



## The MMG Community & COVID-19

We at MMG care deeply about our communities and as such, want to ensure that you are provided with not only detailed information pertaining to MMG’s strategy to manage COVID-19 but also have access to all necessary resources and information regarding this outbreak in one central location.

As we all navigate through this unprecedented time together, we will continue to update this page with any relevant information. MMG is taking all necessary precautions to help prevent the spread of the virus to ensure the health and safety of our communities. In addition to MMG’s already high standards of cleanliness and sanitation, we have implemented additional measures that will continue to be in place in accordance with the latest health guidelines.

As we all work through this, please know that we are here for you and will continue to support you in any way possible.

Should you have any further questions or concerns, please contact us at [customerrelations@mmgltd.com](mailto:customerrelations@mmgltd.com) or 780-451-5192 ext. 226.

Sincerely,

Mayfield Management Group

### Document Navigation

(Click on a header to be taken directly to that specific page)

<b>The MMG Community &amp; COVID-19</b>	1
<b>MMG Live Updates</b>	2
<b>Letter to Residents</b>	3
<b>COVID-19 Awareness &amp; Information</b>	5
<b>Provincial &amp; Federal Government Support</b>	7
<b>Social Distancing Tips</b>	9
<b>Mandatory Self-Isolation</b>	10
<b>TELUS COVID-19 Updates</b>	12

**If you are a tenant who has contracted or been in contact with someone with COVID-19, please inform your site manager by email or phone so that we can take preventative measures for the property.**



## MMG Live Updates

*(March 17, 2020)*

- 1. Due to the COVID-19 outbreak, our head office is temporarily closed to all visitors.**
  - a. We will have a locked drop box accessible in our front vestibule between the hours of 8:00am and 4:30pm for payments and correspondence
  - b. Please direct any questions or concerns to your respected property manager or reach out to our Customer Service Representative at [customerrelations@mmgltd.com](mailto:customerrelations@mmgltd.com) or 780-451-5192 ext. 226.
  - c. For residents experiencing a maintenance emergency, please contact our 24-hour answering service at 780-498-9999.

*(March 19, 2020)*

- 2. Rental Payments**
  - a. Currently we are waiting on guidance from the Alberta Government with regards to how they are dealing with rental and mortgage payments. Once an announcement has been made, we shall proceed in accordance.

## Letter to Residents

March 27<sup>th</sup>, 2020

Dear Resident:

We value our relationship with you and wanted to reach out in these difficult and uncertain times. The safety and security of our staff and residents is of utmost importance to us.

The COVID-19 pandemic, and the measures being taken to reduce transmission of the virus, will mean adjustments and challenges for all of us. Immediate steps that have been taken:

- We ask that all site managers and residents maintain 'social distance' whenever possible as recommended by Canadian Health Authorities
- We have adjusted onsite manager availability across our portfolio. Our office doors are closed to prevent unnecessary contact, but we are open, around and available to help when reaching out via phone or email.
- All emergency maintenance requests will continue to be a priority, but non-essential maintenance will be managed on a case-by-case basis to avoid any unnecessary contact
- We're increasing the level of sanitization and disinfecting efforts when cleaning common areas which include, but are not limited to, lobbies, doors, elevator buttons, laundry facilities, stair rails, etc.
- We've recommended that our residents and site managers take additional health measures, including frequent hand washing, respiratory etiquette, social distancing, staying home when sick and pausing all non-essential work travel.
- If you are under mandatory quarantine under the guidelines of Canada Health, you must remain in your suite. If you require assistance, please reach out to your family and friends. We ask that you inform your site manager so that we may be able to take any additional precautions in sanitizing of the common areas.

### **SERVICES AVAILABLE:**

**Payment options** – we offer a variety of flexible payment options, including electronic fund transfer, mail-in cheques and head office drop box.

**Lease renewals** – residents with upcoming renewals will be provided via email their renewal documents should we have an email on file. Please ensure yours is current with your site manager.

**Virtual viewings** – prospective residents are encouraged to visit our website [www.mmgltd.com](http://www.mmgltd.com) to enjoy our pictures and property information. We also offer virtual viewings for available rental apartments through our site staff.

