

Information for Tenants, Property Owners and Clients

Re: Measures taken to address the Covid-19(Corona Virus) outbreak

Safeguard Property Management & Services remains highly committed to the wellbeing of all our tenants and employees, safety is our top priority. We have been diligently monitoring the progress of the Covid-19 outbreak and wish to provide information on how we are addressing the situation as well as providing direction to tenants.

Additional Procedures in place taken by Safeguard:

- We have doubled up our cleaning efforts in the common areas of all multi-unit properties with extra attention to surface cleanings on entrances, hallways and bathrooms.
- Our staff have all been provided with the tools necessary to maintain cleanliness while conducting business activities; gloves, sanitizer and cleaning materials.
- We are asking all tenants to notify us immediately if anyone in their household is showing any sign of illness, i.e. excessive coughing, sneezing, or the appearance of a high fever.

General Tips and Guidelines:

- Don't Panic! The situation is serious but please keep in mind that the common flu still causes far more deaths than Covid-19.
- We advise everyone only to follow the professional direction of Doctors and Health authorities. Information from the Canadian Public Health Authority can be found here; <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- The message is very clear that the best action is prevention through proper sanitary procedures and hand washing. Wash your hands thoroughly and often for at least 20 seconds, especially after touching high traffic surfaces, elevator buttons, guard rails, countertops.
- If you are sick or may have been exposed to the virus, please stay home.
- Cover your mouth with your elbow when you cough or sneeze.
- Avoid high fives, hugs & handshakes
- Avoid large gatherings if possible and reduce prolonged contact with others.

What to do if you feel sick?

We ask tenants to let us know if you are sick and/or suspect you may have become infected with Covid-19. You should follow all public health instructions, isolate and contact Service Canada at

1-833-381-2725.

Please also be aware, for those individuals who have quarantined for a suspected or confirmed infection we may reserve the right to delay maintenance requests until you have fully recovered. We are kindly asking all tenants to please consider the following before placing a maintenance call or email requesting assistance:

**Is this a maintenance emergency?
Is the threat to life, limb or property imminent?**

If the answer is YES to these questions, then please call our office number and we shall be happy to assist: 902-678-0275 or Emergency after hours line 902-678-6618:

We thank you for your patience and understanding this time.

Regards,

A handwritten signature in black ink, appearing to read 'Paul Dixon', with a long horizontal flourish extending to the right.

**Paul Dixon,
Owner/Operator Safeguard Property Management**

A dark grey silhouette of a city skyline with various building shapes of different heights and widths.

We've got you covered™

Symptoms of COVID-19, cold, influenza

Symptoms	COVID-19	Influenza (Flu)	Cold
Dry cough	+++	+++	+
Fever	+++	+++	-
Stuffy nose	-	++	+++
Sore throat	++	++	+++
Shortness of breath	++	--	--
Headache	++	+++	-
Body aches	++	+++	+++
Sneezing	--	--	+++
Exhaustion	++	+++	++
Diarrhea	-	++	--
+++ Frequent ++ Sometimes + Occasionally - Rare -- Not observed			



Source: WHO, CDC

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