

# **Revised COVID-19 Protocol – Phase 3 Safety Procedures**

Updated on August 10, 2020

Following the Ontario government's announcement that Ottawa is moving into Phase 3 of the COVID-19 lockdown, the Board adopted the following revised COVID-19 Protocol, outlining safety procedures for co-op operations during Phase 3.

The Board also wishes to highlight the outstanding work of the co-op staff and of the COVID-19 Task Force over these past months. We are immensely grateful for the work that you continue to do to ensure the safety of St. Georges.

## **Office Appointments**

Open office hours remain suspended, in accordance with the guidelines. Members are asked to engage with staff by email or by phone. Members can schedule in-person appointments only for matters that cannot be conducted by email or by phone. Members are required to wear masks during meetings with staff, and to maintain physical distancing. Office staff are required to wear masks and to maintain physical distancing when interacting with members.

## **Phone Calls**

Staff will be available to receive emails and phone calls during usual office hours:

Monday: 2pm – 8pm

Tuesday: 9am – 12pm

Wednesday: 9am – 3pm

Thursday: 9am-12pm

Friday: 9am – 3pm

Members can also leave a message with the staff at any time and the staff will follow-up:

Phone: 613-565-0105

Email: [coordinatorst.georges@rogers.com](mailto:coordinatorst.georges@rogers.com)

## **Internal and External Moves**

The suspension of internal moves was lifted on July 9 and the suspension of external moves was lifted on July 22. All moves will be monitored closely by staff and safety precautions will be maintained.

## **Maintenance Repairs & Work Orders**

Maintenance repairs of common areas will resume. Member unit repairs (work orders) will also resume, with safety measures in place. During unit repairs, maintenance staff are required to wear masks and to maintain physical distancing. During unit repairs, members are also asked to wear masks and to maintain physical distancing. Members are highly encouraged to vacate their unit during repairs to allow for easier physical distancing between members and staff.

## **Elevator Usage**

Current guidelines for the elevators continue unchanged: 1 person or 1 household at a time. Members are encouraged to wear masks.

## **Laundry Room**

Current guidelines for the laundry room continue unchanged: 1 person or 1 household in the laundry room at a time. Members are encouraged to wear masks, and members are asked to limit their time in the laundry room by folding their laundry in their unit.

## **Common Area Cleaning**

Increased cleaning of common areas will continue. Members are encouraged to wear masks in all common areas (e.g. hallways, elevator, laundry room).

## **Meetings**

The Board and Committees will continue to meet virtually/online.

## **Best Practices**

Finally, please remember these recommendations from the Ontario government:

- Stay at home and away from others if you are feeling ill
- Wash your hands frequently throughout the day with soap and water
- Use hand sanitizer if soap and water are not available
- Practice good hygiene, avoid touching your face and cover your mouth when you cough or sneeze
- Maintain physical distancing of at least two metres from people outside your social bubble when in public
- Wear a mask in public
- Limit outings and public gatherings as per emergency orders
- Increase the cleaning of frequently touched surfaces
- Work remotely or redesign spaces and interactions to make them safer
- Minimize travel and self isolate for 14 days after all international travel
- Get tested if you are worried you have COVID-19 or have been in contact with someone who has it
- Protect the most vulnerable

*St. Georges Board of Directors*