
COVID-19 UPDATE

April 8, 2020

Dear Residents:

Property Management is determined to be Essential Services During COVID-19 CRISIS

We understand that the temporary disruptions to your daily life and normal routine, due to COVID-19, can be difficult for some and may cause anger, frustration and sadness in others.

However, the danger of COVID-19 affects us all...We are in this together. We believe that now is the time for all good citizens to **rise-up and do the right thing for the greater good.**

Stay home, unless you are an essential worker, or need to go out to pick up groceries, medicine, or for medical appointments. However, if anyone is unable to do it on their own you can contact Mississauga Food Bank (905-270-5589,ext.238) or Good Neighbours Project (647-873-2230). We also arranged with some volunteers in each building to assist those in need.

Pathway team members continue to stay on the job in a limited capacity in an effort to ensure that your housing remains clean, safe and operational.

Given that Pathway provides essential services, the following are the areas, considered **core and essential services**, that Pathway team has been focusing their time, attention, and resources:

- **Communications:** check and respond to phone, email and written messages daily based on priority. Provide residents with regular updates related to this crisis situation by posting notices in the common areas, delivering important communications to each unit and posting all updates on Pathway website www.pathwayhousing.ca.
- **Rent Collection:** manage revenue and expenses to ensure sufficient funds to pay bills.
- **Emergency Maintenance:** provide repair/maintenance work that is strictly necessary and relates to health, safety and crucial functionality of the unit's equipment.

As you are aware from the previous notices Pathway has temporarily modified its operations and staffing to protect health and safety of its employees and to ensure that staff are complying with physical distancing and other preventative measures, including PPE (personal protection equipment). Our janitorial contractors are concentrating on disinfecting "high-traffic" surfaces, such as elevator buttons, door handles etc. in attempt to reduce possibility of transmitting the virus.

There are few recommendations to all and new practices that have been introduced in our buildings to minimize your exposure to, and help prevent the spread of the COVID-19 virus:

- Avoid congregating with people in the lobby, laundry room, elevators and other common areas. Maintain 2m distance.
- Inform the staff member and contact medical professionals if any member of the household displays identified symptoms (cough, high temperature, shortness of breath).
- Use personal protection measures, such as masks, gloves and hand sanitizers while in the common areas. Management can provide a refill of hand sanitizers upon request while supplies lasts.
- While in the laundry please wash your hands based on recommendations. Soap and paper towels are provided. Only up to 2 persons at the same time should be using laundry room. **Do not** bring children when doing laundry. **Do not** leave any items on countertops or anywhere else after finishing using the facility. They will be disposed off by the staff.
- Office **does not** accept any parcels or packages from the couriers. Please ensure that you are home when the packages are delivered. Any items found in the hallways will be removed.
- Please wipe down your own doorknobs. Avoid coming into contact with all the surfaces (walls, railings etc.)
- Use the hand sanitizer, located in the main lobby, as well as in the parking garage elevator lobby, when entering or leaving the building.
- To minimize the risk of exposure and transmission during this health alert we discourage tenants' guests and visitors from coming to the building. Please do not allow children to play in the common areas including hallways as this practice is contrary to the "social distancing" initiative.

On behalf of the entire Pathway organization and staff I would like to thank you for your ongoing cooperation, patience and support which will help us to navigate through these difficult and unusual times.

R. Spektor

Roman Spektor
General Manager

Social Distancing Stops the Spread of COVID-19



**To Protect Your Health
avoid group gatherings and
stay 6 feet apart (2 meters)**