



CORONAVIRUS (COVID-19) HEALTH NOTICE PREVENTION STARTS WITH EVERYONE

The health and safety of our employees, residents and communities is a priority for Effort Trust. We would like to take this time to share information regarding Coronavirus (COVID-19) from resources such as public health units and the federal and provincial governments so you can make informed decisions for you and your community.

Risk to Canadians

Information is changing rapidly and everyone is encouraged to obtain the latest and best available information from federal, provincial and public health websites.

Some recent and significant measures (which could change again):

The province has enacted a declaration of emergency to help contain the spread of COVID-19 and protect the public. Details available online.

There are significant and increasing restrictions around travel, including, but not limited to:

Anyone who has travelled outside of Canada should:

- self-isolate for 14 days when they return. People who are self-isolating should not go to work
- monitor themselves for symptoms of the 2019 novel coronavirus for 14 days after returning to Canada
- contact Telehealth Ontario at 1-866-797-0000 or their local public health unit if they experience symptoms of the 2019 novel coronavirus

Prevention:

Hygiene

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Stay home if you are sick
- When coughing or sneezing: cover your mouth and nose with your arm or tissues to reduce the spread of germs
- Immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- Avoid close contact with people who are sick
- Avoid visiting people in the hospitals or long-term care centers if you are sick

We have instructed the staff in our communities to clean and disinfect frequently touched objects throughout the common areas more often to decrease the likelihood of spreading the virus.

Social and physical distancing

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social and physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. With patience and cooperation, we can all do our part. This means making changes in your everyday routines to minimize close contact with others, including:

- avoiding non-essential gatherings
- avoiding common greetings, such as handshakes
- avoiding crowded places such as concerts, arenas, conferences and festivals
- limiting contact with people at higher risk like older adults and those in poor health
- keeping a distance of at least 2 arms-length (approximately 2 metres) from others

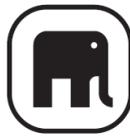
If you have questions or concerns, please contact:

Your Health Care Provider

Telehealth Ontario - 1-866-797-000

Municipal and Regional Public Health Units

Revised March 23, 2020



EFFORT TRUST

Property Management

To: All Residents, Visitors and Service Providers

Date: March 23, 2020

Re: Coronavirus (COVID-19) – Operations Update

In a rapidly changing environment and further to recent communications regarding Coronavirus (COVID-19), including how the virus spreads and the importance of hygiene and social and physical distancing, please be reminded and/or advised regarding the following measures and changes to our operations to help reduce the risk of infection or spreading of infection to others and to mitigate the impact of this pandemic:

Service Requests and Apartment Access

We are temporarily suspending access to apartments for routine maintenance, repairs and inspections. An apartment should only be entered for emergencies and urgent issues (fire, flood, no power, smoke detector malfunction, no heat, plumbing, etc.) and time sensitive maintenance like pest control. Close contact between the resident, staff and/or service provider should be avoided and recommended preventative hygiene should be practiced during any apartment entry and/or in the common areas.

Cleaning Requirements and Social and Physical Distancing

Where possible, we are following the guidance of the local public health agency concerning any additional cleaning of the common areas and social and physical distancing guidelines. All amenities, except laundry rooms, are closed temporarily and until further notice. Please do not congregate in common area sitting areas.

Protecting Privacy

Private information about the health and status of individuals should not be shared with others. We expect to screen tenants and service providers before and if entry into an apartment is required.

Rent Collection

We recognize that this may be a difficult time to pay rent due to the impact of COVID-19 on income, jobs, savings, benefits and investments. If you have not already done so, please review the relief initiatives outlined by the government for any that apply to your situation (e.g. *Emergency Care Benefit* for workers who don't qualify for paid sick leave or Employment Insurance (EI), *Emergency Support Benefit* for those who are unemployed and don't qualify for EI). We are prepared and willing to work with tenants who proactively contact us regarding any difficulty they may have in paying rent. We suggest you notify us in writing about your circumstances (including periodic updates) and our representatives will be in contact with you to work with you on possible resolutions (please provide current contact information and preferred method of contact). Please direct correspondence to site staff or your property administrator.

Evictions

The Attorney General (responsible for Tribunals Ontario) has indicated that no new eviction orders will be issued from the Landlord and Tenant Board until further notice. Sheriff's offices have been asked to postpone any scheduled enforcement of eviction orders until further notice.

Notices of Rent Increase (NORI)

Even though some notices were already mailed out earlier this month (for increases effective July 1, 2020), going forward we are temporarily suspending the issuance of new NORIs until further notice.

Leasing

We are temporarily suspending leasing available apartments if an apartment has not been shown and a rental application has not been submitted. This will reduce the need to enter any occupied and available apartments until further notice. If we have not already inspected a unit, we are also temporarily suspending inspections of available apartments to determine turnover renovations.

Suite Turnovers

If an apartment is rented, we must continue to renovate and prepare it for occupancy in a timely manner.

Site Offices

Where we have site offices, they have been closed temporarily as per social and physical distancing guidelines. Site staff can still be contacted by phone and please leave a voicemail message if they are not immediately available.

Head Office

We have implemented working from home and staff rotation procedures for head office employees. Personal visits to our head office are discouraged. While allowing Effort Trust's commitment to the well-being of our employees, work rotation procedures will enhance social and physical distancing measures while continuing to meet the needs of our site staff, residents and clients.

Coping with stress during the 2019-nCoV outbreak

We have posted notices from the World Health Organization at the properties that may provide helpful suggestions in terms of coping with stress during the outbreak.

THANK YOU

On behalf of all of us, we thank you in advance for your anticipated cooperation and understanding.

We will get through this together.

March 23, 2020



EFFORT TRUST

Property Management

To: All Residents

Date: March 24, 2020

**Re: Safe Laundry Practices to Protect
Against the Spread of the Coronavirus**

The spread of coronavirus (COVID-19) continues to affect communities throughout Canada and the world. Based on what we currently know about the virus, it is believed to be steadfast in fabric – meaning it may stick around on linens and clothing. We're sharing a series of tips to ensure you're equipped with the knowledge to defend yourself against this outbreak. Below, you'll find some virus-fighting best practice tips for the laundry room as well as the CDC's guidelines for handling and cleaning laundry that has come into contact with those infected by COVID19. Remember to handle all infected laundry with care.

- **Be Quick** -- Clothes and bedding should be removed and washed as soon as possible to prevent the spread of infection.
- **Be Thorough** – Wear disposable gloves when handling laundry that could potentially be infected, and keep soiled items as far away from your body while loading them.
- **Be Sanitary** – After loading the machine, wipe down any knobs, handles and other commonly touched surfaces you may have interacted with. Sanitize your hands afterwards with soap and warm water or alcohol-based hand sanitizer.
- **Use Heat** – The CDC guidelines recommend drying the fabric on the highest heat setting applicable to destroy the virus, as well as using of the warmest water the fabric allows to further disinfect.
- **Separate Loads** – Be sure to run separate loads for sick and healthy individuals. For extra protection, you could add a bleaching agent (chlorine or oxygen-based) to your wash which will aid in the sanitation of the load.

You can further protect yourself by regularly sanitizing with disinfectant spray or wipes according to the label's instructions. Be sure to wear gloves any time you are handling infected material or cleaning chemicals. Remember to thoroughly wash or sanitize your hands any time you contact with "high touch" surfaces and to avoid touching your eyes, nose and mouth.

Wishing you and your loved ones health and safety.