

Overarching Ministry of Health messaging:

Key Messages:

- The health and well-being of Ontarians is our government's top priority.
- Ontario is monitoring and responding to the COVID-19 pandemic as the situation changes. We are prepared for a range of outbreak scenarios.
- We have allocated \$100 million as an initial response to COVID-19 and will do whatever is necessary to protect Ontarians.
- On the advice of Ontario's Chief Medical Officer of Health, we have implemented various measures to contain the virus. These include but are not limited to: encouraging social distancing by closing schools and discouraging large gatherings, deploying resources to the frontline, and reducing unnecessary visits to primary care facilities.
- We will continue to work with our partners in government and the healthcare sector, many of whom put themselves at great risk to defeat this virus.

If pressed on prevention:

- Coronaviruses are spread mainly from person to person through close contact, for example, in a household, workplace or health care centre.
- There are everyday actions that can help prevent the spread of germs that cause respiratory illnesses. Take these everyday steps to reduce exposure to the virus and protect your health:
 - Wash your hands often with soap and water or alcohol-based hand sanitizer
 - Sneeze and cough into your sleeve
 - Avoid touching your eyes, nose or mouth
 - Avoid contact with people who are sick
 - Stay home if you are sick
- If you are travelling to an area known to have cases of coronavirus, be sure to avoid:
 - High-risk areas such as farms, live animal markets and areas where animals may be slaughtered
 - Contact with animals (alive or dead), including pigs, chickens, ducks and wild birds
 - Surfaces with animal droppings or secretions on them
- If you feel unwell (cough, fever, breathing difficulties), contact your health care provider, public health unit or Telehealth Ontario at 1-866-797-0000.
- You can also visit [Ontario.ca/coronavirus](https://ontario.ca/coronavirus) to use our new assessment tool.
- If you need emergency medical attention you should call 911 and mention your travel history and symptoms.
- Visit Ontario's website ([Ontario.ca/coronavirus](https://ontario.ca/coronavirus)) to learn more about how the province continues to protect Ontarians from COVID-19.

If pressed on travel guidance:

- Out of an abundance of caution, we are asking returning travellers to self monitor upon return for any symptoms that are consistent with covid-19.

- If you feel unwell (cough, fever, breathing difficulties), contact your health care provider, public health unit or Telehealth Ontario at 1-866-797-0000.
- As the situation develops, further guidance will be made available.
- At this time, Dr. Williams has asked that Ontarians review the need for travel and minimize any and all non-essential travel.

If pressed on mass gatherings:

- Dr. Williams, Ontario's Chief Medical Officer of Health is 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.
- He has asked all Ontarians to recognize the risk of attending public gatherings and to practice social distancing as much as possible until further notice to manage the spread of illness.
- Organizations that can take advantage of virtual options to continue providing services are strongly encouraged to do so.

If pressed on enhanced readiness:

- We are implementing an enhanced response that formally brings together a wide range of partners to review, strengthen and implement provincial and regional plans and ensure their responsiveness to COVID-19.
- Ontario has established a Command Table to serve as a single point of oversight providing executive leadership and strategic direction to guide our ongoing response.
- In recent days, the command table has implemented several measures to ensure our continued readiness, including enhancing screening measures, expanding lab-testing capacity and various new measures to keep the public and frontline workers safe.
- We are also establishing regional planning and implementation tables, an ethics table, a science table, a collaboration table with health sector leadership, and other issue and sector-specific tables as needed to inform Ontario's response.
- Our comprehensive planning includes:
 - Effective surveillance
 - Prompt laboratory testing
 - Appropriate care and treatment
 - Evidence-based public health measures
 - Transparent communications
- Local public health units, hospitals, emergency health services, nurses and primary care providers, among others, have been critical in managing the early phases of this situation.
- As we enter this next phase of preparedness, every Ontarian can have full confidence that these efforts will continue to keep them safe.

