

The Region confirms that these sample letters are for general information use only, they are not warranted in any way, and nothing contained in these letters constitutes legal or risk management advice. No statement in these letters should be construed as legal or risk management advice under any circumstances whatsoever. Operators should consult their own legal and/or risk management advisor for advice pertinent to their own circumstances. These sample letters are not intended to replace or negate the requirement for an Operator to create their own letters based on individual operational needs or requirements. Operators should not rely on, take or fail to take any action necessary for their own operational needs and concerns based on the sample letters provided. The Region is not assuming responsibility for the task of ensuring that the information furnished is correct. The Operator acknowledges and agrees that the Region shall not be liable for any claims, injury, demands, losses or damages made, claimed or suffered by the Operator arising from the direct or indirect use of these sample letters.

Communicating a positive case of COVID-19

SCENARIO 1: Positive case of COVID-19 (child)

Letter to Families

Dear parents/guardians,

I am writing to inform you that on [weekday, month, day,] Halton Region Public Health **confirmed a positive case of COVID-19** in a child attending [name of child care centre]. The parents and child have been advised to stay home in self-isolation.

[Child care centre] and Halton Region Public Health are working together to monitor the situation and ensure compliance with the most up-to-date guidance, directives and protocols:

- The centre has filed a Serious Occurrence with the Ministry of Education.
- [The centre remains operational and all necessary infection prevention and control precautions are in place and being followed.]
- Case and contact management related to the confirmed case [has been completed or is in progress].
- The centre is also in the process of informing all families with children attending the centre as well as staff working at the location.
- [In addition to the enhanced cleaning protocols implemented, Public Health has closed off access to all affected areas and if required may close the premise. In the event of a closure, families will not be charged daily fees.]

As always, the health and safety of our community continues to be our top priority. We will continue to work closely with Public Health and the Ministry of Education to ensure all appropriate measures are taken to protect you, your children, our staff, and the community.

We ask that you please continue to maintain appropriate physical distancing at work and in the community, practice good hand hygiene and cough or sneeze etiquette in accordance with Public Health guidelines. Information about preventative measures is available at halton.ca/COVID19.

If you have any questions, please contact [employee name, title] at (email) or (phone).

Thank you for your support and patience as we work to resolve this situation.

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Letter to Child Care Centre Staff

Dear staff of [name of centre],

I am writing to inform you that on [weekday, month, day,] Halton Region Public Health **confirmed a positive case of COVID-19** in a child attending [name of child care centre]. The parents and child have been advised to stay home in self-isolation.

[Child care centre] and Halton Region Public Health are working together to monitor the situation and ensure compliance with the most up-to-date guidance, directives and protocols:

- The centre has filed a Serious Occurrence with the Ministry of Education.
- [The centre remains operational and all necessary infection prevention and control precautions are in place and being followed.]
- Case and contact management related to the confirmed case [has been completed or is in progress].
- The centre is also in the process of informing all families with children attending the centre as well as staff working at the location.
- [In addition to the enhanced cleaning protocols implemented, Public Health has closed off access to all affected areas and if required may close the premise. In the event of a closure, staff will continue to be paid and may be assigned to other duties.]

As always, the health and safety of our staff and community continues to be our top priority. The centre will continue to work with Public Health and the Ministry of Education to ensure all appropriate measures are taken to protect the children, their families, staff, and the community.

It is extremely important that if you do not feel well, please stay home. If you become ill at work, please go home. We must work together to stop the spread of COVID-19. We ask that you please continue to maintain appropriate physical distancing at work and in the community, practice good hand hygiene and cough or sneeze etiquette in accordance with Public Health guidelines. Information about preventative measures is available at [halton.ca/COVID19](https://www.halton.ca/COVID19).

If you have any questions, please contact [employee name, title] at (email) or (Phone)

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SCENARIO 2: Positive case of COVID-19 (employee)

Letter to Families

Dear parents/guardians,

On [weekday, month, day,] Halton Region Public Health **confirmed a positive case of COVID-19** in an employee working at [name of child care centre]. The employee has been advised to stay home in self-isolation.

[Child care centre] and Halton Region Public Health are working together to monitor the situation and ensure compliance with the most up-to-date guidance, directives and protocols:

- The centre has filed a Serious Occurrence with the Ministry of Education.
- [The centre remains operational and all necessary infection prevention and control precautions are in place and being followed.]
- Case and contact management related to the confirmed case [has been completed or is in progress].
- The centre is also in the process of informing all families with children attending the centre as well as staff working at the location.
- [In addition to the enhanced cleaning protocols implemented, Public Health has closed off access to all affected areas and if required may close the premise. In the event of a closure, families will not be charged daily fees.]

As always, the health and safety of our community continues to be our top priority. The centre will continue to work with Public Health and the Ministry of Education to ensure all appropriate measures are taken to protect the children, their families, staff, and the community.

We ask that you please continue to maintain appropriate physical distancing at work and in the community, practice good hand hygiene and cough or sneeze etiquette in accordance with Public Health guidelines. Information about preventative measures is available at [halton.ca/COVID19](https://www.halton.ca/COVID19).

If you have any questions, please contact [employee name, title] at [email] or [phone].

Thank you for your patience as we work to resolve this situation.

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Letter to Child Care Centre Staff

Dear staff of [name of centre],

I am writing to inform you that on [weekday, month, day,] Halton Region Public Health **confirmed a positive case of COVID-19** in one of our colleagues at [name of child care centre]. The staff member is currently in self-isolation.

[Child care centre] and Halton Region Public Health are working together to monitor the situation and ensure compliance with the most up-to-date guidance, directives and protocols:

- The centre has filed a Serious Occurrence with the Ministry of Education.
- [The centre remains operational and all necessary infection prevention and control precautions are in place and being followed.]
- Case and contact management related to the confirmed case [has been completed or is in progress].
- The centre is also in the process of informing all families with children attending the centre as well as staff working at the location.
- [In addition to the enhanced cleaning protocols implemented, Public Health has closed off access to all affected areas and if required may close the premise. In the event of a closure, staff will continue to be paid and may be assigned to other duties.]

As always, the health and safety of our staff and community continues to be our top priority. The centre will continue to work with Public Health and the Ministry of Education to ensure all appropriate measures are taken to protect the children, their families, staff, and the community.

It is extremely important that if you do not feel well, please stay home. If you become ill at work, please go home. We must work together to stop the spread of COVID-19. We ask that you please continue to maintain appropriate physical distancing at work and in the community, practice good hand hygiene and cough or sneeze etiquette in accordance with Public Health guidelines. Information about preventative measures is available at halton.ca/COVID19.

If you have any questions, please contact [employee name, title] at [email] or [phone].

Thank you for your support and patience as we work to resolve this situation.