

From: [EOC Operations \(MOH\)](#)
Subject: Situation Report #54: COVID-19
Date: March 19, 2020 10:46:31 PM
Attachments: [image001.png](#)
[CMOH Memo Hospital Visitors COVID-19 \(2020-03-19\).pdf](#)
[CMOH Directive 2 - RHPA professionals \(2020-03-19\).pdf](#)
[COVID19 Food Premises Final \(20200319\).pdf](#)
[CMOH Memo Health Worker Illness and Return to Work 2020-03-19.pdf](#)
[Improving COVID Surveillance within ACES.pdf](#)
[CMOH Memo COVID-19 surveillance 2020-03-19.pdf](#)
[MOH-OH Memo - Virtual Visits - March 18 2020 \(002\) final.pdf](#)

Situation Report #54: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 19, 2020

Situation:

- Case counts as of March 19, 2020:
 - China: 80,928 cases; 3,245 deaths
 - Asia & Oceania: 14,108 cases; 192 deaths (South Korea - 91)
 - Europe: 95,831 cases; 4,326 deaths (Italy – 2,978)
 - Middle East: 21,021; 1,304 deaths (Iran – 1,284)
 - Africa: 673 cases; 18 deaths
 - Latin America and Caribbean: 1,824 cases; 18 deaths
 - North America: 10,086 cases
 - United States – 9,368 cases; 154 deaths
 - Canada - 770 cases; 10 deaths
- 43 new cases were reported today in Ontario, bringing the cumulative total to 257 (this includes five resolved cases and two deaths).
- In Ontario, there are 3972 persons under investigation with lab results pending.

Actions Taken:

- Guidance for the following sectors have been updated and uploaded to the ministry's [website](#): Home and Community Care, Long-Term Care (minor amendment), and Acute Care.
- Minor changes were made to the Guidance for Food Premises and has been attached to this Situation Report.
- The Chief Medical Officer of Health (CMOH) issued a directive to Regulated Health Care Providers regarding the need to ramp down elective surgeries and non-emergent activities in order to preserve system capacity to deal effectively with COVID-19.
- A memo has been issued to public and private hospitals advising visitation restriction, with some exceptions.
- Earlier today, the CMOH issued the attached memo regarding Health Worker

Illness and Return to Work.

- A memo was sent earlier today to hospital CEOs and Emergency Departments requesting support for the adoption of the Acute Care Enhanced Surveillance system and the electronic Canadian Triage and Acuity Scale application in hospitals as soon as possible to support enhanced surveillance as part of the provincial COVID-19 response effort. A technical one pager has also been included.
- The Ministry of Health and Ontario Health have provided LHINs and approved agencies (e.g. approved hospitals) with information and guidance to expand virtually delivered home and community care services, as outlined under the *Home Care and Community Services Act, 1994*.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #53: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 18, 2020

Situation:

- Case counts as of March 18, 2020:
 - China: 80,894 cases; 3,237 deaths
 - Asia & Oceania: 13,158 cases; 170 deaths (South Korea - 84)
 - Europe: 80,355 cases; 3,445 deaths (Italy – 2,503)
 - Middle East: 19,501; 1,152 deaths (Iran – 1,135)
 - Africa: 591 cases; 14 deaths
 - Latin America and Caribbean: 1,322 cases; 8 deaths
 - North America: 6,924 cases
 - United States – 6,332 cases; 107 deaths
 - Canada - 614 cases; 8 deaths
- 22 new cases were reported today in Ontario, bringing the cumulative total to

211 (this includes five resolved cases and one death).

- In Ontario, there are 3380 persons under investigation with lab results pending.

Actions Taken:

- Several important guidance documents, directives, and memorandums are attached to today's Situation Report:
 - Guidance documents for Food Premises and Personal Service Settings
 - The ministry's Emergency Health Services Division has released a memo regarding the Provincial Transfer Authorization Centre (PTAC). To further enhance Ontario's ability to track and manage COVID-19, the memo instructs all Ontario hospitals to obtain an interfacility transfer authorization number through PTAC for all interfacility transfers, including emergency transfers.
 - Canadian Blood Services is issuing an advisory to hospitals predicting the potential for shortages due to a significant number of collections cancellations related to COVID-19. Hospitals are asked to ensure the utilization of all blood components follow best practice. The National Advisory Committee on Blood and Blood Products has developed a checklist and list of considerations. The National Emergency Blood Management Committee also developed a poster.
 - A Cyber advisory has been shared with the health system to highlight increased phishing and malicious activity using the COVID19/ CORONA Pandemic as a lure. It is strongly recommended that organizations follow email hygiene/ phishing best practices to defend against this increased activity.
 - A summary of today's Command Table meeting is attached.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #52: COVID-19

