



March 20, 2020

## **COVID-19 Update – Continuing to Support You**

We appreciate that the COVID-19 situation is causing a lot of uncertainty and angst for many people – including our customers, employees and their families. As we continue to navigate through this evolving situation, we want you to know that we are committed to ensuring everyone feels safe, secure and connected during these difficult times.

As Health Canada is recommending increasing measures to ensure social distancing, we have made the decision to close our property offices and ask our office staff to work from home. While we will be closing our offices, we want you to know that we remain available to support you via phone and email.

Our recreation centers and other community facilities will continue to remain closed as well at this time. We know our residents enjoy and appreciate the activities and events that are held in our communities, so we will continue to monitor the situation closely and restart activities and events as soon as it is recommended to do so.

### **Essential services**

We are committed to ensuring essential services continue to be provided to our customers, and we want you to know that we have contingency plans in place to ensure these services continue for you. This includes snow plowing, monitoring water and sewer systems, doing visual inspections of properties for health and safety issues, and the cleaning of laundry facilities (if applicable). And as always, our team remains available to you via phone and email [jjagodich@parkbridge.com](mailto:jjagodich@parkbridge.com), [cvalentini@parkbridge.com](mailto:cvalentini@parkbridge.com), [rfoss@parkbridge.com](mailto:rfoss@parkbridge.com).

Please note that access to laundry facilities, if they are provided at your community, will remain open but we ask you to please respect the recommendation of social distancing. At this time, cleaning supplies are not widely available in stores and thus we recommend practicing good hygiene and bringing along any cleaning supplies you may need.

### **Stay connected**

During this uneasy time, we encourage homeowners' associations and neighbours to stay connected and check on each other by phone or email. We also encourage homeowners' association and social clubs in the community to create methods for checking-in on residents, such as 'phone trees' to touch base with neighbours, while still respecting social distancing.

Thank you to all for keeping the health and well-being of our community a top priority. This is an evolving situation, and we will continue to monitor and keep you up-to-date as much as possible. In the meantime, below is a reminder of recommendations from Health Canada.

### **Staying safe & healthy**

- If you have travelled internationally or have guests visiting from another country, self-isolate for 14 days.
- Reconsider any non-essential travel, in particular air travel.
- Those who think they may have been exposed to COVID-19 should contact their healthcare provider immediately.
- If you are required by your physician or the local health unit to have a quarantine period, please do not have visitors during that time and avoid public spaces in the community/resort.

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- Wash your hands thoroughly and often, particularly after using the washroom, before and after handling food, and any time your hands may be dirty.
- Use alcohol-based hand sanitizer before and after meetings, and when hand washing is not possible.
- Cough or sneeze into a tissue (then throw it out).
- Clean surfaces often with anti-bacterial cleaners (especially those that are used frequently).

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