

Dear Students,

There's no doubt that your upcoming semester will be different compared to past years. Our team continues to closely monitor the developing COVID-19 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 Student Living has decided to increase our prevention and education efforts as an added precaution. During this time, you may notice a change to some services.

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. Maintenance items that will lead to significant damage will be responded to.
- Fitness Centres at Lake and James will be CLOSED.
- Common areas at Lake and James will be CLOSED.
- All face-to-face office appointments and tours will be suspended and moved to virtual 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).

[COVID-19 \(coronavirus\) in Ontario](#)

or

[Novel Coronavirus \(COVID-19\) - Niagara Region, Ontario](#)

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 hledrew@regentstudents.com immediately.

Student housing looks a bit different than it did a year ago, but your experience as our resident remains a top priority. You can trust that we are doing everything with our power to ensure a safe, positive and healthy environment for you.

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

For more information check out the links below:

