

Domus Inc. - Update on COVID-19 Protocols & Our Plans for September 2020

Our community matters to us. We recognize this crucial and uncertain time that has been affecting the globe and want to ensure we are doing our part to protect the health and well-being of all of our residents, staff, and contractors.

Throughout the past few months, we have continued to closely monitor the health and safety guidelines laid out by the World Health Organization and Public Health Ontario.

As per these guidelines, we have instituted new policies and procedures aimed to protect residents, employees, and contractors. Most, if not all of these processes and procedures have been in effect since March 2020 and will continue into September 2020. These include:

- Increased cleaning of all residential buildings and implemented daily sanitization of high traffic touch surfaces such as handles, elevator buttons, and coded entry locks.
- Thorough cleaning and increased sanitization of all suites prior to new resident move-in.
- New hand sanitizer stations are available or will be available shortly at all building entrances
- Posted notices throughout the building explaining best recommended hygiene practices for all residents and protocol for reporting potential/confirmed cases of COVID-19 to Domus Inc.
- Established policies and protocols for a positive COVID-19 within any Domus-managed building should it be reported. Residents are asked to contact Domus Inc. to report if anyone in their suite is ill with COVID symptoms or tests positive for the virus.
- Non-urgent maintenance work orders were immediately halted in March to adhere to recommended social distancing requirements. As the province

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releases their guidelines for returning to regular work, maintenance work orders will resume starting June 1st while ensuring all recommended guidelines are followed including social distancing and wearing masks when needed.

- Contact between residents and employees/contractors is being organized in a way to reduce direct contact. This includes screening, appointment-only meetings, social distancing, protective barriers, and PPE use where warranted.
- Constant communication from Domus Inc. regarding updates on policies and procedures to best protect everyone
- Onsite amenities have been temporarily closed to reduce shared spaces and decrease the chance of groups or high traffic usage. As things return to normal, these spaces, where applicable, will reopen slowly in accordance with public health guidelines and with the goal of minimizing risk to residents.
- Domus staff has been working from home as of March and will be returning to the office in phases starting June 2020. The office will continue to be closed to the public for the time being but visits can be booked by appointment-only should there be an urgent need.
- Domus staff continue to be available by phone and email during all regular business hours to assist with any requests or answer any questions pertaining to current and future residents.
- Virtual property tours are available for any students interested in living at Domus-managed by visiting our [website](#). Our rentals team continues to be available to answer any questions and administer the necessary paperwork for leasing. Limited rooms are still available for September 2020.

We will continue to monitor updated recommendations provided by our government and most importantly, remain vigilant about proper hygiene techniques such as frequent hand washing, coughing/sneezing etiquette, and physical distancing.

For our student renters, the University of Waterloo, Wilfrid Laurier University, and the University of Guelph have recently announced their plans for September 2020. They

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anticipate a “mixed model” in which some of the courses (or parts of them) will be delivered virtually and others face-to-face. You can view these announcements here:

[University of Waterloo](#)

[Wilfrid Laurier University](#)

[University of Guelph](#)

We are excited by these announcements and wish to inform our student renters that we are currently accepting applications for the limited number of spots left in our student-designated properties for September 1st. For those new students who may not be offered spots in residence, we will try to designate certain suites exclusively to first years so they can experience the excitement of starting at a new school together, similar to how they would in residence but with more privacy and autonomy!

For those of you who may have the majority of their courses online, you may still be looking forward to one of the most memorable parts of the university experience—living away from home with friends and other students from your school. We are here for you and will be sure to make this experience as enriching as possible!

We cannot wait to welcome new residents to join our community while we provide a safe environment for you to live in.

Our goal is to keep all residents informed of any changes or information that could impact them in any way. We aim to be as open and transparent with our current and future residents who are a part of the Domus community. We are thankful for your patience and understanding as we continue to support each other during this time.

Sincerely,

The Domus Inc. Team