We understand that many Canadians are facing uncertain economic times as we all experience the impact of the COVID-19 crisis. **To help, we would like to offer to discuss with you by telephone or email, your personal situation and provide you with assistance in what resources and aid are available to you.**

In addition, we want to alert you to other potential aid that may be able to help you through various government programs. For example:



- Defer personal tax payments until after August 31, 2020 (this applies for any income tax owed between March and September 2020). No penalties or interest will accumulate on the amounts owed during this period.
- Take advantage of the six-month interest-free reprieve on student loan payments;
- If you lost your job due to COVID-19 fall-out, apply for Employment Insurance benefits (or EI sickness benefits). The government recently waived the one-week waiting period, which means you can apply for EI benefits as soon as you lose your job;
- If you run a small business, contact the federal government to ask about access to money — known in the media as the \$10 billion credit facility — that is available for business facing financial stress as a result of COVID-19;
- Starting in April, if you don't qualify for EI apply for the new Emergency Care Benefit or the new Emergency Support Benefit. The Care Benefit gives financial support to workers and the self-employed who don't qualify for EI, up to \$900 biweekly, for up to 15 weeks, in income support. The Support Benefit offers income support to workers not eligible for EI and those about to face unemployment.
- To support workers and help businesses keep their employees, the government has proposed legislation to establish the Canada Emergency Response Benefit (CERB). This taxable benefit would provide \$2,000 a month for up to four months for workers who lose their income as a result of the COVID-19 pandemic.

Keep in mind, as well, that you may automatically qualify for special top-ups, such as:

- The GST credit top-up payment for low-income individuals and families
- If you receive Canada Child Benefit payments, you will probably see a temporary boost in funds from the federal government.

We want to help you during these tough times. As we go forward, we ask that you continue to keep the lines of communication open. Let us know if you continue to experience difficulty with your ability to pay your rent. At any time, please contact your site manager to discuss your options.

In these uncertain times, we want to work with you to ensure your housing is secure and we wish you and your loved ones all the best.

Take care of yourself and your families,

Mayfield Management Group Ltd.



## COVID-19 Awareness & Information

### **COVID-19 Awareness and Information – MMG**

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern.

MMG understands that our residents may have concerns about the COVID-19 pandemic and in an effort to offer preliminary guidance and information, we have compiled the following information from official sources. We at MMG are committed to providing up to date information to our team and our clients to be prepared for any incidents involving COVID-19.

### **What is COVID-19**

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

### **Coronaviruses are most commonly spread from an infected person through:**

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

### **Simple ways to prevent the spread of COVID-19:**

- Wash hands often with soap and water for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue away.
- Frequently clean and disinfect touched objects and surfaces.

### **Symptoms of COVID-19:**

- Fever
- Cough
- Shortness of breath

If you show any symptoms or believe you may have been exposed to the virus, you can utilize the [COVID Self-Assessment](#) tool to determine whether you should be tested and can call 811.



**For additional information and travel advisories, please visit the following resources:**

[Alberta Health Services](#)

[World Health Organization](#)

[Public Health Agency of Canada](#)

[Health Canada](#)

[Centers for Disease Control and Prevention](#)

**We understand your concerns. Your questions are best handled by the local health officials. We encourage you to visit the above websites for updated information and safety precaution tips.**



## Provincial & Federal Government Support

### Provincial Government Support

[Support for Albertans](#)

[Support for Employers & Employees](#)

The above links will provide details as to current provincial support programs however we have identified some of the key points taken directly from these sites below:

1. **Emergency Isolation Support** - This will be a temporary program for working adult Albertans who must self-isolate because they meet the Government of Alberta's published criteria for self-isolation, including persons who are the sole care-giver for a dependent who must self-isolate because they meet the public health criteria, and who will not have another source of pay or compensation while they are self-isolated. [Link to application](#)
2. **Utility Payment Holiday** - Residential customers can defer electricity and natural gas bill payments for the next 90 days to ensure no one will be cut off, regardless of the service provider.
3. **Student Loans Repayment Deferral** – The Provincial Government is implementing a six-month, interest free, moratorium on Alberta student loan payments for all Albertans in the process of repaying these loans.
4. **Job-protected Leave** - Changes to the Employment Standards Code will allow full and part-time employees to take 14 days of job-protected leave if they are required to self-isolate or are caring for a child or dependent adult this is required to self isolate. Employees will not be required to have a medical note and do not need to have worked for an employer for 90 days.
5. **Employment Insurance Benefits** - Allows up to 15 weeks of assistance if a person cannot work due to medical reasons such as self-isolation or self-quarantine. The one-week waiting period for Employment Insurance benefits has been waived by the federal government. [Link to application](#)



## **Federal Government Support**

### **[Support for Canadians](#)**

The above link will provide details as to current federal support programs however we have identified some of the key points taken directly from this site below:

