

Updated Face Covering Policy

Dear Associates,

We are continuing to monitor the spread and effects of the COVID-19 outbreak on our people, clients and our communities. We now know a significant portion of individuals with COVID-19 are asymptomatic and can transmit the virus without showing symptoms. Consequently, the CDC advises wearing cloth face coverings in public. Additionally, specific counties and cities have started mandating face coverings in public.

In response to these new developments, effective Monday, April 13, all associates working in a Regional Office or working on-site will be required to wear a face covering.

Updated Face Covering Policy FAQ

When do I need to wear a face covering?

Associates must wear a face covering **at all times** while in the office or on-site unless they are in a private office and no one else is in their office.

- You must wear a face covering while sitting in your cubicle area.
- If you are visiting the restroom, break room/kitchen or are walking anywhere in the main facility, you **must** wear a face covering.

What kind of face covering do I need to wear?

A homemade cloth face covering will suffice. Cloth face coverings are not surgical masks or N-95 respirators (critical supplies which must continue to be reserved for healthcare workers and medical first responders). Cloth face coverings can be fashioned from common household items.

How do I make my own cloth face covering?

See the attached instructional PDF from the CDC or watch this demonstrative video by Dr. Jerome Adams, the U.S. Surgeon General (<https://youtu.be/tPx1yqvJgf4>) on how to make your own cloth face covering at home.

Please note: Homemade face coverings must be appropriate for the workplace (i.e., no inappropriate logos or graphics). If you question whether your homemade face covering is work-appropriate, then it probably isn't. Thank you all for helping maintain our FirstService Residential brand and professionalism even under these challenging circumstances.



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I left my face covering at home, can I still come into the building? Even if it is just for a few minutes?

No; this is for the safety of yourself and your fellow associates. **If you do not have a face covering on, you may not enter the building.** Please be mindful of where you keep your homemade face covering and/or make multiple face coverings which can be kept in your car or at home.

We will have a *limited number* of face coverings to be used on a *back-up basis* (distribution to Regional Offices and on-site communities is expected to happen next week). Due to delays and limits in the supply chain, we are unable to provide face coverings to all associates and may not have them available on a consistent basis.

We also cannot emphasize enough the importance of maintaining a physical distance of 6 feet from your colleagues and/or residents. Be mindful in common areas, make space for others and keep your distance. **Remember, wearing a face covering *does not* replace physical distancing.**

Collectively, we must “Do What’s Right” to keep each other safe. Individually, we are one drop. But together, we are an ocean. We will do our part to prevent the spread of the virus, *together*.

If you have any questions regarding our updated face covering policy, please reach out to your leader and/or your Human Resources partner at HumanResources.ca@fsresidential.com.

Thank you for your cooperation and understanding.

Sincerely,

Samantha Sullivan
VP, Human Resources, West Region