

ENTRY OF UNITS PROCESS – COVID19

Updated: April 29, 2020

To keep residents, staff and contractors and healthy and to limit the spread of the COVID-19 virus, the following procedures are required for unit entries by staff and contractors.

1. PRIOR TO ENTRY – SCREENING QUESTIONS

Contractors: Each day, prior to entry, the following screening questions must be asked of all entrants. Project managers or supervisors are required to ask these questions of all workers scheduled for unit entries and provide a report in the form provided in Appendix B.1, to be delivered to Management at the end of each workday (or some other regular interval agreed to by Management).

If the answer is YES to any of the below questions, the affected worker must report it to their supervisor and must not enter the unit.

VP Staff: Victoria Park staff must ask themselves the screening questions before entry. If the answer is YES to any of the below questions, the affected worker must report it to their Property Manager and must not enter the unit. For small jobs, VP Staff are to track contractor entry using Appendix B.2.

Residents: Victoria Park staff must ask the resident the screening questions before allowing entry to the unit by any staff or contractors, each day that they are scheduled to enter. In the case of a resident answering yes to any of the screening questions, the work is to be rescheduled no sooner than 14 days. The RM should report this to their Property Manager.

Screening Questions

- *Have you, or anyone in your household, experienced the following symptoms in the past 14 days: fever, cough, difficulty breathing, muscle aches, fatigue, headache, sore throat, runny nose*
- *Have you or anyone in your household been tested positive, been tested and awaiting results or diagnosed with COVID-19?*

If all parties answer no to the screening questions, the work may proceed provided the following procedures are employed.

2. SAFETY EQUIPMENT

CONTRACTORS and VP STAFF: All contractors must be outfitted with the following personal protective equipment prior to unit entry. Such equipment must be worn at all times while inside a unit:

- Masks that cover the mouth and nose.
- Eye protection – safety glass or face shields
- Freshly cleaned clothing
- Boot covers or freshly cleaned footwear (see Appendix A)
- Gloves are optional. The virus can contaminate surfaces of the glove and does not eliminate the need to wash hands.
- All workers are to be provided with a hand washing station (water/soap/disposable paper towel) or hand sanitizer
- All workers are to be provided with surface sanitizer/disinfectant for use on-site (see Appendix A)
- Garbage bag

Hands are to be washed before and after putting on personal protective equipment.

RESIDENTS: Residents are to be encouraged to wear a mask or other face coverings while contractors or staff are present.

3. IN-UNIT PROCEDURES/UNIT PREP

CONTRACTORS/VP STAFF

- a. Social Distancing:
 - All in person interactions should be at a distance of 2m (6ft) where possible. Movement should be in a controlled manner giving the tenant right-of-way at all times. Avoid direct person-person contact (such as handshakes).

- The sharing of tools and materials should be minimized. If tools/materials must be shared amongst workers, they must be disinfected between users.
 - Breaks are to be staggered to minimize contact
 - A maximum of two people in an elevator, vehicle or other confined space at a time
- b. Sanitation and Personal Hygiene
- Hands must be washed (hand sanitizer) immediately upon entry and immediately upon exiting the unit
 - Hands should be washed (or sanitized) multiple times throughout the day
 - Cough or sneeze into the bend of your arm
 - Avoid touching eyes, noses, or mouth (with or without gloves)
 - Disinfect tools and personal devices upon entry and again upon exiting the unit
 - Disinfect commonly high touched surfaces you are working with upon entry (door handles, light switches, cabinets, counter tops)
 - Disinfect high touch surfaces you are working with prior to exiting the unit for the day
 - Do not use kitchen or bathroom facilities in the unit
 - Prior to exiting the unit for the day, collect all tools and garbage created from the work and take it with you to be disposed of or disinfected (see Appendix A).
 - Prior to entering your vehicle or home, remove all disposable protective equipment and place them in a garbage bag for disposal. Wash or sanitize your hands.
- c. Work: Do not rush the job. Rushing leads to mistakes and requires re-entry to units. Prepare for the day by bringing with you all tools, protective equipment, sanitizer/disinfectant, and garbage bags. Arrive at least 5 minutes early to the job-site.

RESIDENTS/VP STAFF: Victoria Park staff will notify residents of expectations about unit prep (with a notice of entry generally in the form in Appendix C) in advance. Residents will be asked to prepare their unit by having all doors open to the area requiring maintenance, open any windows for ventilation and to have all personal items out of the way (furniture, clothing, food, personal belongings,

etc). Residents will also be asked to disinfect high-touch surfaces (door handles, light switches, cabinets, counter tops).

Residents are asked to maintain a physical distance of 2m (6 feet) away from staff and contactors at all times and are encouraged to wear a mask or face covering. Where possible, residents may be encouraged to vacate the unit for the duration of the work (weather and government orders permitting.) Where it is not feasible for residents to leave the unit while work is being completed, they will be asked to confine themselves to a location in the household away from the area the work is being completed. For example, to a bedroom or a different floor.

Residents must ensure that pets are confined to the backyard, a room, or crate.

4. COMPLIANCE

CONTRACTOR: It is the responsibility of the contractor to monitor compliance of this policy by their workers and report any infractions to Management immediately. Non-compliance with this policy may be grounds for termination of the contract by Victoria Park.

APPENDIX A

Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario. For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

The information in this document is current as of March 11, 2020

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APPENDIX C

NOTICE OF ENTRY

To Resident(s) of: _____

Unit # _____

Victoria Park staff or a contractor will be entering your unit on [insert date] between the hours of [insert] and [insert] for approximately [insert].

YOU MUST LET US KNOW AS SOON AS POSSIBLE IF YOU OR ANYONE IN YOUR HOUSEHOLD HAS:

- 1. Have you, or anyone in your household, experienced the following symptoms in the past 14 days: fever, cough, difficulty breathing, muscle aches, fatigue, headache, sore throat, runny nose*
- 2. Have you or anyone in your household been tested positive, been tested and awaiting results or diagnosed with COVID-19?*

We are entering your unit because:

Rooms affected:

Preparations required:

- Remove all personal items from the area affected
- Disinfect high touch surface (example – light switches, countertops)
- Confine all pets to outside, a room, or crate
- Prepare to [vacate the unit for x time/confine yourself to x area]
- If you will be home, cover your mouth and nose with a mask or scarf
- Ventilate the area by [opening door and windows]
- Maintain a distance of 6 feet from workers at all times

Please note the following:

- We have put in place strict safety procedures to keep you and members of your household safe. Please visit our website at www.vpch.com to review those procedures.
- Should you fail to prepare your unit as indicated above you will be charged the amount incurred by the Landlord for the Service call
- The landlord maintains the right to document and/or take photos, as deemed necessary, while in the unit for the reason specified.
- You cannot change the locks without our permission. If you have altered the locking system, you may be charged for the service fee and the cost to break or change the locks.

Should you have any questions please contact head office at 905-527-0221

Date and Time of
delivery of Notice:

AM

PM