



COVID-19

GUIDANCE FOR LANDLORDS, PROPERTY MANAGERS AND RESIDENTS LIVING IN MULTI-UNIT DWELLINGS

WHAT IS COVID-19?

COVID-19 is a viral infection with similar symptoms to the flu or the common cold. COVID-19 spreads from person-to-person when an infected person coughs or sneezes or by touching a surface contaminated with the virus and then touching one's face with unwashed hands. At this time, there is no evidence that COVID-19 can spread through a building's heating, ventilation and air conditioning system.

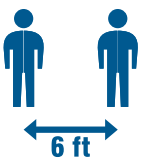
Symptoms of COVID-19 include fever, a new or worsening cough, shortness of breath, sore throat, runny nose or sneezing, nasal congestion, hoarse voice, conjunctivitis, difficulty swallowing, loss or changes in taste or smell, nausea/vomiting, diarrhea, and abdominal pain. Other symptoms may include unexplained fatigue, headache and chills.

To stay informed about COVID-19, visit hamilton.ca/coronavirus or [Ontario.ca/covid-19](https://ontario.ca/covid-19).

HOW TO REDUCE THE SPREAD OF COVID-19 IN YOUR MULTI-UNIT DWELLING

Everyone has a role in helping to reduce the spread of COVID-19.

TENANTS



Avoid close contact with people you don't live with by practicing physical distancing – keep 2 metres (6 feet) from those around you:

- Do not gather in groups of more than 5;
- When talking to your neighbor, maintain a 2 metre distance or go outside so you can space yourself apart;
- Try and make sure there are no more than two people in the elevator at any time, unless they are families, or wait for the next elevator to avoid close contact with others;
- Avoid using the mail room or laundry room at busy times to ensure you can maintain a safe distance from others;
- Stay in touch with neighbours virtually through telephone calls or use social media.



Wash hands well, cover your cough, and clean high-touch surfaces in your unit:

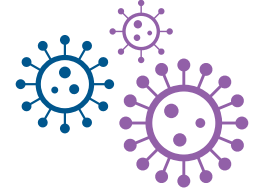
- Clean and disinfect high-touch surfaces both outside (e.g. door handle of your unit, door frame, etc.) and inside (e.g. counters, taps, toilets, etc.) of your unit using a disinfectant spray or dilute bleach and water;
- Avoid directly touching high touch or frequently used items such as elevator pads, keypads, door handles, and mailboxes by using a knuckle, arm or elbow to push open. If you do touch any of these surfaces, avoid touching your mouth, nose and eyes before washing your hands with soap and water or hand sanitizer;
- Always wash your hands with soap and water when return to your unit, even if you've only been somewhere inside your building;
- Practice proper cough etiquette. Cough or sneeze into a tissue or elbow and dispose tissues into a lined garbage can.



LANDLORDS AND PROPERTY MANAGERS

Remind tenants about measures that protect and reduce the spread of COVID-19:

- Post signage in common areas about:
 - What you need to know to keep you and your family healthy
 - Physical distancing
 - Handwashing
 - Cough Etiquette



- Share communications by email or print and slide under doors or place in mailboxes.
- Encourage tenants keep in touch in virtually and to avoid visiting in units, common areas and hallways.

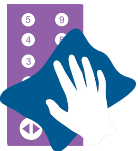
Create guidelines to help tenants practice physical distancing:

- Set limits on the number of tenants using laundry rooms, elevators, and other common areas. Post these limits in a visible location as a reminder to tenants.
- Limit the number of people who can use recreational amenities and gathering spaces (e.g. party rooms, fitness facilities, pools) to avoid overcrowding, only closing these spaces if overcrowding cannot be controlled.
- Encourage limited use of public areas for necessary outings and take additional precautions in shared spaces (e.g. lobbies, hallways, mail and laundry rooms).



Enhance cleaning of high-touch items and surfaces in your multi-unit dwelling:

- Clean and disinfect all high-touch surfaces at least twice per day or when visibly dirty. Focus on common areas and high touch items (e.g. door handles, buzzer or keypads, hand railing, light switches, elevator buttons, laundry machine controls)
- Use an appropriate cleaner and disinfectant, as per manufacturer's instructions.
- Remember to clean surfaces before disinfecting or use a product containing both cleaner and disinfectant.
- Both sick and healthy tenants will need to use laundry rooms to wash dirty laundry. Display this poster to share tips on using shared laundry facilities.
- Ensure your building has an adequate supply of products for sanitizing and cleaning common areas and high-touch surfaces.
- Create a cleaning schedule to help staff maintain enhanced cleaning procedures.



Suspend all non-urgent inspections and repair work, if possible:

- Only allow emergency repairs and inspections to continue, and alert residents to when and why these are being completed.

Regularly update residents on COVID-19 prevention measures:

- Share communications by email or print and slide under doors or place in mailboxes to inform tenants and provide updates.
- Provide contact information to allow tenants to contact staff if they have questions.



Protect the privacy of tenants who are suspected or confirmed to have COVID-19.

- Public Health Services is responsible for case investigations related to COVID-19 and will inform building managers of cases only if additional measures are needed.