

CORONAVIRUS (COVID-19) - STAMM UPDATE

Resident Communication #6, April 20, 2020

RESIDENT SAFETY IS OUR FOCUS

As the weeks go on and the COVID-19 Pandemic continues, we strive to maintain essential services to meet the needs of our residents and prevent the spread of COVID19. Our efforts include: additional cleaning of the buildings including washing door knobs, handles, elevator buttons and other high contact surfaces, extended laundry room hours to reduce crowding, closing of common areas, and increased communication in multiple formats to ensure as many residents as possible have access to information.

WHAT CAN RESIDENTS DO TO STAY SAFE?

New information about COVID-19 is released almost daily as scientists discover new and important factors about the spread and impact of the disease. The Ontario Government continues to urge us all to remain within our homes and only go out for the most essential needs. Please utilize Health Canada Guidelines and the governmental information to ensure you have the most recent information to remain safe.

The WHO states that you can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Washing hands regularly.
- Maintaining physical distancing.
- Avoid touching your eyes, nose and mouth.
- Covering your mouth and nose when you cough or sneeze.

More information can be found at: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

WEARING FACE MASKS

According to the World Health Organization (WHO), people can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. With this information, health officials have determined that wearing face masks does help prevent an infected individual from spreading the virus but is not the most effective means to avoid catching the virus.



Wearing a face mask should be used as an additional effort for personal protection in conjunction with physical distancing, handwashing, and other safety information provided by the government.

STAYING SAFE INSIDE THE BUILDING – PHYSICAL DISTANCING

Physical distancing doesn't have to be difficult inside the Building(s). If all residents follow the Government's mandate and remain a **minimum** of 1 metre (3 feet) from each other and our staff, we can minimize the risk of spreading COVID19 in the buildings.

PHYSICAL DISTANCING – ELEVATORS

Elevators in the buildings are small and do not allow for adequate physical distancing. If an elevator stops at your floor and there is another individual or family in the elevator, we ask that you wait for it to return to your floor empty or take the stairs if you are physically able to.

Please also consider allowing priority access to the elevators for the elderly or other individuals who may not be able to take the stairs, including those with disabilities.



Finally, please remember that if you see multiple people together on an elevator, they may be all from the same family and are safe inside their family ‘bubble’. Please do not initiate action, yell, or otherwise beret people for whom you personally feel are not complying with physical distancing. Harassment and abuse is never okay.

PHYSICAL DISTANCING – LAUNDRY ROOMS

In buildings with full-size laundry rooms (The Estates, Ridgeway, Somerset), we have limited access to no more than three individuals at any given time. In buildings with smaller laundry rooms (Heritage, Northfield Gardens), we have limited access to one person/family at a time. If you happen upon an occupied laundry room, we ask that you wait in the hallway outside the laundry room until another individual to finish. Ensure that when lining up outside the laundry room, you maintain a **minimum** of 1 metre from the person(s) in front of you.

NON-ESSENTIAL SERVICES SUSPENDED FOR AN ADDITIONAL 28 DAYS

On Tuesday April 14 2020, the Ontario Government extended the State of Emergency in the Province for another 28 days (4 weeks). This means that the measures we have put in place will continue until May 12 2020 and potentially longer should the government extend the timeframe again in the future. This means all non-essential services remain suspended at this time. For further information see us online or our previous communication: www.stamminvestments.com

REPORTING THOSE WHO FAIL TO COMPLY WITH PHYSICAL DISTANCING

If you believe individuals are not complying with mandatory physical distancing (having a party, frequent guests, have symptoms and are not self-isolating, etc.), you can report them to Government officials by calling bylaw and/or the non-emergency police line. We also ask that you inform us of the same information by emailing us in order that we may follow-up on the complaint. In order to make a complaint, you will need specific information such as unit number, etc. **NON-EMERGENCY POLICE LINE: 519-570-9777**

PLEASE REPORT SUSPECTED OR CONFIRMED CASES TO US

We wish to remind all residents presenting symptoms or those that have a confirmed case of COVID19 report it to us immediately by calling your Property Office or emailing info@stamminvestments.com

We thank all residents for doing their part to slow the spread of COVID19.