

YORK CONDOMINIUM CORPORATION NO. 323

50 Quebec Avenue, Toronto, Ontario M6P 4B4

(416) 763-6919

Email: yorkcondo323@rogers.com

March 16th, 2020

Dear Resident,

SUBJECT: COVID-19 / NOVEL CORONAVIRUS UPDATE

The Board of Directors and Management would like to assure all that the health and safety of our residents, staff and visitors is always a top priority.

With this in mind, we will continue to monitor the Health Canada website, as well as Provincial and City of Toronto Public Health websites and communications with respect to developments in the ongoing Coronavirus (COVID-19) outbreak.

ADDITIONAL PROTOCOLS IMPLEMENTED

Your building staff are already taking precautions and proper cleaning / disinfecting protocols. They will continue to ensure that high traffic common element areas such as lobby's, elevators, garage are kept clean and disinfected with appropriate products.

It is important to acknowledge however that the condominium corporation has limited staffing resources and that despite our best efforts, it is not possible to wipe down door handles and elevator buttons after each use. Residents should always thoroughly wash their hands after they have travelled through common element areas.

The Board and Management have implemented additional precautionary measures including:

- Installation of additional hand sanitizer stations in the elevator lobbies, parking levels and other common areas;
- increased cleaning and disinfecting procedures by staff;
- additional signage and notices to encourage hand washing and other measures to minimize transmission of COVID-19;
- contingencies and plans are being created to minimize staffing and service provider disruptions should become necessary.

The Board of Directors encourage residents to minimize deliveries, personal trainers, and other non-essential visitors whenever possible.

We would like to make residents aware that all amenity reservations as well as all activities have been suspended and all common areas like the gym, meeting room, games room, saunas have been closed as to limit the social interaction and as the precautions may seem harsh we want all of you to know that safety of all our residents is our main goal.

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GO TO THE SOURCE FOR INFORMATION

All residents are urged to stay informed of the latest developments and to refer to information provided by verified and vetted public health websites such as Federal, Provincial and Municipal public health organizations.

Social media platforms and media outlets do not always post the best and most up to date information with respect to important health care updates.

Here are some links which may be of assistance:

Ontario Ministry of Health: <http://www.ontario.ca/coronavirus>

(Updated each weekday)

Toronto Public Health: www.toronto.ca/coronavirus

Government of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Government of Canada Travel Advisory: <https://travel.gc.ca/travelling/advisories/pneumonia-china>

World Health Organization: <https://www.who.int/>

PRIVACY IF A MEMBER OF OUR COMMUNITY BECOMES INFECTED

If you become ill and/or are presenting symptoms associated to COVID-19, please immediately contact your health care provider or Toronto Public Health at 416-338-7600 for care and advice. This is especially important if you have recently been travelling.

Residents who suspect they may be infected, exhibit symptoms or have been diagnosed with COVID-19 are requested to self-isolate and not use the common element of the building and contact the Management right away as so extra disinfecting measures can be taken.

Management is aware that as a precaution, some residents have been advised to self-isolate. Self-isolation does not mean that an individual is infected, rather it is taken as a precaution to minimize the likelihood of transmission if there was a possibility of exposure.

Should a member of the staff become infected, every effort will be made to provide a relief worker to cover during the staff member's absence.

If Management is informed that a member of our community is diagnosed with COVID-19, general notices will be posted to alert the community of the requirement for heightened precautions. However, please be aware that in keeping with privacy regulations, the specific identity or location of infected members will not be divulged.

GOOD HYGIENE AND PROPER PRECAUTIONS

You can take the following steps to prevent yourself from COVID-19 in the same way you protect yourself against the common cold and flu:

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- Wash your hands thoroughly and often with soap and warm water or use an alcohol-based hand sanitizer if soap is not available;
- Avoid touching your eyes, nose, and mouth;
- Avoid close contact with people who are ill;
- Stay home from work or social gatherings if you are ill;
- Do not use the common area facilities if you are unwell;
- 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;
- Stay away from large public gatherings;
- Pay close attention to travel advisories;
- Clean and disinfect frequently-touched objects and surfaces in your home.

STAFFING AND BUILDING SERVICES

Management and the Board have planned for potential disruptions in service if building staff become ill or are required to self-isolate due to potential exposure

At the moment, we are operating on a "business as usual" basis, however, if at some point in the future it becomes necessary, contingencies have been put in place to provide alternate and/or reduced staffing. This may ultimately require that certain services be scaled back, rescheduled or eliminated until we are fully staffed, and the outbreak has been eliminated or contained.

Additionally, you may see staff and contractors wearing additional personal protection equipment.

FOR RESIDENTS WHO ARE SELF-ISOLATING DUE TO EXPOSURE OR ILLNESS:

1. Call Public Health. Residents should call their local Public Health department within 24 hours of their potential exposure or travel from a high-risk area. Public Health will provide all the advice needed to properly self-isolate. In Toronto, Toronto Public Health can be reached at 416-338-7600.
2. Remain calm. If a person is self-quarantining/self-isolating, this may mean that they're currently healthy but that they don't want to make anyone else sick, so they're monitoring themselves for symptoms. Residents who have confirmed that they have contracted COVID-19 will also be instructed to self-isolate based on their condition and advice from Toronto Public Health or their medical provider. Please contact the Management Office for assistance and to inform us if your health status changes. Living in a condominium community requires us to be considerate of our neighbours. By working together through this pandemic, we can minimize the impact.
3. No Emergency = No Suite Entry. If there's no emergency requiring immediate entry to a suite, and the occupant is self-isolating, management will wait at least fourteen (14) days until the incubation period for the virus has passed and then follow the normal suite-entry procedures.
4. Emergency Suite Entry. If staff absolutely must enter the suite (i.e. in an emergency scenario), they will exercise the "universal precautions" – washing hands thoroughly with soap and water or an alcohol-

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based sanitizer. Protect yourself (staff & trades) against being coughed or sneezed upon. Staying at least two meters away from others will help protect you from the large respiratory droplets that can carry the virus.

Please contact the Superintendents for emergency situations only during this time as our main focus is cleaning right now.

We will continue to communicate any significant updates as necessary as the COVID-19 transmission progresses.

Should you have any questions, please feel free to contact the Management Office.

Sincerely,

Karolina Kossakowska

Condominium Property Manager

CROSSBRIDGE CONDOMINIUM SERVICES LTD.

As Agents for and on behalf of YCC 323