

April 8, 2020

Dear Boards of Directors and Owners

Re: ACMS Response to COVID-19 Pandemic

In this period of uncertainty, it is not always easy to set business priorities. While certain businesses are closing or shutting down their operations, voluntarily or under compulsion, condominium property management obligations are ongoing (we have not yet been deemed a non-essential service.) ACMS continues to monitor the developments with the COVID-19 pandemic hour-by-hour, with a view to safeguarding our people and our clients.

ACMS is an industry leader in condominium property management having served Calgary's condominium community for over 25 years. This letter outlines the steps ACMS is taking to safeguarding our staff and clients and continue to deliver the great customer service you have come to expect. In addition, at the conclusion of this letter we provide you with the links to a number of relevant communications from government, health services, and legal professionals upon whom we have relied over many years – we trust you will find these resources helpful during this difficult time.

Social Distancing

Given the recognition of the COVID-19 pandemic as a Provincial and Municipal Public Health Emergency, and following recommendations for social distancing, we have implemented internal emergency protocols. All of our Condominium Consultants are now working remotely from home and, in anticipation of an event such as this, we have the latest technology in place to ensure that you can continue to reach your Consultant, and we will be able to continue working on your property matters. Please contact us as you normally would, by phone or email.

Our Bookkeeping and Administration teams continue to provide essential support from our office, however our physical offices themselves are now closed (since early March 2020) until further notice.

Alternative Payment Options

In person payments at our office is restricted and we will turn away owners and residents from visiting our offices.

- Preauthorized payments (please contact our office at 403-253-7525 to this up with Bookkeeping); and
- Owners can mail cheques to our office at: ACMS, Unit 8, 11010 – 46th Street SE, Calgary, AB T2C 1G4

Recommendations for Building Operations

Given the guidance and measures put in place by the Government of Alberta, we are **urging** you to **immediately** take the following steps to protect the health, safety and wellbeing of your neighbors and community:

- It is highly recommended that the following types of amenities be closed indefinitely: Fitness Centers, Swimming Pools, Libraries, Social Rooms, Laundry Rooms, or other common spaces where individuals gather
- Implement a contactless delivery system and restrict delivery persons to bringing goods to your unit – instead, arranging for concierge or curbside delivery
- If you have Concierge service in your building please minimize in-person requests to critical and essential only. Business that can be conducted electronically, should be done in that manner

Emergencies After Hours

This service continues as usual – should you require after hours emergency assistance please dial our main number 403-253-7525 which will be answered by our emergency after hours assistance providers – be prepared to clearly identify yourself, state your property name, address and Unit number. Dispatch will do their utmost to provide immediate support, including dispatching necessary contractors, and your Condominium Consultant will also be contacted immediately to advise them of your situation.

Owners' Meetings, AGM's, and SGM's

Under the *Public Health Act*, The Government of Alberta has declared a **Public Health State of Emergency**. Accordingly, the following measures should be diligently observed:

- Mass gatherings are now limited to no more than 15 attendees with strict adherence to the social distancing requirement of at least 2 meters (6 feet) between each person (see article on ACMS website > COVID-19 > by SVR Law: Owners' Meetings & Dangerous Activities);
- Board Meetings should be conducted by teleconference or video-conference;
- As per City Council, all public events and gatherings have been cancelled up to June 30, 2020;
- **We highly recommend** AGM's and SGM's be postponed until further notice due to the high potential of spreading the virus and government restrictions of no more than 15 people gathering with 6 feet between every individual (see article on ACMS website > COVID-19 > by SVR Law: Owners' Meetings & Dangerous Activities)

Additional Resources

Below is a list of excellent articles which will answer many of your questions and provide excellent guidance for your ongoing personal and corporate health and wellbeing as condominium owners. Click on the links below to access each of these websites/articles (which are being regularly updated)

- o [Alberta Health Services](#)
- o [The Government of Alberta](#)
- o [Public Health Canada](#)
- o [Global Affairs Canada](#)
- o [Calgary Emergency Management Agency](#)
- o https://annehoward.com/wp-content/uploads/2020/03/Government_Financial_Supports_Links.pdf
- o <https://www.mcleod-law.com/resource/covid-19-and-your-condominium-corporation/>
- o <https://www.calgarychamber.com/resources/blog/covid19-government-supports-business/>

We hope that you and your families stay safe and healthy. Should you have questions about this matter, please do not hesitate to contact us.

Yours truly,

President/Owner
Accredited Condominium Management Services