. Vaccination policy/procedure***

The Corporation urges employees to take reasonable precautions to prevent the spread of any and all flu types as part of a good risk management program. This procedure may be implemented prior to each flu season and especially for the near future, given the potential for a reoccurrence of the influenza-related strains and the potential for these to become a pandemic threats across the globe.

A good way to protect against the common seasonal flu may be to get vaccinated each fall.

All tenants and contractors should encourage their personnel to voluntarily obtain a vaccination from their health care provider against the flu each fall as the primary way to prevent the disease.

### 3. FACILITY PREPARATION

Alcohol-based sanitizer units are available throughout Roy Thomson Hall including the following:

*Wall mounted in Roy Thomson Hall Public areas:*

Box office counter	Artist Entrance Hallway
Large Coat Check	Backstage area corridor (4 units)
Each of Four doors leading from parking garage exits	
Parking Kiosk	Balcony Bar

*Bottles available in the following areas of Roy Thomson Hall:*

Box Office counter and all shared work spaces	
Security Desk	Cash cage
FOH office	Food and Beverage office

*Other:*

Two free standing sanitization stations for lobby areas of Roy Thomson  
Equipment isopropyl pad wipes for patrons use as requested  
One personal hand sanitizer 2 oz. bottle for all staff

Note: additional bottles as well as equipment wipes are available upon request from Manager of Security and Life Safety for all work areas.

EquipWipe packets of pre-moistened towelettes do not cause issues with our equipment and are able to be used on computer equipment in addition. Purell hand wipes are also recommended for keyboard/mouse.

Isopropyl alcohol pads are also available on request. Simply wipe keys and mouse with the pad. Allow 1-2 minutes to dry.

Note that Massey Hall is currently closed to staff and patrons and is excluded from the policy at this time.

#### **4. BUILDING CUSTODIAL AND GENERAL MAINTENANCE**

The Corporation has been in contact with our contracted custodial company to ensure increased vigilance in wiping down shared surfaces on a frequent basis, which include, but are not limited to, handrails, door handles, chairs, tables etc.

It shall be requested that our custodial staff eliminate cross contamination of using the same cloth for all surfaces.

Our custodial company confirms that job site managers will confirm inventory levels of masks, gloves and disinfectants and will, as per their plan, secure the supply chain regionally for key products. Further they have circulated protocols for their operations team should we desire to have service adjustments within the facility. These services include;

- Dedicated "touch point" cleaning staff with disinfectant
- Decontamination of "suspect" workspace/cubicles
- Increased levels of PPE for custodial staff only including n95 masks, gloves, personal sanitizers
- Alcohol based sanitizers for high profile areas of facilities
- Increased availability of waste receptacles near door touch points
- Expanded hours of operation and staffing

The Corporation reserves the right to increase custodial staffing for our operating venues in the declaration of a pandemic, which would put this plan into place.

In early pandemic stages, The Corporation will increase requirements for cleaning and maintenance staff regarding general office cleaning enhancements including:

- Ensuring all restroom surfaces are cleaned and disinfected properly by allowing cleaning chemicals to penetrate and contact surface areas for one to two minutes, according to manufacturer's recommendations.
- Using care in wiping and mopping all surfaces so as not to leave excessive residual cleaning agent.
- Changing cleaning (application) cloths frequently and rinse the cloths

When in full pandemic stages, with action items noted in previous stages, the following cleaning enhancements will be added:

- Surfaces that are frequently touched by hands (door knobs, knobs for adjustment or opening, countertops, desks, elevator buttons and panels, etc.), should be wiped with down at least 3-4 times per shift or as possible.
- Protocol for floors need not be modified: damp mopping with detergent solution when soiled, or regular vacuuming for carpets, with shampooing when necessary.

- Policing of restrooms should be increased per day; with 2 visits being a wipe down of all “touch-points” and one being a complete cleaning.
- Other Touch-points include but are not limited to: Restroom taps and faucets, Restroom counters, Restroom door handles, Restroom push plates, Drinking water fountains, Elevator buttons, Handrails, Telephones, and Computers etc..