If pressed on personal protective equipment and union concerns:

- Our government wants to make sure health care providers have adequate personal protective equipment (PPE) supplies at the right time and in the right place to deal with increased demand.
- We have collected information from public health units, hospitals, emergency services, long-term care, home and community care and primary care teams to determine their specific needs.
- We have reviewed the evidence-based guidance for PPE in order to address PPE supply and distribution, and system initiatives that will preserve our supply.
- This update is consistent with the World Health Organization's guidance for the rational and appropriate use of PPE in addressing COVID-19.
- It has been reviewed by the Registered Nurses' Association of Ontario (RNAO) and leading infectious disease experts, who are supportive.
- We have and will continue to engage with unions to ensure the continued health and safety of our health care workers and patients.

If pressed on telehealth:

- In the coming days, the province and Ontario Health will be deploying approximately 130 nurses to conduct symptom assessments and referrals among callers who request a callback.
- Nurses will work from existing regional offices to provide immediate support and respond to callers seeking a callback to help mitigate current wait times.
- Telehealth will also increase intake staff to reduce wait times for initial contact with a Telehealth representative.
- To further increase intake and nursing capacity over the coming weeks, Ontario is connecting with the Registered Nurses' Association of Ontario (RNAO) to identify support for Telehealth from its 44,000 registered nurse members.
- The province has also begun to explore existing non-clinical resources within the Ontario Public Service and other broader public sector organizations to support Telehealth's call volumes.
- In order to be prepared to respond quickly and effectively to any scenario, Ontario is also exploring a partnership with organizations which have existing health care call centres to provide symptom assessment for COVID-19 to callers requesting a callback.

If pressed on hospitals (cancelling elective surgeries):

- After consultation with the Ontario Hospital Association, and with the support of Dr. David Williams, Ontario's Chief Medical Officer of Health, the province is requesting that all hospitals further implement pandemic plans by carefully ramping down elective surgeries and other non-emergent clinical activity.
- In doing so, hospitals can preserve capacity as cases of COVID-19 continue to grow in Ontario.
- As hospitals move forward with the implementation of their pandemic plans and decisions on their operations, we are asking them to follow three guiding principles:
 - Use an ethical framework to guide decision-making;
 - Prevent high risk and occult transmission at all costs; and

- Develop and preserve capacity within our system.
- The approach that we are taking will provide the necessary discretion for hospitals to make decisions based on local circumstances, while preserving the ability for the province to take a more prescriptive approach, should it be warranted based on evidence.

If pressed on hospital capacity and testing:

- Further to our request for hospitals to implement pandemic plans, our government has worked to reduce capacity pressures by:
 - Establishing dedicated assessment centres to ease pressures on hospital emergency departments and protect hospital patient populations.
 - Launched a new COVID-19 self-assessment tool at [Ontario.ca/coronavirus](https://ontario.ca/coronavirus) to support Ontarians in determining if they need to seek care.
 - Approved new physician billing codes for telephone assessments, enabling doctors to do more over the phone so patients can stay at home.

If pressed on levels of testing equipment:

- Our government has been working closely with our sector partners to monitor the levels of supplies in the system.
- With that being said, it is important to note that those who are not exhibiting symptoms are not being tested.
- We have also launch a new COVID-19 self-assessment tool on ontario.ca/coronavirus.
- This new tool will take the public through a series of questions to help inform those who are concerned about having contracted COVID-19 about how they can seek care based on their needs.
- We ask that at this time people continue to monitor themselves and if you feel unwell (cough, fever, breathing difficulties), contact your health care provider, public health unit or Telehealth Ontario at 1-866-797-0000.

If pressed on ventilators:

- While we're confident in the existing supply (and surplus) to meet current demand, to plan for every scenario, we've also ordered \$12 million worth of extra ventilators,

If pressed Public Health funding:

- Our government is providing stability to municipalities as they complete 2021 budget planning by committing to extending one-time mitigation funding for an additional calendar year for the province's public health units.
- This action ensures that historical municipal adjustments remain capped at 10 per cent, and recognizes the considerable time and resources necessary for public health units to effectively respond to COVID-19.
- Extending mitigation funding would keep municipal funding levels for public health units in calendar year 2021 at the same level as calendar year 2020.
- This is in addition to the up to \$100 million COVID-19 Contingency Fund announced yesterday.

If pressed on repatriation:

- We are working closely with the federal government as they continue to work through the repatriation of Canadians from Grand Princess cruise ship.
- Ontario is taking action to ensure readiness to contain and respond to a range of outbreak scenarios.
- We are implementing an enhanced response that formally brings together a wide range of partners to review, strengthen and implement provincial and regional plans and ensure their responsiveness to COVID-19.
- As we enter this next phase of preparedness, every Ontarian can have full confidence that these efforts will continue to keep them safe.

