

January 28, 2020

Dear Yamaha Music School Community Members:

Re: 2019 Novel Coronavirus (2019-nCoV)

With the recent novel coronavirus outbreak, global populations are on alert causing reactions among general populations from lower risk countries including Canada.

As a part of Yamaha family, your well-being and safety remain our top priority.

Attached please find important information from Ontario's Chief Medical Officer of Health, Dr. David Williams, regarding the novel coronavirus.

We know that many of our families have questions and be feeling anxious. Rest assured, we will continue to take the advice of Ontario's Chief Medical Officer and Health. Our response plan will be reviewed and updated regularly to ensure that current information and priorities are aligned with our activities and measures to mitigate potential safety risks.

At this time, the Ontario Chief Medical Officer of Health and York Region Public Health have advised that additional protocols at schools are not necessary and that risk to Ontarians remain low. It is important that we work together to ensure children are feeling safe and that misinformation is not being spread that elevates concern.

Please take the following preventive actions to stop the spread of flu and other respiratory illnesses:

- Get a flu vaccination each year
- If you or your family members are ill, please stay home.
- While sick, limit contact with others as much as possible to keep from infecting them.
- Cover your nose and mouth with a tissue when you cough or sneeze. After using a tissue, throw it in the trash and wash your hands. If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Wash your hands often with soap and water for at least 30 seconds. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs that can cause respiratory illnesses like flu.

If your child is ill, please keep them home. Public health agencies are not recommending the wearing of masks, and doing so heightens anxiety, and may in fact increase risk of infection in your child.

Events like this can cause feelings of uncertainty and anxiety. Be patient with yourself and those close to you. Take care of yourself. Eat healthy, drink plenty of water, and get enough rest. If you are feeling overwhelmed, consider taking a break from the news and social media. Provide children with age-appropriate factual information. Please reach out to the school if support is needed.

All necessary parties are taking news of novel corona virus very seriously. Communication and collaboration between different levels of government and agencies is ongoing and we will continue to provide updates as they become available.

Electronic respiratory screening has begun for travelers at all three major Canadian International airports- (Toronto, Montreal and Vancouver) for respiratory symptoms. All travelers from China are receiving a document advising of symptoms and asked to report if symptoms occur in the next 14 days.

Usually cases have mild symptoms, but 1 in 4 cases have more severe symptoms.

If you were in China and feel sick with fever, cough, or difficulty breathing, within 14 days after you left, you should seek medical care right away. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

If you have any questions or concerns, please do not hesitate to reach out of any member of our music school.

For more information on novel coronavirus, please visit the following links:

Ontario Health: www.ontario.ca/coronavirus

Health Canada: <https://www.canada.ca/en/health-canada.html> or www.canada.ca/coronavirus ;

World Health Organization: <https://www.who.int>

Centers for Disease Control and Prevention: <https://www.cdc.gov>

Sincerely,

Steve Couldridge
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