Ministry of Health | Health System Emergency Management

Situation:

- Case counts as of March 17, 2020:
 - China: 80,881 cases; 3,226 deaths
 - Asia & Oceania: 12,373 cases; 147 deaths (South Korea - 81)
 - Europe: 66,110 cases; 2,815 deaths (Italy – 2,158)
 - Middle East 452 cases; 9 deaths
 - Latin America and Caribbean: 1,045 cases; 7 deaths
 - North America: 5,011 cases
 - United States – 4,578 cases; 87 deaths
 - Canada - 433 cases; 5 deaths
- 9 new cases were reported today in Ontario, bringing the cumulative total to 186 (this includes 5 resolved cases).
- In Ontario, there are 1567 persons under investigation with lab results pending.
- The first death in Ontario potentially related to COVID-19 was reported today. The individual was a man in his 70s who was a close contact of a positive case and COVID-19 was recently identified after death. The coroner's investigation is ongoing and more will be known about the specific cause of death in the days ahead.

Actions Taken:

- The Premier of Ontario has declared an emergency under s.7.0.1(1) of the *Emergency Management and Civil Protection Act*. Under this declaration and its associated orders, the following establishments are legally required to close immediately:
 - All facilities providing indoor recreational programs;
 - All public libraries
 - All private schools as defined in the *Education Act*;
 - All bars and restaurants, except to the extent that such facilities provide takeout food and delivery;
 - All theatres including those offering live performances of music, dance, and other art forms, as well as cinemas that show movies; and
 - Concert venues.
- All organized public events of over fifty people are also prohibited, including parades and events and communal services within places of worship. These orders were approved by the Lieutenant Governor in Council and will remain in place until March 31, 2020, at which point they will be reassessed and considered for extension, unless this order is terminated earlier.
- These Orders in Council have been attached to the Situation Report.

- The province has also announced investing up to \$304 million to enhance the province's response to COVID-19, the details of which can be found in the [news release](#).
- The Society of Obstetricians and Gynaecologists of Canada issued a committee opinion regarding COVID-19 during pregnancy. Information can be found on their [website](#).
- Guidance for Long-Term Care Homes and Independent Health Facilities have been updated and are available on the [Ministry of Health's](#) website. A checklist for Long-Term Care homes has also been uploaded.
- Public Health Ontario has updated their site related to [COVID-19 testing](#) including an updated list of accepted swab types.
- The Ontario Government [website](#) is being updated throughout to reflect the evolving situation including information from this morning's announcement around the province declaring a state of emergency.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #51: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 16, 2020

Situation:

- Case counts as of March 16, 2020:
 - China: 80,860 cases; 3,213 deaths
 - Asia & Oceania: 12,055 cases; 136 deaths (South Korea - 75)
 - Europe: 63,446 cases; 2,763 deaths (Italy – 2,158)
 - Middle East: 16,655 cases; 868 deaths (Iran - 853)
 - Africa: 371 cases; 7 deaths
 - Latin America and Caribbean: 713 cases; 5 deaths

- North America: 4,507 cases
 - United States – 4,171 cases; 70 deaths
 - Canada - 336 cases; 4 deaths (all deaths are in British Columbia)
- 32 new cases were reported today in Ontario, bringing the cumulative total to 177 (this includes 5 resolved cases).
- In Ontario, there are 1537 persons under investigation with lab results pending.

Actions Taken:

- Working closely with Telehealth Ontario, Ontario Health and the Registered Nurses Association of Ontario, the province has [announced](#) it is expanding TeleHealth service capacity to help address the increased daily call volumes and reduce call wait times.
- The Federal Government announced a number of new measures today including:
 - Canada will be closing its borders to foreign travellers. Exceptions will be made for air crews, diplomats, immediate family members and U.S. citizens.
 - Airlines will ban anyone who is showing symptoms of the virus from getting on a plane.
 - All international flights will be redirected to one of four airports in Canada (Toronto, Vancouver, Montreal and Calgary).
- The Ontario Chief Medical Officer of Health announced additional public health measures during today's press conference. Further details will be provided.
- Guidance for pharmacies has been updated and is available on the [Ministry of Health's website](#). Additional guidance documents will follow tomorrow.
- A summary of today's Command Table meeting is attached.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #50: COVID-19