If pressed on discrimination towards Ontario's Chinese and Persian communities:

- It's unfortunate to hear of reports of inappropriate and discriminatory comments being made about some of our fellow Ontarians.
- While it is only natural for Ontarians to be concerned about their safety and the safety of their family, it is important that we not lose sight of what makes Ontario great: our diversity.
- COVID-19 is not a virus that targets any one community more than others.
- We should not allow the spread of misinformation to stoke fear in one another.
- We must remain united in our collective efforts to keep each other safe.

Ministry of Agriculture, Food and Rural Affairs:

If pressed on grocery buying habits:

- Ontarians can be confident that our good supply is robust and that our distribution system will continue to operate and remain responsive to the needs of Ontarians.
- Rest assured, we have plenty of food that will continue to reach grocery stores on a regular basis.
- Our food supply chain is one of the strongest in the world and our government remains committed to ensuring Ontarians can access healthy and nutritious Ontario-produced foods.
- Please practice normal grocery buying habits and rest assured that our grocery production and supply chain will continue to provide Ontarians with the food we enjoy each and every day.

Attorney General

If pressed on Jury Trials

- In response to the emergence in Ontario of COVID-19, the Superior Court of Justice has cancelled jury panels for any upcoming criminal and civil trials. This is a precautionary measure to keep the public, court users and staff safe.

- Jury trials already underway will continue, unless the trial judge orders otherwise.
- The Ministry of the Attorney General continues to monitor the evolving situation on COVID-19 and we will continue working with the SCJ, OCJ and other partners on preparedness planning for the justice sector.

If pressed on Tribunals / LPAT

- In response to public health concerns surrounding COVID-19, Tribunals Ontario is postponing in-person hearings and will consider alternate hearing options such as written and telephone hearings to minimize disruption to hearings across the organization.
- In addition, all front-line counter services will be closed as of Monday March 16 until further notice.
- Impacted individuals with upcoming hearing dates will be notified by staff via email to make the necessary arrangements. Parties should contact their tribunal or board for more information on the new policy.
- The Land Planning Appeal Tribunal (LPAT) is rescheduling all appearance hearings that were scheduled [between Monday, March 16 and Friday April 3rd](#) to a later date.

If pressed on Small Claims Court

- The Superior Court of Justice has cancelled sittings of Small Claims Court effective March 16, 2020 & until further notice due to COVID-19. Plaintiffs with approaching limitation periods may file claims online at <https://ontario.ca/page/file-small-claims-online>.

Ministry of Children, Community and Social Services:

If pressed on Youth Justice Facilities:

- The province is taking decisive action to protect the health and safety of the staff and youth involved in the youth justice system.
- The provinces directly-operated youth justice centres are temporarily suspending all personal visits, non-essential reintegration leaves and cancelling volunteer activities. Professional visits including with legal counsel will continue.
- Approved personal visitors will be able to continue to maintain contact with youth by phone. Enhanced technology, such as video calling, where operationally available and feasible, can be used to allow virtual visits with family.

If pressed on Social Services Providers:

- Protecting the health and wellbeing of all Ontarians, including the staff and clients in Ontario's social services sector, is our government's number one priority.
- In line with the advice of Ontario's Chief Medical Officer of Health the province is recommending that, where it is feasible to do so, our service providers consider only allowing essential visitors until further notice. We are also asking that they undertake a screening process at all locations.

- The ministry has prepared and distributed a toolkit including a screening checklist and signage to aid in ensuring these measures can be implemented.

Ministry of Colleges and Universities

If pressed on Post Secondary:

- Based on the advice of Dr. David Williams, Ontario's Chief Medical Officer of Health, and the experts at the province's Command Table, Ontario is taking decisive steps to contain the virus and continue to protect the public.
- We continue to work with our public health partners at all levels, alongside our postsecondary partners, to protect students and faculty at this critical juncture by providing regular updates on COVID-19 and campus safety.
- In light of recent developments and based on strong guidance from Dr. David Williams, and the experts at the COVID-19 Command Table, the Ministry of Colleges and Universities will work with Ontario's postsecondary institutions to ensure each campus has a COVID-19 response plan for academic continuity for students and faculty that does not put their health or personal well-being at risk, while ensuring students can continue to receive the world-class education our institutions provide.

