

March 16th 2020,

Dear Students,

Please be advised that our team continues to closely monitor the developing COVID19 situation as we are committed to ensuring the health and safety of our residents, their guests and our staff.

In response to COVID-19, Regent has decided to increase our prevention and education efforts as an added precaution. During this time, you may notice a change to some services as we reallocate resources.

What does this look like?

As we adjust operations at the residence, you can expect to see the following changes:

- Additional cleaning and sanitizing in all common areas throughout the residences, including door handles, elevator call buttons, ATM machines etc.
- Non-essential maintenance requests will be temporarily suspended effective March 17. Maintenance items that will lead to significant damage will be responded to.
- Fitness Centres at Lake and James will be **CLOSED at 4pm March 16th**
- Common areas at Lake and James will be **CLOSED at 4pm March 16th**
- As of **March 17th**, all face-to-face office appointments will be suspended and moved to online and telephone appointments only.

What can you do?

Continue to place emphasis on your personal hygiene. This means washing hands properly and more often, refraining from touching your face, and using your arm to cover coughs and sneezes. You can further explore preventive measures by seeking information from Public Health (link below).

- <https://www.publichealthontario.ca/en/diseases-and-conditions/infectiousdiseases/respiratory-diseases/novel-coronavirus>

If you have travelled outside the of the country in the last 14 days, or are experiencing a fever, new cough, difficulty breathing, head ache, sore throat, you are asked to email the General Manager gm@regentstudents.com immediately.

Rest assured our team is taking this threat seriously. While these are uncertain times, our efforts and focus remain on our residents.

If you have any questions or feedback about our management of COVID-19, please feel free to contact us by phone or e-mail directly.

Sincerely,

The Regent Team