

March 17, 2020

Re: COVID-19 Update

Dear Quad Residents,

Our team is currently monitoring the on-going developments of the COVID-19 situation, and there are currently no confirmed cases in our buildings. We have developed and implemented a plan to prepare for, and respond to, COVID-19, as the health of our residents, guests, and staff are our first priority. Some of our actions may be inconvenient to your daily routine, but we have done so in an effort to keep you and our community safe.

Here is a summary of the actions we've taken:

- Promote York University's website <https://coronavirus.info.yorku.ca/> which offers updates to the COVID-19 Outbreak, preventative measures and other resources
- Additional cleaning has been arranged for our high-contact points such as our entrances, elevator buttons, main floor door handles as well as the door handles to our lounges and study rooms using a hospital-grade disinfectant
- Hand sanitizer stations have been added to our lobbies and office areas
- Encouraging proper hand washing and hand rubbing posters in public spaces and washrooms
- Maintenance requests are being prioritized to reduce the spread of transmission
- To promote social distancing, all community events have been paused and common lounges, study rooms and business centres have been closed
- Closure of our Fitness Centre to reduce the opportunity to spread the virus
- Administration office activities are now working remotely handling all calls and e-mails
- Package delivery process adjusted to minimize multiple points of contact and protect our staff
- We have assembled a Management Crisis Response Team to anticipate and manage challenges and implement new measures to keep you safe

Rest assured that the owners of this property are taking this threat seriously. While these are uncertain times, our efforts and focus remain on our residents. Please remember York is a community that values diversity and inclusion and we encourage everyone to look out for one another. Let us all continue to be an example of a deeply caring and kind community.

If you have any questions or feedback about our management of COVID-19, please feel free to contact us by phone or e-mail directly.

Sincerely,

Team Quad