Ministry of Education

If pressed on the provinces decision to close all schools for two weeks after March break:

- The health and well-being of Ontarians is our government's number one priority.
- Given the latest developments both internationally and here at home, we are taking further action.
- 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 means that Ontario schools have been ordered to remain closed from March 14 through to April 5, 2020.
- We recognize the significant impact this decision will have on families, students, schools, as well as the broader community, but this precaution is necessary to keep people safe.
- These steps build on a number of actions our government has taken in recent days to respond to COVID-19, including moving forward with additional public health measures, which include enhanced access to screening, expanding lab-testing capacity, and implementing new initiatives to keep the public and frontline workers safe.

If pressed on compensation following March break:

- For those that are quarantined due to COVID-19, the Federal Government has announced it is eliminating the waiting period entirely, so employees can get EI benefits for an entire 14-day quarantine.
- Our government is acutely aware that every employment situation is different.
- This means only an employment standards officer can determine what entitlements an employee may have.

If pressed on compensating teachers:

- Teachers and support staff are subject to the terms of the collective agreements their unions have agreed to. For those without a collective agreement, they will continue to be subject to the terms of the most recent agreement.

If pressed on day cares:

- It is critical that we keep COVID-19 out of our child care spaces.
- We are following the advice from Dr. David Williams, Ontario's Chief Medical Officer of Health and the experts at the COVID-19 Command Table.
- We have issued a memo to our child care partners that reiterates Dr. David Williams' advice that all licensed child care centres actively screen children, parents, staff and visitors for any symptoms and ask about recent travel history that may be related to COVID-19.
- Dr. Williams has advised that parents should continue to monitor their children's health and keep children who are unwell at home.
- He recommends that families that travel outside of Canada keep their children home for 14 days.

If pressed on case and contact management in schools:

- The health and well-being of Ontarians, including students and school staff, is Ontario's top priority.
- Students, parents and school communities should rest assured that we are working together in close cooperation with partners in both the education and health care sectors to ensure the continued safety of students and staff.
- In the course of case and contact management, public health units can contact employers, schools, restaurants and places of business.
- This is a completely normal part of Ontario's response to COVID-19, and it means our system is working.

Ministry of Environment, Conservation and Parks

If pressed on Ontario Park closures:

- In response to Ontario's Chief Medical Officer of Health's recommendation to immediately suspend large events and public gatherings of over 250 people, Ontario Parks has cancelled all planned events until further notice.
- Outdoor recreational opportunities including camping and day use will still be available at [operating parks](#).

- Appropriate cleaning measures continue to be undertaken to reduce risk to staff and visitors within buildings.
- Ontario Parks will also enhance cleaning of public areas that remain open, including washrooms.
- To receive a penalty-free refund, please call the Ontario Parks Reservations Call Centre at 1-888-668-7275 from 7:00 a.m. to 9:00 p.m. Eastern Time. Do not cancel or change reservations online.

Ministry of Finance

If pressed on economic impact:

- We continue to monitor the situation closely as we learn more about the impact COVID-19, geopolitical risks, and commodity price fluctuations will have on our economy.
- While it is still too early to know the full impacts, our government will ensure the necessary resources are available to respond as needed.

If pressed on \$100M commitment:

- Our government is committed to protecting the health and safety of the people of Ontario.
- That's why we're providing up to \$100 million as an initial response to COVID-19.
- We will continue to monitor the situation and take the advice of health professionals.

If pressed on OLG's announcement on the closure of casinos:

- OLG has confirmed that an orderly shutdown of all casinos and slot facilities across Ontario has begun.
- OLG has taken this action consistent with the recommendations of the province's Chief Medical Officer of Health related to precautionary measures to mitigate the spread of COVID-19.
- OLG will provide regular updates on the timing of when these gaming facilities will re-open, taking into account guidance from public health authorities.

