



Midwest Property Management Resident Advisory

March 13, 2020

We understand the growing concern surrounding coronavirus (COVID-19) and our hearts go out to all those who've been impacted. Although no-one in our Midwest Community has been affected, your safety, health, and well-being are of the utmost importance to us. We believe it is important to understand any precautions that may be taken and refer to the Centers for Disease Control and Prevention, the World Health Organization and other public health agencies to determine any actions required.

We want to assure all residents that we are doing all that we can to reduce the risk of any diseases including COVID-19. We are committed to doing our part to keep you healthy and will continue to communicate any changes in service to you as quickly as possible.

In addition to our existing cleaning, disinfecting, and maintenance policies, we are taking additional steps to keep our residents safe:

Cleaning

- We have increased the frequency of cleaning and disinfecting of hard surfaces and commonly touched in common areas such as countertops, door handles and elevator buttons.
- Our maintenance and leasing teams have been equipped with spray bottles with disinfectant and will increase the cleaning frequency of our buildings and common areas.

Staff Precautions

- All staff are equipped with disposable gloves and disinfectant. Staff have been instructed to discard gloves and masks after each use (such as after cleaning).
- All staff are trained on infection prevention control measures and will remain home if they are feeling sick.
- All staff are cross trained to ensure critical building functions are maintained so that we can continue to provide the best possible service.
- We are implementing protocols for staff entering suites to ensure that staff as well as residents will be protected, and that the highest standards of safety are followed.

Communication Updates

- We will post notices in all our buildings to communicate key messages to you, and you can follow us on social media on our Facebook page at Rent Midwest, or on Twitter @Rentmidwest.



Midwest Property Management Resident Advisory

March 13, 2020

Social Distancing

In keeping up with public health authorities' recommendations, we are postponing all community gatherings and meetings in our buildings until further notice.

Building Operations

- We've reviewed business procedures with all staff and external vendors to ensure critical functions continue and no service interruptions occur.
- If you do feel ill or 'under the weather', we ask that you please consider rescheduling any service requests you may require if it is not an emergency. If it is an emergency, please inform our maintenance team prior to our team member arriving at your home that you are feeling unwell.

What you can do:

You can help us prevent the spread of infection by doing the following:

- Wash your hands frequently – especially after touching doorknobs or pushing elevator buttons. Please follow proper hand-washing procedures:
 - Using warm water and soap, wash hands for 20 seconds.
 - Use hand sanitizer with at least 60-95% alcohol.
- If you feel ill, stay in your unit and call Health Link 811 or email us with questions at (healthandsafety@rentmidwest.com).
- Separate yourself from other residents and pets.
- Before leaving to go to the doctor, call ahead to let them know if you may have been exposed to a virus.
- Cover your coughs and sneezes with a tissue and discard immediately in a lined trashcan and wash your hands immediately afterwards following the steps noted above.
- Do not share personal items (dishes, utensil, cups, bedding, towels, etc.)
- Clean all high touch surfaces every day.

Keeping the Lines of Communication Open

We are monitoring information from the World Health Organization (WHO) and other public health agencies for updates. We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and ensure your expectations are managed.

If you need more information, we recommend the following resources for the most up to date news and developments related to COVID-19.



Midwest Property Management Resident Advisory

March 13, 2020

- <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>
- https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fprevention-treatment.html
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

You may contact us with questions at healthandsafety@rentmidwest.com