

# CORONAVIRUS (COVID-19) - STAMM UPDATE

Resident Communication #4, April 3, 2020

At Stamm Investments Limited, we continue to monitor the Coronavirus (COVID-19) pandemic closely and continue to make changes in response to the development of the pandemic sweeping the nation. To keep yourself informed of these changes, we strongly encourage all residents to visit [www.stamminvestments.com/coronavirus](http://www.stamminvestments.com/coronavirus) for full details.

Residents can access all of our previous communication, our FAQ relating to measures we have in place, and submit any necessary payment arrangement requests for April and May 2020 rent.

## PHYSICAL DISTANCING, IT MATTERS MOST



Many residents have likely heard the terms “social distancing” and “physical distancing” by now. These measures are of the utmost importance for protecting yourself, our staff, and other residents from the spread of the COVID19 virus. The World Health Organization (WHO) recommends that **everyone** maintain a **minimum** of 6 feet from one another and avoid all gatherings of 5 or more people.

As a resident, this means that you should:

- Not have house parties, dinner parties, or other social gatherings;
- Your children should not be outside playing with other children;
- Avoid congregating in common areas of the building including:
  - Elevators and Lobbies
  - Hallways and Stairwells
  - Laundry Rooms
- Avoid any and all unnecessary contact with other residents in other units.
- Maintain a minimum distance from our staff at any given point in time.

## REMINDER: WATCH WHAT YOU FLUSH

Please protect our plumbing!

### DO NOT FLUSH:

- Bottom wipes, baby wipes, or disinfecting wipes.
- Paper towel, paper napkins, or dental floss.
- Toys, plastic, kitty litter, etc.
- Sanitary napkins, internal products, or diapers.



## **BUILDING CLEANING, MEASURES WE'VE IMPLEMENTED**

As a reminder, we have taken numerous precautions to reduce risk within the building, including:

- Increased cleaning and disinfecting of commonly touched surface areas in buildings;
- Extending laundry room hours;
- Closing of lounges and fitness facilities;
- Temporarily suspending all non-emergency maintenance;
- Temporarily suspending all office visits;
- Temporarily suspending all debit payments.

In addition, we have re-directed much of our personnel to maintaining clean and sanitized buildings. Our staff are working diligently to wipe down all “high traffic” and “high touch” areas including:

- Elevator buttons
- Intercom buttons
- Door handles and Accessibly buttons
- Unit door knobs
- Stairwell railings
- Mailboxes



You will see many of our staff cleaning, including office and Admin staff, throughout the building as we take an “all hands-on deck” approach to this initiative. We remind all residents to maintain at physical distancing of at least 6 feet when our staff and/or other residents are present.

## **RESIDENTS SHOULD ALSO TAKE PRECAUTIONS**

While we are working extremely diligently to provide clean and sanitized areas, our efforts may not always be enough and we encourage residents to take their own precautions in addition to the work we are doing.



When you are travelling through common areas of returning home, you should wash your hands, use disinfectant products and wear any personal protective equipment as you feel necessary. You may also consider washing your door knobs both inside your unit and the handle entering your unit.

## **STRESS AND ANXIETY IN THESE UNCERTAIN TIMES**

Our world is rapidly changing. Given the news coverage, it would be hard not to worry about what this means for yourself and the ones you love. Stress management while under quarantine is absolutely essential. Consider some of the activities outlined on the fourth page of this document for ideas for keeping yourself busy while spending so much time at home, Provided by 2020 Psychology Tools Limited.

## **PUTTING PEOPLE FIRST**

In order to ensure we can continue to provide residents with excellent customer service, we have suspended all in-person visits to our on-site Property Offices. In addition, we have reduced office hours at all properties to half days, with no evenings or weekends.

Furthermore, all non-emergency in-unit maintenance requests have been temporarily suspended. Maintenance Work Orders that are submitted will be retained and you will be contacted when we are available to perform the non-emergency maintenance.

Emergency maintenance will continue to be addressed with additional precautions in place, including maintaining a minimum 6 feet distance between resident(s) and staff, and asking residents to remain in an alternate room while maintenance is performed.