Ministry of Health | Health System Emergency Management Branch

Situation:

- Case counts as of March 15, 2020:
 - China: 80,844 cases; 3,199 deaths
 - Asia & Oceania: 11,171 cases; 131 deaths (South Korea - 75)
 - Europe: 51,486 cases; 2,330 deaths (Italy – 1,809)
 - Middle East: 15,378 cases; 738 deaths (Iran - 724)
 - Africa: 267 cases; 6 deaths
 - Latin America and Caribbean: 500 cases; 5 deaths
 - North America: 3,358 cases
 - United States – 3,111 cases; 62 deaths
 - Canada - 247 cases; 1 death
- 41 new cases were reported today in Ontario, bringing the cumulative total to 142 (this includes 5 resolved cases).
- In Ontario, there are 1316 persons under investigation with lab results pending.

Actions Taken:

- The Minister of Health has released a statement regarding elective surgeries. This was followed by a memo from Deputy Minister Helen Angus, Dr. David Williams and Matthew Anderson (attached). The links to the statement are below:
 - EN: <http://news.ontario.ca/mohltc/en/2020/03/ontario-hospitals-asked-to-take-a-planned-approach-to-ramping-down-elective-surgeries.html>
 - FR: <http://news.ontario.ca/mohltc/fr/2020/03/les-hopitaux-de-lontario-invites-a-adopter-une-approche-planifiee-pour-reduire-le-nombre-doperations.html>

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #49: COVID-19

Ministry of Health | Health System Emergency Management

Situation:

- Case counts as of March 14, 2020:
 - China: 80,824 cases; 3,189 deaths
 - Asia & Oceania: 10,893 cases; 123 deaths (South Korea - 72)
 - Europe: 44,840 cases; 1,796 deaths (Italy – 1,441)
 - Middle East: 13,874 cases; 623 deaths (Iran - 611)
 - Africa: 154 cases; 4 deaths
 - Latin America and Caribbean: 273 cases; 2 deaths
 - North America: 2,875 cases
 - United States – 2,657 cases; 50 deaths
 - Canada - 218 cases; 1 death
- 22 new cases were reported today in Ontario, bringing the cumulative total to 101 (this includes 5 resolved cases).
- In Ontario, there are 939 persons under investigation with lab results pending.
- The Government of Canada announced that a third person from the Grand Princess cruise ship who is currently in quarantine at CFB Trenton has tested positive for COVID-19.

Actions Taken:

- An initial COVID-19 Self Assessment Tool has been posted to the [Ontario Government](#) site. Individuals who suspect they have COVID-19 can consult this tool to determine whether and how to seek further care. An automated click-through version of the tool is under development.
- The ministry received a number of questions regarding the updated case definition as well as the recent announcements regarding travel:
 - The latest [case definition](#) shared yesterday clarifies that testing should continue to be conducted for individuals who are symptomatic and have travelled or have had close contact with someone who has travelled or a confirmed case. Asymptomatic individuals should not be tested. The ministry will continue to monitor and consider modifications to the testing criteria.
 - A number of travel-related announcements have been made over the past 48 hours. As this continues to be a rapidly-evolving area, the ministry will have further discussions with other jurisdictions and attempt to clarify recommendations as well as other questions (e.g. health care workers).
 - The current guidance from the Chief Medical Officer of Health generally requests returning travellers to self-monitor for 14 days. There are exceptions for children as well as for travellers to specific areas of concern (e.g. Hubei) who are being requested to self-isolate.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #48: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 13, 2020

Situation:

- Case counts as of March 13, 2020:
 - China: 80,813 cases; 3,176 deaths
 - Asia & Oceania: 10,401 cases; 110 deaths (South Korea - 67)
 - Europe: 34,033 cases; 1,461 deaths (Italy – 1,266)
 - Middle East: 12,217 cases; 526 deaths (Iran - 514)
 - Africa: 154 cases; 4 deaths
 - Latin America and Caribbean: 273 cases; 2 deaths
 - North America: 1,920 cases
 - United States – 1,762 cases; 41 deaths
 - Canada - 158 cases; 1 death
- 20 new cases were reported today in Ontario, bringing the cumulative total to 79 (this includes 5 resolved cases).
- In Ontario, there are 580 persons under investigation with lab results pending.
- The Government of Canada announced that a second person from the Grand Princess cruise ship who is currently in quarantine at CFB Trenton has tested positive for COVID-19.

