**CDG - PRECEDENT TEMPLATE**

**Please adapt as required to your needs.**

**Feel free to make suggestions on how to improve it.**

DATE

**RE Coronavirus – precautions at the condo**

Dear owners,

In response to the current situation, and in line with the directives and precautions we are receiving from the federal, provincial and municipal governments, the following precautions/measures will immediately be implemented at [insert name of condo]:

* We are scaling down our regular operations to essential services;
* For now, and unless the situation changes, we will continue to have cleaning and superintendent services on site. Out of respect to theses staff, and for your and their own protection, we encourage you to avoid any face-to-face meeting or close contact with them.  These people are here for us, but we need to keep them safe;
* Cleaning and disinfecting protocols are being enhanced for common areas, door handles, elevator buttons (etc), but naturally we do not have the required resources to disinfect door handles and elevator call-buttons after every use. Please implement your own precautions, including washing your hands regularly every time you enter your unit;
* All non-emergency repairs/work inside units and on common areas are suspended until further notice;
* Any **emergency service** request (water escape, elevator breakdown, power outage, etc.) should be made by contacting management (EMAIL)  or, after hours, by calling the after hour **emergency number: ###-###-####**;
* The fuel tank of our emergency back-up generator is full and is being monitored;
* We will close access to your fitness room, pool, guest suite and meeting room until further notice;
* The superintendent/concierge will no longer accept packages for owners. Owners must collect them, themselves;
* All non-essential meetings, including board meetings, are being postponed or will be held via teleconference;
* All social activities organized by the corporation or held on common elements at the corporation are suspended until further notice;
* Our AGM, scheduled for DATE, has been postponed until further notice;

OR

Our AGM, scheduled for DATE, is still set to proceed on that day but we will continue to monitor the situation.  The AGM will only proceed on that date if safe and responsible to do so.  More information to come on this.

**Self-quarantine**

We remind everyone that the civil and public health authorities are asking those with underlying or pre-existing health conditions, those having travelled in the last 14 days and those infected or showing flu-like symptoms should self-quarantine for 14 days.

The authorities recommend that individuals keep a safe distance of 2 metres between themselves. Naturally, this is difficult to do in the elevator. Out of respect for other owners wishing to keep such distance, we ask you to consider taking the next available elevator if the one you called is already occupied.

**Those in need of medical attention**

If you are experiencing symptoms of the 2019 novel coronavirus, contact **Telehealth Ontario** at 1-866-797-0000 or your [local public health unit](http://www.health.gov.on.ca/en/common/system/services/phu/locations.aspx).  You can also take the [self-assessment test here](https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment).

The province is asking those experiencing coronavirus symptoms to:

* **Not to visit an assessment centre unless you have symptoms.**
* **NOT call 911 unless it is an emergency.**

**Volunteers/required assistance**

The current situation strongly militates for reduced social contacts.

Having said that, we are aware that some of you may have special needs or requirements and may not have family close-by to assist them.  While we cannot guarantee or promise anything, we encourage both those requiring assistance **and** those who are prepared to volunteer to provide assistance, to reply to this email.

We will make a list of both (those needed assistance and those volunteering to help).   Any request for assistance will be forwarded by email to those volunteering to help.  For that reason, we caution you not to include sensitive or private information other that required.  We will leave it to the volunteers (assuming we have some) to contact those asking for help.

Please note that by providing your name (either as a volunteer or someone requiring assistance) you accept and authorize us to share your information with one another and you also accept to participate in this program at your own risk. The corporation cannot and will not assume any risks associated with this, which may include infection of those participating to this program. If you decide to participate in this program, we strongly recommend that you take heighten hygiene precautions, such as avoiding physical contact (or close proximity), avoid entering into one another’s unit, use protective gloves/masks as required, wash your hands regularly with warm water for at least 20 seconds between each visits and upon returning to your unit.

We will continue to monitor the situation as required.

Thanks for your understanding and cooperation in these trying time.