

March 17, 2020

Memo to Pathway staff and contractors:

In order to reduce possibility for contracting a COVID-19 virus it is advised to use the following measures:

While entering the units please **wear disposable protective coveralls, shoes' covers and gloves**. The entry to the unit is to be limited to the investigation and repairs related to essential matters, such as:

- No heat
- Plugged toilet
- Back up drains
- Fridge is not working
- Stove has only 1 element working and or oven is not working
- Water leak
- Windows safety locks (Forest Ridge)

When entering the unit and tenants are at home you will enquire if any member (s) of the household has such symptoms as fever, cough or difficulty breathing. However, whenever possible these questions should be asked in advance of scheduling any appointments/work. In any case, you will try to maintain 2-metre distance when communicating with the members of the household.

If you are satisfied that the questions are negative and there is no visible evidence that the person(s) displaying any of the mentioned symptoms you can proceed with appointment or entry into the unit and perform work.

If the response confirmed that the member of the household has any of the noted symptoms and/or displaying them, **do not book an appointment or enter**. Confirm with resident that you will need to reschedule the appointment/work and inform the office for a further follow up. The office will check with the household if they were in touch with the medical professional and any follow up action is required and/or followed.

As much as possible use outside contractors. Please do not handle signing of any work orders or time sheets for contractors. Handle in gloves the paperwork received in the office. Use preventative measures (such as maintain a distance,

disinfect your hands, wear protective covering when needed), when encounter any individual(s) on or outside the property.

If any of you feel sick and suffers from any of the identified signs of the virus infection please inform me immediately and proceed with self-isolation and contacting a medical professional.

I believe that with taking all suggested measures and following the common sense we successfully will pull through this difficult time.

Thank you all,

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