

March 13, 2020

RE: COVID-19 Message from Horizon Housing CEO, Martina Jileckova

Dear residents:

I would like to give you an update on our actions in light of the COVID-19 virus.

It is understandable that there is concern and desire for more information.

At this time, health authorities in Alberta continue to assess the risk level as low.

There are no confirmed cases in Horizon buildings or among our staff.

Preparedness

Our main priority is protecting the health and well-being of residents and employees.

We take COVID-19 very seriously and assure you that we have proven outbreak precautions, plans and procedures in place.

We will continue to respond under the strict direction of Alberta Health Services and other authorities.

Precautions we are taking

Because no one can predict where COVID-19 will spread to or when, we are continuously monitoring the situation through government sources.

We are taking special precautions including:

- Doing extra CLEANING at all apartment buildings and regular DISINFECTING of door handles, elevator buttons and other 'high-contact' areas.
- Staying HOME if sick.
- And in the words of our Mayor Nenshi: encouraging everyone – residents and staff – to keep CLEAN HANDS.

Your crucial role

We all have a role to play to reduce spread of COVID-19.

Symptoms for COVID-19 are similar to those for flu or even a common cold: fever, cough, tiredness, and difficulty breathing.

If you are ill, or have been in close contact with someone who is, please STAY HOME.

Seek help from Alberta Health Services and **call Health Link 811** if you have these symptoms or have been exposed to someone who has COVID-19.

Practice good hygiene

Prevent the spread of COVID-19:

- Wash your hands often with soap and water for at least 20 seconds
 - This means singing happy birthday twice while you wash your hands!
- Avoid touching your eyes, nose, or mouth, especially with unwashed hands
 - This is hard but practice doing it – practice makes perfect!
- When coughing or sneezing:
 - Cover your mouth and nose with your arm or tissue
 - Immediately dispose of tissues and, you guessed it... WASH HANDS
- Don't shake hands
 - Try elbow touches or a nice namaste instead!
- Avoid close contact with people who are sick
- Stay away from others if you are sick
- If you are experiencing symptoms, self-isolate and call Health Link 8-1-1

Practice self-care

We understand that these can be stressful times. To manage feelings of stress:

- Talk to someone you trust: a friend, family member, or support worker.
- Not everything you hear about the virus is true – follow trusted sources.
- Limit worry and agitation by watching news and social media in moderation.
- If you must stay at home, eat properly, get enough sleep, and exercise.
- Draw on skills you have used in the past:
 - meditation, talking to others, journaling... whatever makes you happy!

Access trusted sources for information

It is important to refer to trusted sources for current information on COVID-19:

- For symptoms, prevention, risk factors, traveler information, visit the Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page16944.aspx>.
- For information about the current situation in Alberta, actions being taken, and updates from the Chief Medical Officer, visit the Alberta government website: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>.

Thank you for working with us – our collective actions will protect our community.

If you have further questions related to your housing with us, please call 403-297-1746 or email tenantrelations@horizonhousing.ab.ca.

Sincerely,



Martina Jileckova
CEO
Horizon Housing