



Josee Deslongchamps 🏠 · Mar 9

Coronavirus (Covid-19) in Condominiums



DES Services Inc. would like to assure our condominium communities that the health and safety of our Owners, Residents, Condo Managers, Staff and visitors is always a top priority.

With this in mind, we will continue to monitor the Health Canada website, as well as Provincial and City of Ottawa

Public Health websites and communications with respect to developments in the ongoing cold and flu season, including the Novel Coronavirus (Covid-19).

At this time, the Ontario Chief Medical Officer of Health and Public Health Officials have advised that the risk to our communities remains low. There are no cases of Coronavirus (Covid-19) in Ottawa or in your condominium complex.

Go to the source for the best information

All Owners and Residents are urged to stay informed of the latest developments and to refer to information provided by verified and vetted public health websites such as Federal, Provincial and Municipal public health organizations.

Social media platforms and media outlets do not always post the best and most up to date information with respect to important health care updates. Go to the source!

If a Member of our Community Becomes infected

If you become ill and are presenting symptoms associated to Covid-19, please contact your health care provider for care and advice. This is especially important if you have recently been travelling.

Owners and Residents who suspect they may be infected or have been diagnosed with Covid-19 are requested to self-quarantine and avoid using common element facilities such

as the Party Room, Library, Gym, Swimming Pool, Sauna and Spa facilities during the quarantine period.

Should a member of the staff become infected, every effort will be made to provide a relief worker to cover during the staff member's prolonged absence.

Should a member of our community be diagnosed with Covid -19, general Notices will be posted to alert the community of the requirement for heightened precautions. However, please be aware that in keeping with privacy regulations, the identify of infected members will not be divulged.

Cleaning Protocols

Your building staff are already trained in universal precautions and proper cleaning / disinfecting protocols. They will continue to ensure that commonly used common element areas (such as sanitary facilities, lobby/garage entrance door handles and elevator call buttons) are kept clean and disinfected with industry appropriate products.

It is important to acknowledge however that the condominium corporation has limited staffing resources and that despite their best efforts, it is not possible to wipe down door handles and elevator buttons after each use. Please ensure you wash your hands thoroughly after you have travelled through common element areas.

Good Hygiene and Proper Precautions

You can take the following steps to prevent yourself from the Covid-19 in the same way you protect yourself against the common cold and flu:

- Wash your hands thoroughly and often with soap and warm water or use an alcohol-based hand sanitizer if soap is not available;
- Avoid touching your eyes, nose, and mouth;
- Avoid close contact with people who are ill;
- Stay home from work / when you are ill;
- Do not spend unnecessary time in common element facilities;
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands;
- If you don't have a tissue, sneeze or cough into your sleeve or arm;
- Stay away from large public gatherings;
- Pay close attention to travel advisories;
- Clean and disinfect frequently-touched objects and surfaces in your home;

In the event of a wide spread virus in Ottawa

In the event of spreading of the virus in the communities which are served by DES Services Inc., we will limit our on-site visits to emergency calls only until it is safe to resume visits,

without undue risk of spreading the virus from building to building.

For the time being however, we are maintaining our current protocols.

Discrimination and Xenophobia

In keeping with your community's Policy on Discrimination and Inclusiveness, Owners and Residents are reminded that acts of racism, xenophobia and other prejudicial behaviours are never tolerated in your community.

Media reports of racism as a result of Covid-19 are extremely unfortunate. Ignorance is counterproductive to public health and to fostering caring and healthy communities.

If you have any questions or concerns about your health, please contact your healthcare practitioner.

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