



March 17, 2020

IMPORTANT INFORMATION

CORONA VIRUS (COVID-19) UPDATE

Vol. 2 – Updated March 17, 2020

The Corona Virus (COVID-19) continues to spread across Canada, and the rest of North America. As of this morning, there are 439 confirmed cases of COVID-19 in Canada and 4 deaths. There are more than 1500 cases under investigation in Ontario currently. The spread of the virus is accelerating as predicted and will continue to accelerate.

Social distancing has become a common phrase and is encouraged more and more each day. As the situation continues to develop, we are seeing additional restrictions imposed and the need to practice social distancing is even more important.

At the time of this writing, both the Public Health Agency of Canada and Public Health Ontario have deemed the public health risk is no longer low. Additional measures to slow the spread are necessary. Just a few minutes ago, Premier Doug Ford has declared a state of emergency as the province tries to slow the spread of COVID-19.

Restaurants, bars, theatres have all been encouraged to close with restaurants permitted to continue takeout, delivery and drive through service if safe to do so. Grocery stores are working to restock as many were cleared out in the past few days. There is no need to hoard several months' worth of supplies. In doing so, you are leaving many neighbours without necessities of life and especially the elderly and others with challenges. Be kind. Consider helping neighbours that are unable to get out for supplies.

Yesterday, we also saw the Prime Minister of Canada announce the first round of travel bans with the Canadian border being shut down to international travelers. Canadian Citizens and permanent residents, as well as American citizens and residents will be permitted to enter Canada. Some exemptions for flight crews and diplomats are also in place. International flights are being routed to one of 4 airports throughout the country and higher screening measures implemented.

Canadians travelling abroad were told its time to come home while you still can by commercial means. However, this is proving difficult for many with closing borders and cancelled flights.

Most importantly, if you are or have recently returned to Canada, YOU MUST SELF-ISOLATE FOR 14 DAYS.

Condominium Specific Recommendations

Common Area Use and Precautions

Condominiums with recreation or fitness facilities will, or have already, shut down such facilities. Pools and hot tubs will be next. If your condominium has other gathering places (party room, lounge, etc.), it too will be closed until further notice. Lobbies, elevators, stairwells and other common areas are being disinfected more frequently.

Just returned to Canada

You must immediately self-isolate for 14 days and report to the Property Manager right away. Self-isolation means confining yourself to your unit and not leaving your unit or entering common areas for any matter other than medical emergencies. Visitors should also be restricted and any deliveries of food or medication should be coordinated and contactless (left outside your door for retrieval after delivery person has left) if possible. There are more recommendations and tips on government websites.

Homeowner Meetings and Social Events

Annual General Meetings and other homeowner meetings or social events planned for the remainder of March and April are being postponed or cancelled. You will receive further details directly if your condominium has any meetings affected.

All social events for residents (card night, movie nights, etc.) are all cancelled until further notice.

With the rapidly changing and fluid situation, please review additional information specific to your condominium in future meeting notices or communications from your Board or Management.

Property Management Office

Our office is closed to public. In an effort to keep our clients and team members as safe as possible, we have closed our office to the public. Clients, service providers and all others have been asked not to attend our office. Team members have been provided with options to work from home, maintain separation and our office is being disinfected frequently. Anyone showing any symptoms has been encouraged to stay home.

All Board meetings are being rescheduled and have been changed to teleconference meetings with no more face to face meetings taking place until further notice.

We will continue to provide service to all our clients with accounting and administrative work continuing as normal. Some tasks may be slower than normal or require modified procedures to maintain social distancing and accommodate current and future restrictions.

As the restrictions and recommendations continue to change, we are already seeing contractors and service providers changing the way they deliver services and, in some cases, shutting down

completely or only offering emergency service. We anticipate there will be additional changes as we progress through these tough times.

Please continue to notify us of any maintenance/repairs required to common elements and we will do our best to address in priority sequence as best we can.

Not Feeling Well?

If you find yourself not feeling well, please consider your symptoms and if they are similar to the symptoms of COVID-19 (fever, cough, difficulty breathing), or if you have been exposed to someone infected, you should immediately consult with health professionals and consider self-isolation (for 14 days). If you or your health profession suspect you may be infected there are tests available to confirm. Should testing be required we would ask that you advise Property Management right away so that any additional precautions (sanitizing of common areas, etc.) that may be needed can be assessed and implemented. If confirmed case of COVID-19, Property Management must be notified immediately so additional steps can be implemented rapidly to reduce the exposure to fellow residents, guests and service providers. Your health professional will have additional recommendations.

Telehealth Ontario can be reached at 1-866-797-0000. A new online self-assessment tool has also been setup and can be found at <https://www.ontario.ca/page/2019-novel-coronavirus> .

General Recommendations and Additional Information

As the spread of the virus and current conditions are changing rapidly, there are many new recommendations and suggestions coming from government bodies and health professionals. At time of this writing, some of the most important to consider are:

- Avoid all public gatherings and avoid social gatherings
- Limit travel through airports, transit terminals and avoid high risk destinations
- Canadian officials have issued a warning not to embark on cruise ships
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose and mouth
- Avoid contact with people who are not well
- Clean and sanitize fixtures and surfaces in your home frequently
- Avoid shaking hands, hugging and any other body contact
- Don't share phones, tablets, pens, pencils, etc.
- Those with existing health conditions are at higher risk of infection
- Stock up on essential grocery and home essentials but do not hoard supplies
- Stay home if you can
- If you must travel check your travel insurance coverage as you may not be covered and borders are closing

The situation will continue to change rapidly as the spread continues. Monitor the news and observe recommendations from health professionals and government officials.

For additional information:

Government of Canada website

www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html

Province of Ontario website

www.ontario.ca/page/2019-novel-coronavirus

World Health Organization

www.who.int/emergencies/diseases/novel-coronavirus-2019

Thank you for your attention to this matter. If we all work together and do our part to reduce transmission, hopefully the pandemic can come to an end sooner than later.

Best regards,

A handwritten signature in black ink, appearing to read 'Jeff Struewing', with a long, sweeping horizontal stroke extending to the right.

Jeff Struewing
Property Manager/VP Operations