Actions Taken:

- The Government of Canada has warned against all international travel. All travellers arriving in Canada from international points are being asked to self-isolate for 14 days as a precaution.
 - **The ministry revised the COVID-19 case definition to clarify who should be tested. We are asking all providers not to test asymptomatic individuals.**
- The Chief Medical Officer of Health issued a memo (attached) discussing

Enhanced Public Health measures for COVID-19. Highlights from this memo include:

- Advising the people of Ontario to avoid all non-essential travel outside of Canada. If you decide to travel outside of Canada with children, they will be required to self-isolate for a period of 14 days upon return.
- Similar to recent guidance for long-term care and retirement homes, all licensed child care centres are asked to actively screen children, parents, staff and visitors for any symptoms and travel history that may be related to COVID-19 based on the ministry's case definition.
- Recommending the immediate suspension of all large events and public gatherings of over 250 people. Organizers who have questions about smaller gatherings are encouraged to contact their local public health unit.
- The Chief Medical Officer of Health also issued a memo to Long-Term Care Homes, Retirement Homes, Supportive Housing, Hospices and other congregate care settings on **allowing only essential visitors**.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #47: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 12, 2020

Situation:

- Case counts as of March 12, 2020:
 - China: 80,793 cases; 3,169 deaths
 - Asia & Oceania: 10,245 cases; 102 deaths (South Korea - 62)
 - Europe: 28,593 cases; 1,198 deaths (Italy – 1,016)
 - Middle East: 11,055 cases; 440 deaths (Iran - 429)
 - Africa: 130 cases; 3 deaths
 - Latin America and Caribbean: 195 cases; 2 deaths
 - North America: 1,445 cases

United States – 1,336 cases; 36 deaths

- Canada - 109 cases; 1 death
- 17 new cases were reported today in Ontario, bringing the cumulative total to 59 (this includes 5 resolved cases).
 - All cases in Ontario so far have been travel related, with investigation ongoing to determine the source of infection for one case announced yesterday.
- In Ontario, there are 536 persons under investigation with lab results pending.
- A [statement](#) was issued today indicating that, based on advice from Dr. David Williams, Ontario's Chief Medical Officer of Health and the experts at the COVID-19 Command Table, the Minister of Education has issued a Ministerial Order to close all publicly funded schools in Ontario for two weeks following March break, in response to the emergence in Ontario of COVID-19. This order was approved by the Lieutenant Governor in Council.
- At the 4:00pm press conference, Dr. Williams provided further guidance to Ontarians with respect to public health measures and social distancing.

Actions Taken:

- The Chief Medical Officer of Health issued a directive to health care providers and health care entities on updated IPAC Recommendations for use of personal protective equipment. The directive has been attached to this Situation Report.
- Public Health Ontario has posted a technical brief *Updated IPAC Recommendations for Use of Personal Protective Equipment for Care of Individuals with Suspect or Confirmed COVID-19*.
<https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>
<https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=fr>
- A status update memo to Health System Organizations and Providers on the work of the Provincial Command Table is attached to this Situation Report.
- The case definition has been updated and has been attached to this Situation Report. French translation is underway, and the ministry's [website](#) will be updated to reflect this change shortly. It is important to note that the case definition includes prioritization of who should be tested.
- The Public Health Agency of Canada has developed two new guidance documents for health system partners:
 - [Community-based measures to mitigate the spread of coronavirus disease \(COVID-19\) in Canada](#)
 - [Risk-informed decision-making for mass gatherings during COVID-19 global outbreak](#)

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #46: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 11, 2020

Situation:

- Case counts as of March 11, 2020:
 - China: 80,778 cases; 3,158 deaths
 - Asia & Oceania: 9,934 cases; 86 deaths (South Korea - 60)
 - Europe: 19,243 cases; 729 deaths (Italy - 631)
 - Middle East: 9,641 cases; 361 deaths (Iran - 354)
 - Africa: 110 cases; 2 deaths
 - Latin America and Caribbean: 124 cases; 2 deaths
 - North America: 1,107 cases
 - United States – 1,010 cases; 31 deaths
 - Canada - 97 cases; 1 death
- Five new cases were reported today in Ontario, bringing the cumulative total to 41 (this includes 5 resolved cases).
 - All cases in Ontario so far have been travel related, with investigation ongoing to determine the source of infection for one case announced today.
- In Ontario, there are 465 persons under investigation with lab results pending.
- Today, the World Health Organization declared that the COVID-19 outbreak constitutes a pandemic. Ontario continues to implement enhanced measures, as announced last week, to ensure the province is prepared to respond quickly and effectively to any scenario.
- Four new countries/territories/areas (Réunion, Jamaica, Democratic Republic of Congo, Honduras) have reported cases of COVID-19 in the past 24 hours. Over 100 countries have now reported laboratory-confirmed cases of COVID-19.
- The Public Health Agency of Canada [announced](#) today that one former passenger of the Grand Princess cruise ship who returned to CFB Trenton yesterday has tested positive for COVID-19.

