

Notice to All Households – August 31, 2020

COVID Stage 3

As Niagara has gone into Stage 3, Niagara Peninsula Homes will begin to transition to on-site hours. The re-opening will follow a staged approach with the gradual expansion of an in-person contact under greater health and safety guidelines. Individuals who attend on-site offices are required to wear masks and complete Niagara Region's Screening Tool. At present anyone who requests to see **Romani Makuloluwa** will need to make an appointment to come to the office on **Mondays** by sending her an email request at romani@nphcr.ca or by phone 905-788-0166 ext. 256. **Appointments will be made between 1:00pm and 3:30pm.**

As with every other business that is re-opening, changes must be made to operations. The following changes shall be enforced by Niagara Peninsula Homes and **Arbour Village Co-op** to continue to protect our staff.

1. You will be required to wear a face mask **at all times** when you are in the office. The World Health Organization has confirmed that this virus can also be transferred by air borne, like a flu, just by talking- which makes masks imperative. The Regional has implemented mandatory mask covering both the nose and mouth.
2. Hand sanitizer will be made available before entry.
3. Meeting with staff **MUST** be **done by appointment-** as strict sanitizing procedures must be put in place before entry and after entry and household needs to be screened before entry.
4. **The debit machine will not be available as of September 15, 2020.** Other options are available such as tenant pay and e-transfer or money order. We encourage you to seek the assistance of our staff to help you in setting up other options available.
5. Do not throw your discarded masks and gloves on the common areas, playground, flowerbeds, entranceways, hallways, or laundry room. They belong in the garbage.

It is the duty of the Board of Directors and Niagara Peninsula Homes under the Health and Safety Act to ensure the safety of all staff. These are the procedures deemed to be the best to keep all safe.

Human Rights Code

We would also like to remind households that the Human Rights Code prohibits racial discrimination and harassment. This include graffiti, slurs, racial comments, "jokes", name-calling, cartoons or pictures, and any other conduct that is offensive because of race and other related grounds.

All forms of discrimination and harassment are contrary to the standards of the **Arbour Village Co-op**. Discrimination and harassment are very serious offenses. Harassment is determined to be "engaging in a course of vexatious comment or conduct against another that is known or ought reasonably to be known to be unwelcome including rumors. An environment free of impermissible discrimination and harassment is the responsibility of each household.

Board of Directors