1. **Temporary Income Support for Workers and Parents** – The Federal Government is waiving the one-week waiting period for those individuals in self-imposed quarantine that claim Employment Insurance (EI) sickness benefits. They are also Waiving the requirement to provide a medical certificate to access EI sickness benefits and Introducing the Emergency Care Benefit providing up to \$900 bi-weekly, for up to 15 weeks. Applications for the benefit will be available in April 2020.
2. **Longer-Term Income Support** - For Canadians who lose their jobs or face reduced hours as a result of COVID's impact, the Government is introducing an Emergency Support Benefit delivered through the CRA to provide up to \$5.0 billion in support to workers who are not eligible for EI and who are facing unemployment. The Government is also Implementing the EI Work Sharing Program, which provides EI benefits to workers who agree to reduce their normal working hour as a result of developments beyond the control of their employers, by extending the eligibility of such agreements to 76 weeks, easing eligibility requirements, and streamlining the application process.
3. **Flexibility for Taxpayers** - For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020. However, the Agency encourages individuals who expect to receive benefits under the GSTC or the Canada Child Benefit not to delay the filing of their return to ensure their entitlements for the 2020-21 benefit year are properly determined.
4. **Financial Institution Assistance** - Banks in Canada have affirmed their commitment to working with customers to provide flexible solutions, on a case-by-case basis, for managing through hardships caused by recent developments. Please reach out to your respected financial institution for further details.
5. **Child Care Benefit** – Canada Child Care Benefits have been temporarily increased by \$300 per child.
6. **GST Credit** – The GST credit will be increased \$400 for individuals and \$600 for couples.

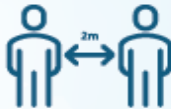


## Social Distancing Tips

### SOCIAL DISTANCING

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social 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.

#### What does Social Distancing mean?



This means making changes in your everyday routines in order to minimize close contact with others, including:

- ▶ avoiding crowded places and non-essential gatherings
- ▶ avoiding common greetings, such as handshakes
- ▶ limiting contact with people at higher risk (e.g. older adults and those in poor health)
- ▶ keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible

#### Here's how you can practice social distancing:



- ▶ greet with a wave instead of a handshake, a kiss or a hug
- ▶ stay home as much as possible, including for meals and entertainment
- ▶ shop or take public transportation during off-peak hours
- ▶ conduct virtual meetings
- ▶ host virtual playdates for your kids
- ▶ use technology to keep in touch with friends and family



- If possible,
- ▶ use food delivery services or online shopping
  - ▶ exercise at home or outside
  - ▶ work from home



#### Remember to:

- ▶ wash your hands often for at least 20 seconds and avoid touching your face
- ▶ cough or sneeze into the bend of your arm
- ▶ avoid touching surfaces people touch often



#### If you're concerned you may have COVID-19:

- ▶ separate yourself from others as soon as you have symptoms
- ▶ if you are outside the home when a symptom develops, go home immediately and avoid taking public transit
- ▶ stay home and follow the advice of your Public Health Authority, who may recommend self-isolation
- ▶ call ahead to a health care provider if you are ill and seeking medical attention

#### FOR MORE INFORMATION:

@ [canada.ca/coronavirus](https://www.canada.ca/coronavirus)

1-833-784-4397



## Mandatory Self-Isolation

As of March 25<sup>th</sup>, Albertans are legally required under public health order to self-isolate for:

- 14 days if they recently returned from international travel or are a close contact of someone with COVID-19.
- 10 days if they have a COVID-19 symptom (Cough, fever, shortness of breath, runny nose or sore throat) that is not related to a pre-existing illness or health condition.
- **You are legally required to self-isolate for a minimum of 10 days if you have tested positive for COVID-19.**
  - Self-isolation period is for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.

## Why Self-Isolation is Necessary

- When you are exposed to an illness, there is a period of time between exposure and when you start to feel sick. This incubation period is typically 2-10 days for COVID-19 but it can take up to 14 days to notice symptoms. As a result, there is a chance that you may spread the germ before you start to feel sick.
- Not everyone who is exposed will get sick. Therefore, you may be at risk of transferring or being transferred the infection without knowing you have it.

## How to Self-Isolate

- Stay home – do not leave your home or attend work, school, social events or any other public gatherings.
- If you do need to leave your home, maintain a distance of at least 2 meters between yourself and others.
- Avoid close contact with other people, including household members but especially seniors and people with chronic conditions or compromised immune systems.
- Don't take public transportation like buses, taxis or ride-sharing, where possible.
- Watch for symptoms in yourself or a family member.
- **If you are in mandatory self-isolation and live in an apartment building, you must stay inside and cannot use the elevators or stairwells to go outside.**
- Use delivery or pick-up services for errands such as grocery shopping.
- Don't share household items with others like dishes, glasses, utensils, towels, pillows etc.
- Regularly clean and disinfect frequently touched surfaces such as doorknobs and counters.
- Wash your hands with soap thoroughly and for at least 20 seconds.
- Cover your mouth and nose with a tissue or your sleeves when you cough or sneeze.
- Choose a room in your home you can use to separate sick household members from healthy



ones.

- Choose a separate bathroom for sick individuals to use, if possible.
- Have 72 hours' worth of food and supplies at home. We do not recommend stockpiling goods.

