



## Wilstar Management – COVID-19 – Resident Update May 15, 2020

The Health and Safety of our Residents and Employees continues to be our top priority. With recent events relating to the Coronavirus, Wilstar Management continues to monitor the situation, and take all required precautions to ensure the health & safety of our Residents & Staff. Wilstar Management would like to thank residents & staff for following guidelines set by health officials and for continuing to work with us during these challenging times. **We Are All in this Together.**

### We ask Residents to observe to the following, so we can all do our part to stop the spread of COVID-19

- **Please Be kind & Mindful of your Neighbours** – The buildings are full; everyone is at home at once, it will be noisier, & anxiety levels are high.
- **Thank your onsite staff, they are working as best they can during these challenging times.**
- **Please Continue** to Practice Social Distancing – Keep 2 Full arms lengths between Yourself & Others (2 Meters, or 6 feet). If work is required inside your unit you **MUST** practice Physical Distancing with Wilstar Staff & Workers, or distance to another area of the unit if requested. Failure to adhere to Physical Distancing will result in workers leaving the unit without completing work.
- **Please Stay home** as much as possible or if you are sick
- **Please Wash your hands** often with soap and water for at least 20 seconds especially when returning home, and leaving
- **Please Limit people** in an elevator unless all from the same unit, and maintain distance where possible
- **Please use the myCommunity portal** to submit forms, communicate with Wilstar staff and utilize online payment options, over paper forms & cheques to avoid touchpoints and delays.
- **Please Limit all Non-Essential Maintenance Requests**
- **Please respond to the screening questions** honestly when requesting in unit work. These questions are necessary for safety of Staff & Community Members
- **Please utilize the myCommunity Portal** for all communication with building staff
- **Please** when coughing or sneezing: Cover your mouth and nose with your arm or tissues to reduce the spread of germs, and wash your hands immediately, or use hand sanitizer
- **Please Immediately dispose of any tissues, masks, and gloves you have used into the garbage** as soon as possible and wash your hands afterwards
- **Please Use the Sparkle Laundry Portal**, attend the laundry room when less busy, and stay in your unit while laundry is cycling to help with physical distancing.
- **Please Keep a toilet/sink plunger handy** so in the event of a clog to keep entry to your unit at a minimum
- **Please Keep items such as fuses, and light bulbs on hand** as burnt fuses / light bulbs are tenants' responsibility
- **Please be diligent when Cooking**, and never leave cooking unattended to reduce the risk of fire
- **Please Reach Out** if you require a payment plan for your rent
- **Please have delivery persons call you** when delivering packages, and meet delivery persons in the lobby to reduce the number of people moving around the building

### Please Don't:

- **Please Don't throw ANY ITEM including water, garbage & Cigarette butts off your balcony**
- **Please Don't Spend Time, congregate or allow children to play** in the lobby and common areas of the building
- **Please Don't Touch your eyes, nose, or mouth** with unwashed hands
- **Please Don't Make unnecessary trips out into the community**
- **Please Don't Have unnecessary visitors attend your apartment or the building**
- **Please Don't Flush Wipes down the toilet** – this causes blockages and backups plumbing response time may be delayed, and may result in plumbing charges.



**Wilstar Management has taken the following Precautionary Measures to improve the Safety of All Wilstar Residents & Staff:**

- Building Offices are closed to person to person Interaction
- Regular Cleaning & Sanitation of all touchpoints has been enhanced throughout the Property by Durabond Janitorial, with additional focus on elevators, laundry rooms, and entrances
- Limiting workers in the building to only essential services to limit traffic throughout the building
- Encourages following Health Officials' advice of Physical Distancing, Personal Hygiene, and the use the Personal Protective Equipment where necessary
- Asking Screening Questions when in Unit Maintenance is absolutely necessary
- Removing moving blankets from service elevators & releasing service elevators for use when not in use by Wilstar Staff or Contractors.
- Postponed Disruptive Work such as balconies (to allow for continued use of private outdoorspace)
- Continuing to offer Pest Control services for those that require it. Please note that pest control technicians are very well equipped and wear rigorous Personal Protective Equipment and are protected against viruses as the pesticides they use are strictly mandated by provincial and federal laws.
- In the event of a **Confirmed** Positive Diagnosis within your building Wilstar Management will alert residents through the information boards & MyCommunity Portal. Keeping in mind specifics will not be disclosed due to privacy legislation

Your healthcare professional, qualified government and health officials, should continue to be your primary source of current information and guidance during this rapidly evolving situation. Inaccurate information can spread, which can result in an unnecessary concern and potential stigma against some members of our community.

**We encourage you to visit these websites for further information on the virus:**

- If you are relying on CERB, you will have to apply again for May & June <https://www.canada.ca/en/services/benefits/ei/cerb-application.html>
- COVID 19 & Elevators (Video) <https://www.youtube.com/watch?v=k3bARd7HXLw>
- [World Health Organization \(WHO\)](#)
- [Centers for Disease Control & Prevention \(CDC\)](#) [Public Health Agency of Canada \(PHAC\)](#) [Ontario Ministry of Health \(MOH\)](#)
- [Toronto Public Health \(TPH\)](#)
- [Government of Canada's Travel Advice and Advisories](#)