## **5. PLANNING AND COMMUNICATIONS**

### ***a. Internal Communications***

The Corporation wants to be in the best position to assist and protect its staff, visiting artists, patrons, contractors and tenants, with minimum disruption to concert activity and other business services. The goal is to provide typical day to day services for as long as possible, subject to governmental restrictions and regulations. The Corporation will also share its plan with contractors and tenants who in turn are responsible for formulating their own plans according to their business needs

The Director of Human Resources is designated to monitor and communicate the information around an infectious disease outbreak, as well as to create work rules that will be implemented to promote safety through infection control. The Corporation is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, and steps that can be taken in the event of an illness or outbreak.

The Corporation is committed to providing regular communications with its employees, volunteers and partners as new information is available.

### ***b. External Communications***

The Communications Manager will be responsible for all external communications. Unless an event or performance is postponed or cancelled, external communication may not be required. If patrons are unsure whether events or performances are proceeding due to other cancelled events in Toronto, then selected external communications will be initiated. A Corporation decision to cancel performances or events will be made by the President and CEO based on recommendations from the Chief Medical Officer of Ontario.

### ***c. Event Continuity and Refunds***

All refunds requested due to patron illness will be assessed on a case by case basis. Refunds will not be issued for patrons who decline to attend an event for which they have tickets due to the perceived risk of infection. Any decision to offer refunds for cancelled performance and events will be made by the President and CEO of the Corporation and will be based on the context of the situation and recommendations made by the Chief Medical Officer of Ontario regarding suspension of operations during a public health crisis. In all cases, regular communications and updates with the Corporation's Board of Governors will occur.

If a performance or event is postponed or cancelled due to a public health crisis confirmed by the appropriate authorities, the following actions will take place to notify patrons.

- Media release written and issued by the Corporation's Communication Manager followed by phone calls to key media
- Web site
  - Notice is added to home page under "Just announced"
  - On Events and Tickets page, notice under "Just Announced"
  - Show event page show the event has been postponed or cancelled
  - Buying tickets button e on event page are deactivated
- Messaging via social media tools (Twitter, Facebook, Instagram as required)
- Email blast to all patrons with email addresses
- Emails/calls from Development staff to sponsors, Marquee and other VIPs
- Signs to be posted on all entrances to our operating venues, including parking entrances

All requests for statements from Media should be forwarded to the Corporation's Communication Manager who will consult with other members of the Executive Management team on appropriate responses.

## **6. UNIQUE FACILITY REQUIREMENTS**

Needs and requirements to sustain building operations at our venues are unique to each venue, given the age and complexity of the building operating systems. At this time, Massey Hall is closed to staff and patrons.

The ability to introduce a constant supply of fresh air is an important feature to eliminate airborne pathogens in an enclosed space should they be present. Ventilation at our venues is controlled by the building automation system. At Roy Thomson Hall (RTH), the system has the capability to deliver 100% fresh outside air to most areas of RTH if required, although with significant seasonal impacts on temperature and humidity. Such measures will only be enacted on the recommendation of the Chief Medical Officer of Ontario.

In the event of an influenza virus-related outbreak, government officials at city, provincial and federal levels may not have the resources to support the private sector. Therefore, it is imperative that the Corporation be self-sufficient for a minimum of 72 hrs. (3 days) or until emergency services are available.

At Roy Thomson Hall, the building automation system will operate the building environmental systems (heating, cooling and ventilation) as scheduled without human input as long as we are receiving steam and electricity from Enwave and Toronto Hydro. Therefore, under a worst-case scenario (no building services staff) it is conceivable that the building could continue to operate for a short period of time.

The required scheduling program is simple and it is possible to transfer this knowledge to other staff from other departments. Written instructions could also be posted by email and disseminated to staff.

## 7. DEPARTMENT PLANNING

The Corporation maintains an up to date Emergency Management Plan for its venues, most recently updated in January 2018. Managers play an important part in general emergency preparedness and will most often be the link between employees and the Corporation's policies and procedures. Managers are responsible for reviewing their department activities in the context of this plan to be prepared for a specific pandemic situation while continuing to offer event and performance activity. The purpose of this review is to be able to guide employees appropriately in the event of impacted or suspended operations.

