

CORONAVIRUS (COVID-19) - STAMM UPDATE

Resident Communication #11, June 8 2020

STATE OF EMERGENCY – EXTENDED UNTIL JUNE 30, 2020

As many residents may be aware, the State of Emergency has been extended to June 30, 2020. While some restrictions have been lifted in the Province, the State of Emergency remains in effect. As such, we will continue to maintain the ‘status quo’ and conduct business in the same way we have over the past several weeks. Stamm Investments Limited will continue to take a slow and cautious approach during these challenging times.

COMMON AREAS TO REMAIN CLOSED

As the warmer months are upon us, we understand the desire for access to common areas, both indoor and outdoor. As a reminder, the common areas including outdoor gazebo, play structures, resident lounge and fitness facility (as applicable) remain closed.



Stamm Investments Limited continues to monitor the COVID19 pandemic guidelines as identified by the Federal and Provincial Governments. These common areas are considered non-essential and will remain closed until similar, local amenities, have re-opened with permission from the Ontario Government.

BALCONY ETIQUETTE

The warm months are upon us. With the warmer days and significant limitations on outdoor space use throughout the Region as a result of COVID-19, many residents will take to their balconies now more than ever. While we encourage residents to use their balcony and enjoy the sun, we ask residents to ensure their balconies are well-maintained.

Balcony Etiquette Tips

- Refrain from storing items such as tires, garbage, cardboard boxes, indoor furniture, or storage bins.
- If you smoke on the balcony, please use an ashtray. Do not toss or flick your cigarette butts off the balcony.
- Do not throw other items or objects from the balcony.
- Water plants carefully and use catch trays to ensure runoff doesn't fall onto balconies below.
- If you are cleaning the balcony floor, do not use too much water. Be cautious to ensure the water doesn't run off and fall onto balconies below.
- Ensure patio furniture and other items are weighted and secured.
- Allowing pets to “do their business” is not permitted.

We thank all residents in advance for their cooperation with our balcony etiquette guidelines.

IN THE EVENT OF A BUILDING EVACUATION

In the event of a fire, alarm or building evacuation, please follow normal evacuation procedures and leave the building. We understand that Covid-19 has people concerned about their safety but evacuating the building in the event of an emergency can help save lives.

Please practice physical distancing when evacuating whenever possible or practical but do not interfere with the safe evacuation of a building.



If You Witness Smoke or Fire

- Exit the unit and building immediately, closing doors behind you.
- Pull the fire alarm.
- When you have exited the building, call 911.
- Call the Emergency Line to report the fire (519) 570-5133.

Upon Hearing the Fire Alarm

- Leave by the nearest stairwell exit in an orderly fashion.
- Take the stairs – if power has been lost or there is a fire, the elevators will not function.
- Always have a plan, ensure items that you may need are readily available to take with you (i.e. medication, face mask, gloves).

Evacuating the Building

- While evacuating the building, use the nearest stairwell exit to you and/or your unit.
- While exiting the building, try to maintain 2 metres (6 feet) distance unless this significantly delays the evacuation process.
- Once outside, maintain physical distancing, this may mean moving further from the building than usual or down the road.
- Always stay within close enough proximity to the building so that your whereabouts can be accounted for.

Fire Safety Considerations

- Fire doors should not be propped open.
- Ensure COVID-19 safety measures do not obstruct exit or safe evacuation of the building.

WEARING GLOVES

The KW Record has posted an interesting article on the wearing of gloves by the general public to protect themselves from the virus. An excerpt is below:

KITCHENER – COVID-19 is spread through respiratory droplets often when someone who has the virus coughs or sneezes. But it is also possible for someone to get it from a contaminated surface.

Event still, health experts say that wearing gloves in public is not necessary during the pandemic. A Guelph professor says gloves themselves are not the issue, it's the unsafe habits some people have while wearing them.

"Gloves in this case are more bad than good," says Keith Warriner, food microbiologist at the University of Guelph.

"People wearing gloves start talking on the phone, even eating food, touching the face."

This transfers the germs from the gloves to other objects or yourself.

If you are interested in reading the entire article, it can be found on their website with the link here: <https://kitchener.ctvnews.ca/experts-warn-of-cross-contamination-while-wearing-gloves-1.4952920>

QUESTIONS & ANSWERS

Q1 **When can I get maintenance done?**

A1 The timeliness of maintenance depends on the type of maintenance requested.

Emergency maintenance is completed as soon as practical. Non-emergency maintenance is scheduled based on priority and the results of the resident information survey. If residents are isolating as a result of exposure to the virus, maintenance will be held until the isolation period is complete. Cosmetic maintenance is on hold at this time. Requests for upgrades or replacement of products that are in working order will be addressed after the state of emergency part of the pandemic is over and work can be safely scheduled.

Q2 **Why can't I sit and talk with the staff in the office if I don't have Covid-19?**

A2 Safety for residents and staff is our first priority. Covid-19 can be asymptomatic and is very contagious. As such, even with physical distancing in place, we are restricting contact between staff and residents to necessary matters only.

Q3 **Why are staff not wearing a mask when they are working in the halls or on the grounds?**

A3 Staff are asked to wear a mask if they are working with others, have contact with others, or there are concerns that physical distancing may not be possible. Masks are not easy to work in all day, as such, we are not requiring staff to wear a mask when working alone, working when others are not present, or working in outdoor spaces when others are not nearby.

SPRING SURVEY – REMINDER

Don't forget to submit your completed Spring Survey to the Property Office on or before June 15, 2020 for a chance to win a \$50 PC Gift Card! The Spring Survey is your opportunity to provide valuable feedback to us and is something we look forward to reviewing.

Don't forget to visit www.stamminvestments.com/2020springsurvey to complete our online Spring Survey for a second chance to win!

LOOKING FOR MORE INFORMATION?

Answers to many of your frequently asked questions can be found on our website at www.stamminvestments.com/faq

Have questions relating to our other COVID-19 related initiatives and policies? You can find all past communication, a brief frequently asked questions page and featured video by visiting www.stamminvestments.com/coronavirus

WE'RE HERE TO ASSIST YOU

Our Property Office staff continue to work in the Property Office with limited in-person contact. Should you have a need, please call the Property Office at your location; walk-in visits are not accepted at this time.

Our staff continue to focus on cleaning and maintaining the building with increased disinfecting protocols in effect. We ask that if you hear our staff cleaning your door knob that you remain within your unit; please respect physical distancing with our staff at all times.

We can be reached at:

THE ESTATES

519-576-0631

estates@stamminvestments.com

HERITAGE PLACE

519-578-5052

heritage@stamminvestments.com

NORTHFIELD GARDENS

519-746-0430

northfield@stamminvestments.com

RIDGEWAY/SOMERSET

519-893-2182

ridgeway@stamminvestments.com

STAMM INVESTMENTS LIMITED ADMINISTRATION

519-884-3010

info@stamminvestments.com

THANK YOU FOR CONTINUING TO DO YOUR PART.



We thank all residents for their commitment to safety within the buildings. Over the past several weeks, staff have reported that many residents are respecting physical distancing guidelines, wearing masks and being courteous to one another.