

March 16<sup>th</sup>, 2020

Dear Students,

Please be advised that our team continues to closely monitor the developing COVID-19 situation as we are committed to ensuring the health and safety of our residents, their guests and our staff.

In response to COVID-19, Ezra-Bricker has increased our prevention and education efforts as an added precaution. During this time, you may notice a change to some services as we reallocate resources.

### What does this look like?

As we adjust operations at the apartments, you can expect to see the following changes:

- Additional cleaning and sanitizing in all common areas throughout the buildings, including door handles, elevator call buttons, etc.
- Non-essential maintenance requests will be temporarily suspended until further notice. Maintenance items that will lead to significant damage will be responded to as quickly as possible. All maintenance requests will be reviewed on a case by case basis to determine the necessary response time. We will communicate effectively to find the safest resolution for our students and staff.
- Office hours moving forward will be as follows. Phones will only be answered during the times listed:
  - **Monday, Wednesday, Friday: 10am-2pm**
  - **Tuesday & Thursday: Closed**
    - *Note that our email will always be monitored during our regular business hours of 9am to 5pm.*
- Until further notice, non-essential face-to-face office appointments will be suspended and moved to online and telephone appointments only. Please call or email us to discuss whether your visit is essential ([info@ezra-brickerapartments.ca](mailto:info@ezra-brickerapartments.ca) or 519-885-9145)

### What can you do?

Continue to place emphasis on your personal hygiene. This means washing hands properly and more often, refraining from touching your face, and using your arm to cover coughs and sneezes. You can further explore preventive measures by seeking information from Public Health (link below).

- <https://www.publichealthontario.ca/en/diseases-and-conditions/infectiousdiseases/respiratory-diseases/novel-coronavirus>

**If you have travelled outside the of the country in the last 14 days, or are experiencing a fever, new cough, difficulty breathing, head ache, sore throat, you are asked to email [info@ezra-brickerapartments.ca](mailto:info@ezra-brickerapartments.ca) immediately.**

Rest assured, our team is taking this threat seriously. While this is an unprecedented event, our work remains focused on you, our students.

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,

The Ezra-Bricker Team