

## **CHHC: COVID-19 Measures in place**

The coronavirus (COVID-19) pandemic is a challenging time. Public Health guidelines for the prevention and spread of community infection are in place at Charles Hastings Co-op. Co-op guidelines are updated when public health guidance changes. (Toronto Public Health COVID -19 Fact Sheet revised January 2021)

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*These revised guidelines update the two notices sent to members from The Board and Precision Property Management in MARCH 2020.*

### **Measures to reduce virus exposure**

- A mask or face covering is mandatory in **all** indoor hallways, lobbies and laundry room.
- Keep two meters/six feet away from others at all times.
- Wash hands with soap and water or use 70% to 90% hand sanitizer.
- No gatherings outside your household
- No visitors other than authorized care givers, support workers, maintenance workers and cleaning staff are allowed in member units.

### **Elevators and building amenities**

- Limit number of people in elevator to one.
- Respect that members of the same household can use the elevator without having to physically distance.
- Keep at least two meters /six feet from people you do not live with.
- Use hand sanitizer on leaving or entering the building.
- The Community Room and Exercise rooms-are closed.
- Do not congregate with people in common areas.

### **Receiving Deliveries**

- If possible, pick up deliveries/meals in the lobby.
- Ask for delivery to your door when necessary: that is, if you require accessibility support, when self-isolating, or caring for a family member.

### **Laundry**

- Avoid crowds - do your laundry in off-peak times when it is less busy. Keep surfaces clean.
- Sort and fold your clothes when you return home.
- Wash or disinfect your laundry bag/hamper.
- Wash your hands with soap and water or alcohol based sanitizer after touching surfaces such as washing machines and dryers

Laundry: Use regular h•e (high efficiency) laundry detergent; washing cycles will kill the virus

- Warmer water temperatures are preferred.
- High temperatures in a dryer will usually kill any remaining viruses that may be present.

### **Be proactive, help prevent virus spread**

- Sneeze and cough into your sleeve AVOID touching your eyes, nose or mouth.
- Avoid contact with people who are sick, stay home if you are sick.
- If you have any symptoms, such as fever, coughing, or shortness of breath, please immediately seek medical advice and get tested for COVID-19.
- ***Inform the Management office by phone if you have tested positive.***

### **Building cleaning, maintenance, office hours**

- Building cleaning is enhanced: Frequently touched surfaces including: doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces, keypads and common areas are cleaned and disinfected four times day, seven days a week
- Sanitizer are placed near entrances and exits of the building and in the laundry room.
- Extra cleaning staff has been hired to clean and sanitize over the weekends.
- Notices detailing proper social distancing are posted.
- The Co-op office is closed for personal visits but has implemented business as usual through phone and email.
- The laundry room, common room and elevators have signs to social distance.
- Maintenance staff address emergency work orders only.
- When staff are responding to emergency work orders members will be asked if they have travelled in the last 14 days, do they have any signs associated with acute respiratory infection (fever, cough, shortness of breath other symptoms) or contact with anyone diagnosed or showing symptoms of COVID-19.

### **Maintenance Staff and Contractors**

- All maintenance staff and contractors are screened by the Co-op office using the same questions.
- Maintenance staff, repair people and contractors, wear masks or face coverings at all times inside the building and in apartment units.
- The Office will provide advance notice of any upcoming urgent work that requires access to resident units.
- The number of service or other requests that require entry into residential units, will be reduced and limited to essential services while following provincial recommendations.

**The Board also recognizes the impact the crisis may have on the member's ability to make housing charge payments on-time.**

If you have suffered a job loss or other substantial loss of income due to circumstances related to the COVID-19 pandemic and are unable to pay housing charges, we encourage you to notify the co-op office as soon as possible to discuss potential alternative payment arrangements that may be made to accommodate your situation. If you do not contact us to let us know that you have been affected by COVID-19, we will not know that you may need assistance during these unprecedented times.

**To contact staff:**

**Phone:** phone the office: 416-598-3884, **Email:** [chashastings98@rogers.com](mailto:chashastings98@rogers.com)  
**PPM Emergency phone:** 416-675-2223 ext 34