- **Essential Services** – within each department, identified the positions/roles that would be absolutely necessary to fill in order to continue offering concert experiences.
- **Coverage/Crossover** –indicated if the positions identified in question 1 are held by a single individual or if there exists a shared skill set within a department to allow for crossover in case of emergency including a contingency plan if skill sets do not necessarily transfer. Necessary training was addressed as well.
- **Workplace Environs** – identifying positions within departments who may be able to operate from locations other than within the venues of RTH and MH
- **Work Week** – in the case of a substantial reduction of staffing, department managers examined the weekly impact of potential overtime in the case of a staff shortage
- **Essential Infrastructure** – identifying for staff who are able to work from another location other than RTH or MH, what essential programs (and equipment) would be required to access in order to continue basic operations and what other external necessities (vendors, suppliers, consultants, etc.) would need to be in place.

Please consult your Departmental Manager for additional information.

## **APPENDIX A: INFECTIOUS DISEASE / PANDEMIC POLICY**

### POLICY

The Corporation of Massey Hall and Roy Thomson Hall is committed to the safety of all employees in the workplace in the event of an infectious disease outbreak. Employees are encouraged to engage in good hygiene practices while at work, especially hand washing with soap and water or, if water is not available, using alcohol-based disposable hand wipes or gel sanitizers.

### PROCEDURES

The Director, Human Resources is designated to monitor and communicate the information around an infectious disease outbreak, as well as to create work rules that will be implemented to promote safety through infection control. The Corporation is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, and steps that can be taken in the event of an illness or outbreak.

### WORK RULES

- Employees may not wear protective masks while at work or on duty. The wearing of masks while at work will only be authorized in the case where they are recommended by the Chief Medical Officer of Ontario.
- Employees will be directed not to attend the workplace while displaying symptoms of illness or if subject to quarantine directives.
- If quarantine is necessary, the employee is required to submit a medical note detailing the dates of such leave.
- Employees may voluntarily choose to work during the quarantine to ease off the workload of other employees. Department Manager's written approval must be submitted to the Director, Human Resources. The appropriate Director must be advised of such cases at all times.
- Remote Access to work email may be authorized with the approval of the Director of the Department in accordance with the Policy
- Department Managers will monitor all cases of infectious disease at work
- Pandemic status will be monitored and confirmed by the Director, Human Resources.

It is the goal of the Corporation, during any time period of quarantine or infectious diseases outbreak, to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

# Ontario &

## The 2019 Novel Coronavirus (2019-nCoV)

Learn about how the Ministry of Health is preparing for the 2019 novel coronavirus in Ontario. Find out how to protect yourself, what to do if you're sick after you travel and how to recognize possible symptoms.

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### Status of cases in Ontario

Every week day at 10:30 a.m. ET, this web page will be updated with the most up-to-date information on the status of cases in Ontario.

The symptoms of the 2019 novel coronavirus, which can include fever and cough, are similar to other respiratory infections, including influenza. As a result, individuals who may simply have the flu are being tested out of an abundance of caution and in line with Ontario's robust detection protocols. This means that most individuals who are tested are unlikely to be infected with the 2019 novel coronavirus.

Cases <b>currently under investigation</b>	<b>Presumptive confirmed</b> cases	<b>Confirmed</b> cases
23	0	2

Last updated : January 29, 2020 at 10:30 a.m. ET

### Coronaviruses

Coronaviruses are a large family of viruses. They can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS).

Some human coronaviruses spread easily between people, while others do not.

Your risk of severe disease may be higher if you have a weakened immune system. This may be the case for:

- older people
- people with chronic disease (for example, diabetes, cancer, heart, renal or chronic lung disease)

### The 2019 novel coronavirus (2019-nCoV)

On December 31, 2019, Chinese health authorities identified a new (or novel) coronavirus (referred to as 2019-nCoV) through a series of reported cases of pneumonia in Wuhan, China.