Government House Leaders Office

If pressed on the possibility of the Legislature suspending:

- Out of an abundance of caution relating to the spread of COVID-19, the Legislature has given the government the tools to suspend future meetings of the assembly, if deemed necessary for public health reasons.
- The steps the Legislature has taken give the government authority to provide notice that a future meeting of the Assembly should be cancelled - but currently the government intends to reconvene the Legislature on March 23rd.
- The special provision, passed unanimously by the Legislature, is time-limited and expires June 4th.

If pressed on why the legislature is being closed to the public and for assembly sponsored events next week:

- The decision to close the Main Legislative Building for certain activities and functions is made by the Clerks and Speaker of the Assembly out of an abundance of caution.
- The government supports this temporary change and our first priority remains the health and safety of all Ontarians.

Ministry of Heritage, Sport, Tourism and Culture Industries

If pressed on Ontario's attractions, agencies, and convention centres suspending all gatherings:

- Our priority is the health and safety of all residents, visitors, and staff across the province.
- Ontario's attractions, agencies, and convention centres are responding to help contain the spread of COVID-19 on the recommendation to limit gatherings over 250 people by Dr. David Williams, Ontario's Chief Medical Officer of Health.
- Each agency will provide updates on how they plan to respond to developments.
- The Ministry of Heritage, Sport, Tourism and Culture Industries will continue to provide updates to the sector and the public as the situation evolves.
- We want to thank all of the employers, community partners, and frontline workers who are actively working to address this challenge and keep everyone safe and healthy.

Ministry of Indigenous Affairs:

If pressed on actions in indigenous communities:

- The health and wellbeing of Indigenous communities in Ontario is our government's top priority.
- The Ontario government, Chiefs of Ontario and Indigenous Services Canada have been holding weekly calls on COVID-19.
- These meetings ensured timely discussions on COVID-19 through knowledge sharing, information dissemination and future planning for First Nations communities and health workers.
- Public Health Units have also been engaging with Indigenous partners within their respective geographical areas, ensuring all communities are represented in COVID-19 community preparedness plans.
- The Ministry of Health has ensured access to fact sheets in multiple indigenous language and will continue to work closely and collaborate with our Indigenous partners and the federal government to ensure information is shared and disseminated to First Nations communities and health workers in a timely manner.

If pressed on testing in First Nations communities:

- First Nation communities will have access to COVID -19 testing through Federal Nursing stations where Specimens can be taken by the nurses and then sent to the public health lab for analysis. Nurses are also able to assess patients to determine if community members need to be transferred out of the community.

Ministry of Labour

If pressed on sick leave or sick notes:

- Our government added three new types of leave to the Employment Standards Act: Sick Leave, Family Responsibility Leave and Bereavement Leave.
- Medical notes are not automatically required for these leaves of absence
- Instead, employers now have the option to require reasonable proof of the circumstances that entitle the employee to leave.
- We're recommending that individuals who may feel ill stay at home, and we encourage employers to support that advice.

If pressed on work refusals:

- Employers are required to take every precaution reasonable in the circumstances to keep their employees safe.
- An employee can refuse work if they believe their health and safety is at risk.
- When the Ministry of Labour investigates a work refusal, they will gather information to determine if the circumstance meet the requirements of a work refusal.
- Inspectors are independent and regularly briefed on public health protocols and direction.

If pressed on temporary layoffs:

- Our Government stands shoulder to shoulder with these employees and their families during this difficult time.
- Premier Ford has joined his fellow premiers in pressing the federal government on the need to provide reassurance to Canadian businesses and Canadian families during this time of economic uncertainty.
- The resiliency of everyday people, supported by coordinated action from all levels of government, is the bedrock of Ontario and Canada.
- From coast to coast, we are showing the world that Canadians will always have one another's backs.

If pressed on statement on draft legislation:

- In response to the COVID19 outbreak in Ontario, Premier Doug Ford has directed the Ontario government and Minister of Labour, Training and Skills Development to draft legislation that will protect Ontario workers and their families.
- Legislation will be introduced to protect workers who are currently taking or may need to take unpaid leave during self-isolation or quarantine periods in the future,

or for those who need to be away from work to care for children because of school or daycare closures.

- This proposed legislation would also ensure sick notes are not required.
- We will work with the opposition parties to introduce and pass the legislation as expeditiously as possible. More details will be announced in the coming days.