## Enforcement

Law enforcement agencies have been granted full authority to enforce public health orders and issue fines:

- Through amendments to the Public Health Act, community peace officers and police will be able to issue tickets to enforce COVID-19 public health orders.
- Fines administered through tickets for violating an order have increased from up to \$100 per day to a prescribed fine of \$1,000 per occurrence.
- Courts will also have increased powers to administer fines of up to \$100,000 for a first offence and up to \$500,000 for a subsequent offence for more serious violations.

If you know someone who is not self-isolating when they are legally required to:

- Take proper precautions and distance yourself from the person to limit your risk of exposure if they have symptoms.
- Remind the person that not following public health orders is against the law and puts people at risk.
- Submit a complaint [online](#)

## TELUS COVID-19 Updates



### TELUS Response to COVID-19

Keeping our customers and team members safe, informed and connected is our top priority. As we have been recognized as an essential service, here is what we are doing to protect and support you. In response to the evolving COVID-19 crisis, we want to assure you that you will still be able to get in touch with family and friends.

- We are postponing all disconnection dates until further notice.
- Offering flexible payment options for consumers who have been financially affected by the crisis.
- **Waiving home internet overage charges** for customers without unlimited data plans until April 30.

We continue to actively monitor the situation and will take steps to best meet the connectivity requirements of Canadians, including essential capacity required by public authorities

#### Manage your account online

Due to higher than normal call volumes, we recommend that you manage your account online by logging into My TELUS or using the My TELUS app to:

- View and pay your bills
- Monitor your usage
- Manage your products and services
- VIP Customer Call Center 1-866-667-9749 | 310-3343
- **Percentage Based Renewals** – as call center wait times have seen an increase, all current customers may renew their percentage based discounts online; [telus.com/mdulead](https://telus.com/mdulead)

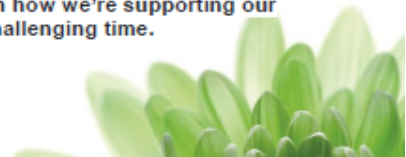
#### Babylon by TELUS Health

- Our innovative virtual healthcare app lets you access healthcare services from your smartphone. Using it helps relieve the stress on our overburdened healthcare system while reducing your risk of contracting or spreading COVID-19.
- You can video chat directly with a doctor and use the Symptom Checker to receive a suggested course of action.

#### Fraud Alert

- There have been reports of various scam calls relating to COVID-19, where calls are spoofed to appear to be coming from Service Canada. In many cases, call recipients are being told that they have been reported to be in contact with a person confirmed to have COVID-19. The recipient is then asked for their address and social insurance number. Canadians who receive these calls can help stop them by reporting them to the RCMP Anti-Fraud Centre either online or at 1-888-495-8501. If the caller tries to convince you that they are calling from TELUS, report the call to the TELUS Fraud team at [fraud@telus.com](mailto:fraud@telus.com) so the incident can be logged and investigated.

Please visit [TELUS.com/covid19](https://telus.com/covid19) for the most up-to-date information on how we're supporting our customers, communities and team members during this challenging time.





## To our valued customers,

As the situation regarding COVID-19 (Coronavirus) continues to evolve, the health and safety of our team members, our customers, and our communities remains our top priority. We are closely following the guidance from the Public Health Agency of Canada, the Centre for Disease Control, the World Health Organization, and other global and provincial health agencies. With social distancing guidelines clearly outlined by many health agencies, **we are taking steps to exclusively complete our work outside of our customers' homes**, with the exception of emergency services. We know this is a challenging time for all and that it is critical for you to stay connected to your loved ones and to vital information. This is why we are taking extraordinary measures to ensure our customers can stay connected by developing a new approach for delivering TELUS services that uses a combination of mobile apps, external wiring and remote technician-assisted support.

## As a customer who has an upcoming technician visit, here's what you need to know:

- We will call you before your appointment to provide information on what you can expect.
- Although we cannot enter your home, we will do everything possible to complete the work remotely.  
For example, the installation of your TELUS Internet service, might look something like this:
  - You receive a call from the TELUS technician prior to arrival.
  - The technician configures and pairs any equipment or devices in advance.
  - The technician leaves the sanitized equipment or devices at your doorstep and returns to their vehicle.
  - The technician calls you and verbally walks you through the installation process over the phone, and may use tools such as video conferencing apps to provide visual cues on progress and answer your questions.
  - The technician, where necessary, works directly with our dedicated support call centre teams, who are there to help should they run into any difficulties with the installation.

I recognize that this process will be unfamiliar for many customers and I would like to thank you in advance for your understanding and support as we take these important steps to protect your safety and that of our technicians. Please visit [TELUS.com/covid19](https://www.telus.com/covid19) for the most up-to-date information on how we're supporting our customers, communities and team members during this challenging time.

With thanks for your ongoing patience,

Tony Geheran  
Chief Customer Officer  
TELUS