[https://www.ontario.ca/page/2019-novel-coronavirus-2019-ncov?\\_ga=2.256319499.12866216 ...](https://www.ontario.ca/page/2019-novel-coronavirus-2019-ncov?_ga=2.256319499.12866216...) 2020-01-29

## Laboratory testing

Testing is being conducted at the Public Health Ontario Laboratory, which is working collaboratively with the National Microbiology Laboratory in Winnipeg.

## How Ontario is preparing

Ontario is working with its partners in the health care system implementing a robust plan to monitor for, detect and, if needed, isolate any cases of the 2019 novel coronavirus. The Ministry of Health is taking several steps to ensure the health and safety of Ontarians. This includes:

- monitoring hospitals for potential cases of the virus in individuals with travel history to Wuhan, China
- adding the 2019 novel coronavirus as a designated disease reportable under Ontario's public health legislation, enabling local public health units to quickly and effectively take all necessary measures to investigate, complete lab tests and do case and contact management to prevent and control further spread of the infection
- ongoing planning with federal and provincial/territorial partners and readiness to coordinate with other provinces/territories
- promoting awareness and providing guidance to health care providers
- closely monitoring the situation and coordinating with [Public Health Ontario \(https://www.publichealthontario.ca/\)](https://www.publichealthontario.ca/) and [Public Health Agency of Canada \(https://www.canada.ca/en/public-health.html\)](https://www.canada.ca/en/public-health.html)
- meeting with hospitals, paramedics and local public health units near Pearson International Airport to provide further information on the federal border screening measures

## Symptoms

Symptoms range from common to severe respiratory illnesses and include:

- fever
- cough
- difficulty breathing
- pneumonia and kidney failure

In severe cases, death can be an outcome.

## How to protect yourself

To reduce exposure to and transmission of a range of illnesses, including coronaviruses, you should follow usual health precautions such as:

- washing your hands often
- avoiding contact with people who are sick
- practising proper cough and sneeze etiquette

If you are travelling to an area known to have cases of coronavirus, be sure to avoid:

- high-risk areas such as farms, live animal markets and areas where animals may be slaughtered
- contact with animals (alive or dead), including pigs, chickens, ducks and wild birds
- surfaces with animal droppings or secretions on them

## Feeling sick after travel

**If symptoms of an existing medical condition worsen while travelling,** and you are still sick when you return to Canada:

- tell a flight attendant or a border services officer when you arrive so they can decide whether you need further medical assessment

**If you are sick after you return to Canada:**

- see a health care provider and tell them the countries you visited, and if you received medical care (for example, blood transfusions, injections, dental care or surgery)

**If you were sick while you were away:**

- see a health care provider and tell them the countries you visited, and if you received medical care (for example, blood transfusions, injections, dental care or surgery)
- tell a flight attendant or a border services officer when you arrive. They will decide whether you need further medical assessment.

**If you are travelling to another country:**

- [learn about travel advisories related to the 2019 novel coronavirus](https://travel.gc.ca/travelling/advisories/pneumonia-china)  
(<https://travel.gc.ca/travelling/advisories/pneumonia-china>)

## Treatment

There are no specific treatments for coronaviruses, and there is no vaccine that protects against coronaviruses. Most people with common human coronavirus illness will recover on their own.

If symptoms feel worse than a standard cold, see your health care practitioner. They can relieve symptoms by prescribing a pain or fever medication.

You should also:

- drink plenty of fluids
- get rest and sleep as much as possible
- try a humidifier or a hot shower to help with a sore throat or cough

## 24/7 help by phone

Telehealth (<https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>) : 1-866-797-0000

## Ontario news about the 2019 novel coronavirus

[News Release: Ontario Government Protecting Students from Emerging Issue of the 2019 Novel Coronavirus \(January 28, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/ontario-government-protecting-students-from-emerging-issue-of-the-2019-novel-coronavirus.html) (<https://news.ontario.ca/mohltc/en/2020/01/ontario-government-protecting-students-from-emerging-issue-of-the-2019-novel-coronavirus.html>)

[News Release: Ontario Confirms Second Presumptive Case of Wuhan Novel Coronavirus \(January 27, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/ontario-confirms-second-presumptive-case-of-wuhan-novel-coronavirus.html) (<https://news.ontario.ca/mohltc/en/2020/01/ontario-confirms-second-presumptive-case-of-wuhan-novel-coronavirus.html>)