**As a reminder, the Emergency Line can be reached by calling 519-570-5133.**

### **APRIL AND MAY 2020 RENT PAYMENTS**

As a reminder, April 1<sup>st</sup> rent remains due. For those residents that pay rent by debit, an alternate method for submitting your rent payments for April 1, May 1 and June 1 2020 (potentially longer) must be chosen. At this time, we ask that residents pay by online banking, sign up for our PAFT program, or with a money order.

We understand that some tenants may be facing hardship as a result of the COVID-19 Pandemic and are here to help. If you require additional time to make your rent payments, you must submit a Payment Arrangement Request Form. You may do so online by visiting [www.stamminvestments.com/coronavirus](http://www.stamminvestments.com/coronavirus) and clicking on the form submission button.

**[Click To Submit Payment Arrangement Request Form](#)**

For those without access to a computer, you can contact your Property Office and a physical printed copy will be delivered to your rental unit. The Canadian Government has provided support programs for Canadians who have lost employment as a result of the COVID19 including Employment Insurance (EI) for those who qualify, an increase to the Child Tax Benefit for families with children, as well as the new Canada Emergency Response Benefit (CERB) which will be launched in early April 2020. See the Government site for information.

## Use An Activity Menu To Give You Some Ideas To Stay Occupied



### Animals

- Pet an animal
- Walk a dog
- Listen to the birds



### Be active

- Go for a walk
- Go for a run
- Go for a swim
- Go cycling
- Use an exercise video at home



### Clean

- Clean the house
- Clean the yard
- Clean the bathroom
- Clean the toilet
- Clean your bedroom
- Clean the fridge
- Clean the oven
- Clean your shoes
- Do the washing up
- Fill / empty the dishwasher
- Do laundry
- Do some chores
- Organise your workspace
- Clean a cupboard



### Connect with people

- Contact a friend
- Join a new group
- Join a political party
- Join a dating website
- Send a message to a friend
- Write a letter to a friend
- Reconnect with an old friend



### Cook

- Cook a meal for yourself
- Cook a meal for someone else
- Bake a cake / cookies
- Roast marshmallows
- Find a new recipe



### Create

- Draw a picture
- Paint a portrait
- Take a photograph
- Doodle / sketch
- Organise photographs
- Make a photograph album
- Start a scrapbook
- Finish a project
- Do some sewing / knitting



### Expression

- Laugh
- Cry
- Sing
- Shout
- Scream



### Kindness

- Help a friend / neighbour / stranger
- Make a gift for someone
- Try a random act of kindness
- Do someone a favour
- Teach somebody a skill
- Do something nice for someone
- Plan a surprise for someone
- Make a list of your good points
- Make a list of things or people you are grateful for



### Learn

- Learn something new
- Learn a new skill
- Learn a new fact
- Watch a tutorial video



### Mend

- Repair something in the house
- Repair your bike / car / scooter
- Make something new
- Change a lightbulb
- Decorate a room



### Mind

- Daydream
- Meditate
- Pray
- Reflect
- Think
- Try relaxation exercises
- Practise yoga



### Music

- Listen to music you like
- Find some new music to listen to
- Turn on the radio
- Make some music
- Sing a song
- Play an instrument
- Listen to a podcast



### Nature

- Try some gardening
- Plant something
- Do some pruning
- Mow the lawn
- Pick flowers
- Buy flowers
- Go for a walk in nature
- Sit in the sun



### Plan

- Set a goal
- Create a budget
- Make a 5 year plan
- Make a 'to do' list
- Make a 'bucket list'
- Make a shopping list



### Read

- Read a favourite book
- Read a new book
- Read the newspaper
- Read your favourite website



### Schedule

- Get up extra early
- Stay up late
- Sleep in late
- Tick something off your 'to do' list



### Self care

- Take a bath
- Take a shower
- Wash your hair
- Give yourself a facial
- Trim your nails
- Sunbathe (wear sunscreen!)
- Take a nap



### Try something new

- Try a new food
- Listen to some new music
- Watch a new TV show or movie
- Wear some new clothes
- Read a new book
- Do something spontaneous
- Express yourself



### Watch

- Watch a movie
- Watch a TV show
- Watch a YouTube video



### Write

- Write a letter with compliments
- Write a letter to your politician
- Write an angry letter
- Write a grateful letter
- Write a 'thank you' card
- Write a journal / diary
- Write your CV
- Start writing a book