

Friday March 13, 2020

Dear Residents,

Our team has taken extraordinary action to prepare, and respond to, COVID-19, because we are committed to ensuring the health of our residents, guests and staff. While there are currently no confirmed cases of COVID-19 in our buildings, it is our responsibility to act decisively to reduce the speed of transmission. While some of our actions may be inconvenient to you, we hope you will appreciate the efforts we've taken to keep you safe.

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

- Additional cleaning has been arranged for all common touch points throughout the building. All elevator buttons and landings, door handles, call panels, vending machines and other shared items are being sanitized every hour.
- Maintenance requests are being prioritized to reduce the spread of transmission. Residents have been asked to communicate in their work order if themselves, or their roommates are sick, to avoid transmission of any illness room to room.
- Similarly, in-suite cleaning is paused for the next 4 weeks. In-suite cleaning is a great feature that we're proud of, but it would be inappropriate to have staff enter 20+ apartments a day during a pandemic period.
- All office appointments have been moved online, or by telephone, where possible. Please be patient when waiting for a response - all emails will be responded to within 1 business day.
- To practise social distancing, all community events have been paused, this includes St. Patrick's Day food and swag giveaways, exam prep, morning coffee/snacks, etc.
- We will be restricting access to amenities that have historically been used for large gatherings. We will evaluate re-opening these in the coming weeks. Fitness centres will remain open to assist you in your self-care and personal wellness.
- A Crisis Response Team of Senior Leadership was initialized 4 weeks ago to anticipate and manage challenges. The Crisis Response Team is meeting in the morning and evening to discuss, plan and implement new measures to keep you safe. You can trust that the owners of this property are taking this threat seriously.

While this is an unprecedented event, our work remains focused on you, our student. If you have any questions or feedback about our management of COVID-19, please reach out to your General Manager directly. They remain available and happy to help as needed.

Sincerely,



Brad Williams,
Vice President, Operations
Canadian Student Living