



Novel Coronavirus Update – Hamilton, Ontario

Dear Valued Clients,

February 7, 2020

As of February 6, 2020, 5 cases of 2019 novel coronavirus (2019-nCoV) have been confirmed in Canada (3 in Ontario and 2 in BC). The government's health care and disease control organizations are monitoring these situations and are taking all actions appropriately.

The Public Health Agency of Canada has assessed the public health risk associated with this new Coronavirus as low for Canadians. The purpose of this letter is to share some commonly asked questions and answers regarding the new Coronavirus.

What is Coronavirus?

Coronaviruses are a large family of viruses that commonly cause mild to moderate respiratory symptoms in humans. Most people with common human coronavirus illness (i.e. the common cold) will recover on their own. Human coronaviruses are common throughout the world and include a range of illnesses from the common cold to Severe Acute Respiratory Syndrome (SARS). They can cause mild, moderate, or severe respiratory illness in some people.

What Are the Symptoms of the 2019-nCoV?

Symptoms of the 2019-nCoV infection include: fever, cough, and breathing difficulties, very similar to influenza (flu) symptoms. The risk of severe disease may be higher in the elderly and in people with weakened immune systems.

What if I have questions about recent travelers or questions about traveling?

We are advising any one planning to travel abroad to visit the Government of Canada website for Travel Advice and Advisories at <https://travel.gc.ca/travelling/advisories>. Additionally, those returning from traveling abroad are receiving information about passive screening. If travelers are symptomatic with fever, cough or difficulty breathing upon return from travel abroad they are being asked to call 1-866-797-0000.

How can I protect myself and others?

The 2019-nCoV virus has been identified at the same time influenza (also known as 'the flu') and many other respiratory viruses are circulating in Ontario, which is common this time of year. The actions to protect yourself against common respiratory illness can also be used to help protect against coronaviruses, including 2019-nCoV. Hamilton Public Health Services recommends people take these preventive actions to protect yourself and others from respiratory illness:

- Wash your hands often with soap and water;
- Avoid close contact with people who are sick;
- Stay home when you are sick;
- Cover your mouth when you cough or sneeze with a tissue, immediately discard the tissue into a garbage container and wash your hands;
- Avoid touching your face, eyes, nose and mouth;
- Clean and disinfect frequently touched objects and surfaces; and
- Get your flu shot, if you have not already done so.

If you have any questions, please contact the Infectious Diseases Program directly by calling 905-546-2063 or the Canada's Health Organization at toll-free – 1-833-784-4397 or email at phac.info.aspc@canada.ca

At this time, some countries including the USA, Canada, Bahamas, Antigua and others have implemented entry restrictions if you have visited mainland China recently. Please visit the website of the applicable country's immigration authority.

At this time, no tour operators, airlines or other travel suppliers are offering refunds or compensation as a result of your choice to cancel your trip due to Coronavirus except for flights to/from China and Hong Kong –

<https://www.aircanada.com/content/aircanada/ca/en/aco/home/book/travel-news-and-updates/goodwill-policies/2020/novel-coronavirus-wuhan-china.html>

We will continue to monitor the situation and report here if anything changes, or feel free to visit the following tour operator web-site updates at –

Sunwing Vacations - <https://www.sunwing.ca/pages/en/travel-advisories>

Transat Holidays - https://www.airtransat.com/en-CA/Travel-information/Notice-to-Travellers?_ga=2.241904518.540172658.1581100905-534158069.1575838738

Westjet Vacations - <https://www.westjet.com/en-ca/travel-info/advisories>

For updates directly from the Government of Canada, please visit –

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Of course, if you have any further questions, please do not hesitate to contact us.

Sincerely;



Laurie Keith
President
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