

# COVID-19

## How to stay safe



### Self-isolation

Self-isolation means staying in your home, limiting visitors, avoiding contact with others and keeping away from seniors and people with weak immune systems or a medical condition. If you have COVID-19 or have been in close contact with someone who has COVID-19, you must self-isolate for 14 days.

### General prevention tips

-  Wash your hands with soap and water for 15 seconds or use hand sanitizer.
-  Avoid close contact with people who are ill.
-  Clean and disinfect frequently touched objects and surfaces.
-  If you cough or sneeze into a tissue, throw it out and wash your hands.
-  If you don't have a tissue, sneeze or cough into your sleeve or arm.
-  Avoid touching your eyes, nose and mouth with unwashed hands.
-  Stay home if you become ill with respiratory symptoms, cough or fever.

### Laundry room prevention tips



-  Wipe machine controls and handles before and after use.
-  Wash your hands before and after doing laundry.
-  Dry everything at the highest temperature possible.
-  Don't leave dirty clothes or baskets on top of machines or tables.
-  Keep a distance of two metres (six feet) from others.
-  Disinfect your laundry basket before use.
-  Use the warmest water possible.
-  Don't leave cleaning residue (like bleach) that could damage other people's clothing.

### Who you can contact

During the **COVID-19** emergency, contact the Client Care Centre at **416-981-5500** or **help@torontohousing.ca** at any time to ask for help:

- If you are self-isolating and need help with daily living needs, such as food and medicine.
- To request repairs. We are making emergency repairs, but all non-urgent repairs will be scheduled for a later date.
- To make an appointment to meet with staff while our offices are closed to walk-in visitors.

Staff are making phone calls or visits to tenants identified as having vulnerabilities to ask them what supports they may need. If you or a member of your household would need help during an emergency because of medical, psychological or physical barriers, you can choose to self-identify your needs.

Contact **416-981-5500** or **help@torontohousing.ca** to learn more.

For more information, visit [toronto.ca/covid-19](https://toronto.ca/covid-19) or [torontohousing.ca/covid-19](https://torontohousing.ca/covid-19). You can also call Toronto Public Health at **416-338-7600** if you have questions.