



## the | w – Our COVID-19 Protocols

**Updated: January 2021**

Our community matters to us. We recognize this crucial and uncertain time that has been affecting the globe and want to ensure we are doing our part to protect the health and well-being of all of our residents, staff, and contractors.

Throughout the past few months, we have continued to closely monitor the health and safety guidelines laid out by the World Health Organization and the federal and Ontario governments.

As per these guidelines, we have instituted new policies and procedures aimed to protect residents, employees, and contractors. Most, if not all of these processes and procedures have been in effect since March 2020 and will continue into 2021 in accordance with evolving guidelines and recommendations.

- Increased cleaning of all buildings and implemented daily sanitization of high traffic touch surfaces such as handles, elevator buttons, and coded entry locks
- Thorough cleaning and increased sanitization of all suites prior to new resident move-in
- New hand sanitizer stations are available at most entrances
- Posted notices throughout our buildings explaining best recommended hygiene practices for all residents and protocol for reporting potential/confirmed cases of COVID-19 to Domus Inc.
- Established policies and protocols for a positive COVID-19 within any Domus-managed building should any be reported. Residents are asked to contact the | w staff to report if anyone in their suite is ill with COVID symptoms or tests positive for the virus.
- Non-urgent maintenance work orders are deferred during periods of area lockdowns
- Contact between residents and employees/contractors is being organized in a way to reduce direct contact. This includes screening, appointment-only meetings, physical distancing, protective barriers, and PPE use.
- Constant communication from the | w management to all residents, employees, and contractors regarding updates on policies and procedures to best protect everyone
- Onsite amenities have been temporarily closed during area lockdowns to reduce shared spaces and decrease the chance of groups or high traffic usage. Reopening and operations are in accordance with public health guidelines and with the goal of minimizing risk to residents.
- the | w office has been and continues to remain open by appointment-only



- the | w staff continue to be available by phone and email during all regular business hours to assist with any requests or answer any questions pertaining to current and future residents.
- Vacant unit, model suite, and virtual property tours remain available for any students interested in living at the | w by visiting [our website](#) . Our rentals team continues to be available to answer any questions and administer the necessary paperwork for leasing.

We will continue to monitor updated recommendations provided by our government and most importantly, remain vigilant about proper hygiene techniques such as frequent hand washing, coughing/sneezing etiquette, and physical distancing.

For those of you who may have the majority of your courses online, you may still be looking forward to one of the most memorable parts of the university experience—living away from home with friends and other students from your school. We are here for you and will be sure to make this experience as enriching as possible!

We cannot wait to welcome new residents to join our community while we provide a safe environment for you to live in.

Our goal is to keep all residents informed of any changes or information that could impact them in any way. We aim to be as open and transparent with our current and future residents who are a part of the | w community. We are thankful for your patience and understanding as we continue to support each other during this time.

Sincerely,

the | w management team