

---

## COVID-19 UPDATE

---

September 2, 2020

Dear Residents:

Pathway would like to thank you for your continuous support and understanding during the ongoing emergency situation related to the COVID-19 pandemic.

As all of you know, the face coverings are currently mandatory in all common areas. This is one of the crucial measures, together with hand sanitizing and/or regular hand washing, that will help to reduce possibility of the spread of the virus.

While most of the residents understand the importance of following the new by-law by wearing face coverings and maintaining social distances, there are some members of the households and visitors who ignore these requirements and thus place other people at risk.

It is also expected, and based on the expectations from Health officials, that there will be a second wave of COVID -19 in the fall/winter.

**We strongly urge all residents to take the precautions and ensure that all members of the households and visitors are wearing face covering at all times while in the common areas of the building.**

We also would like to touch on some of the items in buildings operations that are affected by the current situation:

- Pathway carries out a risk assessment on an ongoing basis, including consultation with a lawyer and insurance company, regarding the risks and potential liability involved with opening or operating non-essential facilities such recreation rooms, various community and social programs during the COVID-19 pandemic. We fully understand that residents want to use such facilities. However, the safety and well-being of our communities, including those with at-risk populations, our staff and residents is our top priority.

Therefore, to protect people's health and minimize risk of spreading the virus and based on sound advice and best practices, Pathway concluded that **it is important to follow the standards set by various municipalities and continue to restrict access to non-essential on-site facilities until October 31, 2020 as per the terms of the current provincial emergency order.** This status will be reviewed when new order issued. 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** is operating on a schedule that is 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 and hand sanitizers.
- **Please note until further notice the use of the debit machine in office is suspended.** Rent must be paid via EFT, online payments or certified funds only.
- 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 regular maintenance service 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 wear face coverings when social distancing is not possible.

*Pathway remains focused on providing the best possible service under the circumstances, while at the same time keeping everyone safe and housed.*

*Thank you for your continued co-operation.*



Roman Spektor  
General Manager