Ministry of Long-Term Care

If pressed on LTC homes:

- Ontario's Chief Medical Officer of Health issued a memo on March 13th strongly recommending that long-term care homes to limit access to only essential visitors.
- Essential visitors are those who have a resident who is dying or very ill. No other visitors will be permitted to enter the premises and will be asked to keep in touch with loved ones by phone or other technologies, as available.
- We have instructed long-term care homes to begin active screening of staff, essential visitors, residents moving into a long-term care home and residents returning to a long-term care home. These same instructions have been given to retirement homes.
- Individuals will now be proactively checked for symptoms and asked about recent travel history and contacts.
- We are working closely with long-term care home operators, and stakeholders across the province to protect some of the most vulnerable Ontarians.

Ministry of Seniors and Accessibility

If pressed on directive to retirement homes:

- Ontario's Chief Medical Officer of Health has recommended that retirement homes allow only essential visitors to enter a home, specifically those who have a resident who is dying or very ill.
- These visitors must continue to be actively screened into these settings.
- Those who fail screening will not be permitted to enter.
- No other visitors should be permitted to enter these premises, instead they should be asked to keep in touch with loved ones by phone or other technologies, as available.
- The RHRA considers that failure to follow the steps set out in this communication may jeopardize resident health, safety or well-being.
- If you have any questions, please contact the RHRA at 1-855-ASK-RHRA or at info@rhra.ca.

Associate Ministry of Small Business and Red Tape:

If pressed on whether Ontario will ask non-essential businesses and retail stores to close:

- While the province continues to put in place enhanced measures to contain COVID-19 and protect the health of Ontarians based on advice from the Chief Medical Officer of Health and the experts at the Command Table, the province is not currently considering a lock-down.
- We ask that Ontarians exercise a high degree of caution during this time and ensure they're relying on information from credible sources.
- We will continue to keep all Ontarians informed of any updates through official government channels.

Solicitor General

If pressed on Correctional Facilities:

- Out of an abundance of caution, the province is taking decisive action to protect the health and safety of our correctional services staff and those in our custody.
- To reduce the possible transmission of COVID-19 in our correctional facilities, until further notice intermittent inmates who serve time on the weekends will be required to attend their reporting facility, where they will be given a temporary absence permit from custody.
- In addition, we are temporarily suspending personal visits within our adult correctional facilities across the province until further notice. Professional visits including legal counsel will continue.

Ministry of Transportation

If pressed on the transit union request that their personnel wear masks:

- The health and safety of Ontarians is our government's top priority.
- At this time, COVID-19 is not circulating locally.
- Given the global circumstances, Ontario is actively working with city and health partners to ensure readiness.
- We continue to carefully monitor this situation and encourage residents to stay informed by regularly viewing credible information sources.

If pressed on Metrolinx service changes:

- In continued support of provincial action, Metrolinx is announcing a selective reduction in GO train and bus and UP Express service. These changes will take effect starting on Wednesday, March 18.
- Revised schedules are being finalized and will be posted on [gotransit.com](https://www.gotransit.com) and [upexpress.com](https://www.upexpress.com) by Sunday, March 15 at noon.
- We know that GO and UP Express are vital to our region. Every route we serve, we will continue to serve.

- The changes are being made to help ensure that GO and UP Express service can continue and that employees and customers are safe. This will help us continue to offer a reliable level of service for the public.
- While we are making adjustments to our service, we will ensure we have enough service to keep congestion and crowding low.
- GO customers will still get the same safe experience, and Transit Safety and customer service teams will continue to be available to help customers to get where they need to go. We will also maintain the increased level of cleaning on our vehicles and stations.
- We ask our customers to please watch and refer to [gotransit.com](https://www.gotransit.com) and [upexpress.com](https://www.upexpress.com) for the latest updates, and their line-specific Twitter accounts, as well.

Treasury Board

If pressed on OPS staff memo to work from home:

- We in the Ontario Public Service must continue to do our part to support social distancing and help slow the spread of COVID-19.
- As an interim measure, where operationally feasible, employees are being asked to work remotely beginning Monday, March 16, 2020 through Friday, April 3, 2020.
- Such arrangements will help ensure that critical government services can continue to be provided, while taking appropriate precautions to protect against the spread of illness.