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## COVID-19 UPDATE

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July 31, 2020

Dear Residents:

Thank you for your support, patience and understanding as we all continue to experience disruption to our lives and services due to COVID-19 restrictions and closures.

However, the good news is that as COVID-19 cases declined and the Region of Peel has moved to Stage 3 reopening of businesses.

There will not be significant changes to the building's operations since our last notice of June 10, 2020.

Please note the following:

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- *At this time* apartment buildings and condominiums in Region of Peel are exempt from mandatory face covering. However, **Pathway strongly recommends wearing face covering while in the common areas, including building's lobby, elevators, and the laundry room.**
- Please maintain a social distance while in the common areas. If using elevators, it is recommended to allow no more than **two or three people** (unless from the same household) to maintain that distance from one another. Give yourself extra time in case you have to take the stairs or wait for a less-crowded elevator.
- Limit visitors to the building.
- All community programs are still suspended and recreation rooms will be closed until further notice.
- Before any personal contact with the staff, residents must complete Questionnaire related to COVID-19 that are placed in the box outside the office and also available on the website [www.pathwayhousing.ca](http://www.pathwayhousing.ca)
- **Office** will be operating on a schedule that will be posted on the office door. Any enquiries, messages and responses will be reviewed and followed up from 8:00am-4:30 pm Monday-Friday (except Holidays).
- Residents can request an appointment either by email or a telephone call **at least 24-hours** in advance to meet with a staff person. Please note that until further notice there still will be **no "walk-in"** communication with the staff in the office. Appointments will be booked based on staff availability on a first-come first served basis and must be connected to the issues related to the tenancy in the building. Only one person from the household at a time will be allowed in the office. The meeting can also take place in the building's recreation room. Please ensure that you attend your meeting only at the scheduled time.
- Prior to personal contact with the office or the maintenance staff use personal protection measures, such as masks, gloves and hand sanitizers. As an added service to our tenants who are social distancing and staying home more than ever before, Pathway sells masks and hand sanitizer in our offices at a nominal cost.

- While in the laundry please wash your hands based on recommendations. Soap and paper towels are provided. Only **up to 3 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 of by the staff.
- Office **does not** accept, nor take responsibility for any parcels or packages from the couriers. Please ensure that you are home when the packages are delivered.
- Please wipe down your own doorknobs. Avoid coming into contact with all 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.
- In-suite maintenance service for non-emergency repairs is in effect now. Residents must complete and submit a Maintenance Request form **together** with COVID-19 Questionnaire before any in-suite work will be carried out. Forms are located in the box outside the management's office. They can be also completed and submitted online from Pathway website [www.pathwayhousing.ca](http://www.pathwayhousing.ca). **Please note that emails are not considered a proper request for the maintenance service.**
- Whenever possible residents are encouraged to leave the unit or stay in a different room while maintenance work is being performed. It may be necessary for staff and/or contractor to return to the unit to complete maintenance work. Please note that the signed Maintenance Request Form provides the management permission to enter the unit.
- If physical distancing is not possible, Maintenance Staff/Contractors will be required to wear PPE including a mask, gloves and possibly coveralls. Residents are expected to follow similar procedures when social distancing is not possible.
- **Residents receiving rent subsidy** are required to report to the office any change in income and/or family composition within 30 days of change. Annual Income Verification process will resume on August 4, 2020.

These safety protocols related to COVID-19 have been developed based on best practices and will be reviewed and modified as required.

*Thank you for your continued co-operation.*



Roman Spektor  
General Manager