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Date

Name of Workplace  
Address  
City, ON Postal Code

Dear Name of Workplace/Contact Name,

**RE: A cases of COVID-19 has been identified in your workplace**

COVID-19 has created extraordinary circumstances for all of us working-- as individuals, as employees and as consumers to stay safe and healthy.

A case of COVID-19 has been identified that is associated with your workplace. The individual was in attendance at name of workplace on the following dates which were during their identified infectious period: dates worked while infectious from PHN notification. It is important that workplaces identify employees who have had close contact with confirmed cases, and provide direction on who requires testing and to self-isolate or self-monitor.

This letter is intended to provide you with resources to ensure that the virus does not spread throughout your workplace and develop into an outbreak among your staff.

*Guidance for determining close contacts and low risk contacts is in the attached "COVID-19 Contact Tracing" document.*

Employees who are identified as close contacts must be directed to return home and self-isolate immediately. The period of self-isolation is for 14 days from their last exposure. These individuals should seek testing no earlier than 5 days post exposure. They should be provided the 'how to self-isolate' handout in the resource links below.

Employees who are identified as a close contact and received a negative test result must still complete the 14 day isolation period.

Others within the workplace who may have been on-site on the same days as the individual but did not have close contact (transient or unknown contact) should be advised to self-monitor for 14 days from their last potential exposure. If they develop symptoms during that time period they should immediately self-isolate and seek testing.

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Those who were not present on the same days or who have no known contact of any kind with the confirmed case do not need to take additional actions.

If any contacts subsequently test positive, Public Health will contact them directly and initiate case management with them.

- More information on getting tested for COVID-19 can be found on the Region of Waterloo website: <https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>
- Instructions on how to self-monitor can be found here: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>
- Instructions on how to self-isolate can be found here: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>

As an employer, you are legally obligated under Ontario's **Occupational Health and Safety Act (OHS)** to ensure that you, your workers and your workplace are in compliance with the Act. Failure to comply with the OHS, puts your workers' health and safety at risk.

Having an employee test positive for COVID-19 can be worrisome. The Region of Waterloo Public Health has a role in supporting you to protect the health and safety of your employees and reducing COVID infections in our community. This letter is intended to assist us to work effectively together and provide an early intervention to support you and limit any further spread.

A COVID-19 outbreak may be declared when there are two or more cases of COVID-19 that could reasonably have been acquired in the workplace. If an outbreak is declared, our team will work closely with you on next steps which may include additional infection prevention and control measures, recommendations for self-isolation for employees, temporary closure if there is a large outbreak and broad testing of employees.

Refer to the steps and resources below in Appendix A, to help prevent the spread of COVID-19 in your workplace.

#### **Four Key Safety Behaviours in the Workplace to Protect the Health and Safety of your Employees:**

- Where possible re-arrange processes and workspaces to allow for **Physical Distancing** (of two metres / six feet) among employees.
- **Wearing a mask or face covering** where physical distancing is difficult,
- **Increased hygiene and cleaning**, especially of high touch surfaces, and
- **Screening** to prevent the attendance of sick individuals on site and directing such individuals to get tested.

Some other steps that you can take to promote safety on site include:

- Establishing non-punitive sick leave policies and clear communication with employees to ensure that those with symptoms or sick household contacts feel comfortable communicating with the workplace.
- Keeping a clear log of entry and exit times for individuals on site, in the event an exposure requires broader case management and contact tracing.

Employees who have been tested for COVID-19 can access their test results online through the [Ministry of Health](#). The employee must provide their consent to provide their test results to their employer and the employer must not disclose personal health information of employees to others in the work place.

We hope you find this information and resources helpful in supporting you through the investigation process and in meeting your obligations under the *OHSA* to protect the health and safety of your employees during COVID-19.

For more information, please contact Region of Waterloo Public Health at 519-575-4400, or visit us online at <http://www.regionofwaterloo.ca/COVID19>

Sincerely,

Region of Waterloo Public Health

## Appendix A – Fact Sheets and Other Resources

### General Workplace Resources:

- [COVID-19 Workplace Safety Plan](#)
- [Sector-specific guidelines and posters](#)
- [COVID-19 Guidance: Essential Workplaces](#)
- [Preventing COVID-19 in the workplace: Employers, employees and essential service workers](#)
- [Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic](#)

### Physical Distancing:

- [Physical Distancing](#)

### Personal Protective Equipment:

- [Non-medical masks and face coverings](#)
- [Video: How to wear a non-medical mask or face covering properly](#)
- [Non-medical Masks and Face Coverings](#)
- [Mask Use for Non-Healthcare Workers](#)
- [Workplace PPE Supplier Directory](#)

### Proper Hygiene and Cleaning:

- [How to wash your hands/How to use hand sanitizer](#)
- [Cleaning and Disinfection for Public Settings](#)
- [Cleaning and disinfecting public spaces during COVID-19](#)
- [COVID-19 Disinfectants, sanitizers, cleaners and soaps](#)
- [Hard-surface disinfectants and hand sanitizers \(COVID-19\): List of disinfectants with evidence for use against COVID-19](#)

## Appendix B – Sample Memo to Notify Employees

***Sample memo notifying employees and/or the public of a positive case in the workplace. The actions mentioned in this template are recommended but can be edited to align with your actions taken. (Modify template for churches or other non-residential congregate settings)***

An Important Update for Staff/Members:

Today Region of Waterloo Public Health notified us that one of our <<staff/members>> has been diagnosed with COVID-19. This person was last on site on <<INSERT DATE>>.

At this time, the individual is in self-isolation and is being monitored by Public Health.

Every effort will be taken to protect our <<members, employees, clients etc. >> which could include closing our <<INSERT DESCRIPTION OF BUSINESS TYPE>> to undertake a 1-day deep clean as recommended by the Public Health Agency of Canada.

We will contact all individuals who have had close contact with the COVID-19 positive individual. All other <<staff/members>> who have not have close contact should self-monitor for symptoms of COVID-19 and seek testing if needed.

We know that COVID-19 is now in our community, so again we encourage everyone to take precautions by washing your hands, practicing physical distancing when you have to go out and wearing a mask when physical distancing cannot be maintained

We are here for you during these difficult times.

STORE <<INSERT DESCRIPTION OF BUSINESS TYPE>> HOURS HAVE BEEN IMPACTED<<list them>>

Thank you,

<<OWNER>>