



July 6, 2021

To our community members,

Subject: Proline Continuing Update – The Restart Plan

The Province of BC has now entered Phase 3 of its Restart Plan. There continue to be many elements to consider for our team, for our clients and within the communities we serve, many of which we hope to address below. Here is a quick summary of where we are at with our own operations and for our clients so that we can continue to operate in the best interests of all our safety:

Covid-19 Safety Plans:

- The Covid-19 safety plans that were required by WorkSafeBC for all employers, including strata corporations, are no longer required. Employers, including strata corporations, must now maintain only a communicable disease plan.
- Communicable disease plans must include policies that (i) support employees to avoid being at the workplace when sick, (ii) provide hand hygiene facilities with appropriate supplies and signage, (iii) maintain a clean environment that is appropriate for the facility, (iv) ensures properly functioning and maintained ventilation systems, and (v) supports employees in receiving vaccines. These plans do not need to be written, posted or approved by WorkSafeBC, but must be supported by policies and be flexible and updated based on changing public health orders and information.
- Further information and a template for communicable disease plans is available on the WorkSafeBC website.

Strata Council Meetings and AGMs:

- We have just received communication from our regulator, the Real Estate Council of BC, that in-person services from real estate professionals are now safe to resume under Phase 3.
- We recognize that there are many factors involved for strata corporation clients in transitioning from virtual to in-person meetings. Our goal is to accommodate our clients' preferences in this regard, recognizing that they will differ for many reasons. Please speak directly with your property manager about your preferences. As we transition out of this long period of virtual meetings, please be aware that for the summer months, your flexibility may be required as virtual meetings have allowed us to be much more flexible with timing without the need to physically commute between meetings. As a result, to accommodate an in-person meeting, an alternative time or date may be required based on property managers' current schedules during this transition period.
- For any general meetings for strata corporation clients where notice has already been provided, the meetings will need to be conducted at the electronic location stated in the notice. Because a specific amount of notice is required by the *Strata Property Act*, to convert these meetings to in-person meetings will require cancelling the electronic meeting and re-issuing notice for an in-person meeting at a set location at a future date. This is an option available to you but will result in a delayed meeting and additional printing and mailing costs. If you wish to postpone a scheduled virtual general meeting, please speak to your property manager immediately.

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Site Visits:

- Site visits such as rental showings and inspections of the client properties can once again take place, as required and as applicable.
- For any in-person visits, property managers will continue to follow safety guidelines within our communicable disease plan as well as those that reflect their own personal safety preferences.

Masks in Common Areas:

- In common areas at multi-unit buildings, including condominiums and apartments, masks continue to be recommended by the Provincial Health Officer during Phase 3, but are not mandatory under provincial health guidelines. Please note that some strata corporations may have adopted rules requiring the use of masks in common areas, which could continue until repealed by the strata council. If you are unsure about the impact of any rule your strata corporation may have adopted, please speak to your property manager.

Common Amenities:

- The operation of common amenities during the previous sixteen months has been as varied as our clients. Virtually all clients that have opened some of their common amenities have done so by working with Senior Environmental Health Officers from the Vancouver Island Health Authority (VIHA) to ensure facilities are reopened safely and in compliance with all applicable health requirements.
- We continue to believe that working with VIHA officers on the opening of common amenities is the best practice for strata corporations during Phase 3 of the Restart Plan. As noted above, a communicable disease plans requires, among other things, appropriate hand washing facilities, cleaning regimens suitable to the specific environment and proper ventilation. Working with VIHA on reopening plans for common amenities during this phase of the Restart Plan will ensure that communities have communicable disease plans that are appropriate for their differing facilities.

Proline Offices:

- All four of our offices continue to be open with the addition of visitors now being served inside one person at a time, made possible by the installation of plexi-glass barriers. This is in keeping with recommendations made by our Provincial Health Officer and WorkSafe BC to maintain some of the current COVID-19 Safety Plan protocols that do not negatively impact business operations. . This has us focusing on maintaining fundamental measures to reduce the risk of transmission in our workplace. At present, masks are still recommended in all public indoor settings and will be optional for staff in our offices.
- While we recognize that serving one person inside at a time may seem overly conservative to some, we serve thousands of clients and know from their feedback that different people have vastly differing degrees of comfort with personal interactions and personal safety preferences at this time. We believe that serving one person at a time allows us to be effective in our service while respecting these differing viewpoints. We hope you understand.

Our priority remains keeping our people and our communities safe, and we continue to base our ongoing decisions with this thought in mind. If you have any questions, feedback or would like more information, please contact our team by phone or email. We are here and happy to help and support you. Thank you for your continued support and please take care of yourselves and each other!

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