[News Release: Ontario Protecting Students from Emerging Issue of the Wuhan Novel Coronavirus \(January 26, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/ontario-protecting-students-from-emerging-issue-of-the-wuhan-novel-coronavirus.html) (<https://news.ontario.ca/mohltc/en/2020/01/ontario-protecting-students-from-emerging-issue-of-the-wuhan-novel-coronavirus.html>)

[News Release: Ontario Confirms First Case of Wuhan Novel Coronavirus \(January 25, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/ontario-confirms-first-case-of-wuhan-novel-coronavirus.html) (<https://news.ontario.ca/mohltc/en/2020/01/ontario-confirms-first-case-of-wuhan-novel-coronavirus.html>)

[News release: Federal Government Increasing Measures to Monitor Wuhan Novel Coronavirus Risks at Canadian Airports, Including Pearson \(January 24, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/federal-government-increasing-measures-to-monitor-wuhan-novel-coronavirus-risks-at-canadian-airports-including-pearson.html) (<https://news.ontario.ca/mohltc/en/2020/01/federal-government-increasing-measures-to-monitor-wuhan-novel-coronavirus-risks-at-canadian-airports-including-pearson.html>)

[News release: Ontario Takes Steps to Safeguard the Health of the Public Against the Coronavirus \(January 22, 2020\)](https://news.ontario.ca/mohltc/en/2020/01/statement-by-deputy-premier-and-minister-of-health-christine-elliott.html) (<https://news.ontario.ca/mohltc/en/2020/01/statement-by-deputy-premier-and-minister-of-health-christine-elliott.html>)

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## Related

[Government of Canada Travel Advisories](https://travel.gc.ca/travelling/advisories) (<https://travel.gc.ca/travelling/advisories>)

[Public Health Ontario](https://www.publichealthontario.ca/) (<https://www.publichealthontario.ca/>)

[Public Health Agency of Canada](https://www.canada.ca/en/public-health.html) (<https://www.canada.ca/en/public-health.html>)

[World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019) (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>)

## **Health Canada Novel Coronavirus: General Information**

**As of 23 January 2020**

**Please note that this advice will change as more information becomes available.**

### **Purpose**

To provide employees with occupational health advice in relation to the novel coronavirus (2019-nCoV).

### **Novel Coronavirus**

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

Common signs of infection with a coronavirus include fever and respiratory symptoms such as cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, kidney failure and even death.

Human to human transmission of this novel coronavirus has been confirmed.

Given the evolving status of this disease outbreak, please refer to the following link for up-to-date information:

- [Public Health Agency of Canada \(January 21, 2020\). 2019 Novel Coronavirus infection \(Wuhan, China\): Outbreak update.](#)

### **Recommendations**

Health Canada offers the following recommendations for workers:

- Be up-to-date with all recommended adult vaccinations as per the [Canadian Immunization Guide](#).
- Meet their recommended immunizations as outlined for their occupational group as per Health Canada's Occupational Health Assessment Guide (OHAG).

### **General Precautions**

Standard precautions for all employees include:

1. Frequent hand hygiene is important (<https://www.cdc.gov/handwashing/when-how-handwashing.html>).

2. Hands must be washed each time gloves are changed or discarded.
3. Wash hands before preparing, handling, serving or eating food.
4. Avoid touching your face, mouth, nose and eyes with unwashed or gloved hands.
5. Practice proper cough and sneeze etiquette. Cover your mouth and nose with your arm to reduce the spread of germs. Remember if you use a tissue, to dispose of it as soon as possible and wash your hands afterwards.

## **Employee Health**

All employees should self-monitor for symptoms. If an employee develops fever and respiratory symptoms such as cough, shortness of breath and/or difficulty breathing they should seek medical attention and report these symptoms to health and safety or to the human resources department.

## **Contact Information**

For communicable disease advice or immunization status queries, call your local public health authorities in your region. [Ontario Public Health Units](#)

For psychosocial support, contact the EAP resources. [Employee Assistance Program \(EAP\)](#)

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