

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.

Mask Requirements

In compliance with requirements and guidance by public health authorities and with the City of Ottawa's [Temporary Mandatory Mask Bylaw](#), all individuals entering or remaining in indoor co-op common spaces and shared amenities (including but not limited to entrances, hallways, lobby, elevator, laundry room) are required to wear a mask at all times. See below list of exemptions.

If you do not have the means to purchase a mask, call 311 or email the City of Ottawa's Human Needs Task Force (HNTF@ottawa.ca) to obtain a mask.

For more information about the public health benefits of wearing masks, where to find them, and instructions on their use, visit [Ottawa Public Health](#).

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

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. Individuals using the elevator are also required 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. Individuals using the laundry room are required to wear masks, and 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 required to wear masks in all co-op common areas and shared amenities (including but not limited to entrances, hallways, lobby, elevator, laundry room).

Meetings

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

Exemptions for Mask Wearing

Masks should not be placed on:

- a child who is younger than two years of age, or a child who is under five years of age chronologically or developmentally and who refuses to wear a mask and cannot be persuaded to do so by their caregiver
- a person with a medical condition, including breathing or cognitive difficulties, or a disability, that prevents them from safely wearing a mask
- a person who is unable to put on or remove their mask without the assistance of another person
- a person who needs to temporarily remove their mask to consume food or drink while in one of the co-op's common spaces and shared amenities
- an emergency or medical purpose

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 enclosed areas
- 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