Actions Taken:

- Public Health Ontario developed guidance in [English](#) and [French](#) for environmental cleaning for non-health care settings.
- The Public Health Agency of Canada has updated the affected areas list on their [website](#).
- A repatriation flight of Canadians from the Grand Princess cruise ship arrived at CFB Trenton yesterday. The Red Cross is providing onsite care, with EMAT providing some offsite support.
- The Public Health Agency of Canada has developed two new guidance documents for health system partners:
 - [Community-based measures to mitigate the spread of coronavirus disease \(COVID-19\) in Canada](#)
 - [Risk-informed decision-making for mass gatherings during COVID-19 global outbreak](#)
- Future scenario planning is currently underway amongst provincial partners and stakeholders at regional levels and within many sectors. Further information will be communicated as the process evolves.

Next Steps:

- The ministry is updating guidance documents and will distribute them once they are complete.
- The ministry will work with and support local partners and the federal government to support repatriated citizens.
- The ministry continues to work with health system partners to understand their needs with respect to personal protective equipment and other supplies.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.

Situation Report #45: COVID-19

Ministry of Health | Health System Emergency Management
Branch

March 10, 2020

Situation:

- Case counts as of March 10, 2020:
 - China: 80,775 cases; 3,136 deaths
 - Asia & Oceania: 9,545 cases; 75 deaths (South Korea - 54)
 - Europe: 16,153 cases; 544 deaths (Italy - 463)
 - Middle East: 8,481 cases; 296 deaths (Iran - 291)
 - Africa: 95 cases; 1 death
 - Latin America and Caribbean: 90 cases; 1 death
 - North America: 794 cases
 - United States - 722 cases; 28 deaths
 - Canada - 72 cases; 1 death
- One new case was reported today in Ontario, bringing the cumulative total to 36 (this includes 5 resolved cases).
- In Ontario, there are 112 persons under investigation with lab results pending.
- Three new countries/territories/areas (Panama, Mongolia, Burkina Faso) have reported cases of COVID-19 in the past 24 hours.
- Over 100 countries have now reported laboratory-confirmed cases of COVID-19.

Actions Taken:

- The Government of Canada has updated their travel health notice to now include Germany, France, and Spain. Going forward, the Public Health Agency of Canada will refer to the World Health Organization Situation Reports, its list of affected areas, and will include the following language: “Health professionals in Canada who are involved in the assessment and management of possible COVID-19 cases and their close contacts are encouraged to consult these tables in the daily WHO Situation Report to help inform their decision making. The decision to proceed with laboratory testing should be based on direction provided by the provincial/territorial public health authority.”
- A repatriation flight of Canadians from the Grand Princess cruise ship arrived at CFB Trenton early this morning. The Red Cross is providing onsite care, with EMAT providing some offsite support.
- The Public Health Agency of Canada has developed two new guidance documents for health system partners:
 - [Community-based measures to mitigate the spread of coronavirus disease \(COVID-19\) in Canada](#)
 - [Risk-informed decision-making for mass gatherings during COVID-19 global outbreak](#)
- Future scenario planning is currently underway amongst provincial partners and stakeholders at regional levels and within many sectors. Further information will be communicated as the process evolves.
- As a reminder, the ministry can be contacted through the Health Care Provider Hotline for policy guidance related to COVID-19. At this time, the hotline is

unable to provide clinical advice regarding the management of cases.

Next Steps:

- The ministry is updating guidance documents and will distribute them once they are complete.
- The ministry will work with and support local partners and the federal government to support repatriated citizens.
- The ministry continues to work with health system partners to understand their needs with respect to personal protective equipment and other supplies.

This e-mail may contain confidential and/or privileged information for the sole use of the intended recipient.

Any review or distribution by anyone other than the person for whom it was originally intended is strictly prohibited.

If you have received this e-mail in error, please contact the sender and delete all copies. Opinions, conclusions or other information contained in this e-mail may not be that of the organization.