

COVID-19

Dear Residents,

We understand that coronavirus (COVID-19) is on everyone's mind, so we wanted to reassure you we are taking a proactive approach to this situation, as the health and safety of our valued residents and team members are our top priority.

Canadian public health officials have recommended precautionary measures that everyone can take to protect themselves and help prevent the spread of infections within our community. These measures include:

- Washing your hands often with soap and water for at least 20 seconds
- Avoiding touching your eyes, nose or mouth, especially with unwashed hands
- Avoiding close contact with people who are sick
- Coughing and sneezing into your sleeve, not your hands
- Staying home if you are sick to avoid spreading illness to others

Our building team members and cleaning contractors will continue to ensure high-touch common areas (elevator call buttons, door handles, washroom facilities, etc.) are kept clean and disinfected with industry-appropriate products. We have enhanced cleaning protocols for all of our buildings and stepped up maintenance of our ventilation systems.

If you become ill and present symptoms associated with coronavirus (COVID-19), please contact your health care provider or local health unit for appropriate guidance on next steps. If you have recently been travelling, especially to high risk areas, it is essential for you to be particularly vigilant. Residents who have been diagnosed with COVID-19, or those who suspect they may be infected, are asked to self-quarantine and avoid using common facilities during the quarantine period. After consulting with the appropriate health care authorities, it is important that individuals advise us immediately if they have been infected by forwarding their name, unit number and address to the following confidential email address: selfreport@clvgroup.com. This will allow us to maintain confidentiality while taking appropriate measures.

To minimize unnecessary contact, we recommend that maintenance requests be submitted through the resident portal on our web site, by telephone or by email, and we will prioritize requests accordingly.

Below are links to official and reliable information sources:

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

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

As this is an evolving situation, further communications will follow as required.

Yours truly,

INTERRENT REIT and CLV GROUP



Mike McGahan
President

