

Sample Resident / Condo Owner Notification

At _____ *Enter name of building* _____, we are pleased to provide our residents the peace of mind that comes from knowing that their building is managed by an industry-leading property management company.

An essential part of our commitment is our management team's strong advocacy for emergency preparedness. We have been closely monitoring the current COVID 19 situation both intentionally and locally, and wanted to ensure we communicated to each resident that the building has taken several steps in order to assist in being a resilient building.

✓ **Cleaning of common touch points:**

We have enhanced housekeeping with attention on common touch points within the building such as entrance doors, elevator hallway call buttons, and interior elevator cab buttons, etc.

✓ **Safety of building staff:**

We have ensured that hand sanitizers and cleaning materials are available to all building staff, to ensure shared work areas and shared work equipment is cleaned numerous times throughout the day.

✓ **Safety of building residents**

Effective immediately, the shared facilities swimming pool and fitness rooms will be closed until April 07, 2020. This is done out of an abundance of precaution to prevent impacts to the building.

✓ **Service Providers & Trades; Building Operations**

Our management team has been engaged with all service providers and trades for the building to ensure our services are not interrupted, that trades and service providers are not permitted inside the building if they are sick, have been asked to self quarantine or have left the Country in the last 14 days.

The above implemented actions outline what we as a management team are doing to support our family of residents and the entire outside community. Residents can help, some guidelines issued by Toronto Public Health:

- ✓ *Wash your hands often with soap and water for at least 15 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.*
- ✓ *Avoid touching your eyes, nose, and mouth with unwashed hands.*
- ✓ *Avoid close contact with people who are ill.*
- ✓ *Stay home when you are ill.*
- ✓ *Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.*
- ✓ *If you don't have a tissue, sneeze or cough into your sleeve or arm.*
- ✓ *Clean and disinfect frequently touched objects and surfaces.*
- ✓ *Follow direction from your health care provider if requested to self isolate for the period required by your health-care provider.*