

**RE-ENTRY TO THE WORKPLACE**  
**3250 – 3280 – 3300 Bloor Street West**



**BLOOR ISLINGTON PLACE**

July 2021

Dear Tenants,

Thanks to our collective efforts, we have made progress in the fight against COVID-19. The Province of Ontario is slowly allowing businesses to reopen, while continuing to follow Public Health Agency of Canada (PHAC) guidelines. We look forward to the gradual return of our tenants to Bloor Islington Place (3250-3280-3300 Bloor Street West) in the weeks to come, but we also know that proceeding with education and care is of the utmost importance.

To ensure everyone feels confident and comfortable in returning to their work environments, we have prepared this “Re-entry to the Workplace” document highlighting health and safety measures we have implemented in the building, and recommendations for tenants for a smooth transition.

Our building occupants and staff remain our top priority and we believe that ongoing communication and transparency is paramount. We kindly ask that you keep us informed about your plans to return to work.

Please review this document in detail and do not hesitate to contact our management team should you require any clarification or assistance.

Thank you,



**Mike Arsenault, RPA**  
Senior Manager Real Estate  
CBRE Limited | Property Management  
Email: [Mike.Arsenault@cbre.com](mailto:Mike.Arsenault@cbre.com)  
Phone: 416-479-5230



**Frieda Lauw**  
Tenant Engagement Coordinator  
CBRE Limited | Property Management  
Email: [Frieda.Lauw@cbre.com](mailto:Frieda.Lauw@cbre.com)  
Phone: 416-479-5240

## OCCUPANCY STRATEGY

On a recurring basis, tenants were asked to provide CBRE with their employee re-entry plans. This survey included scheduled date of return, number of employees expected to return month over month, as well as what pandemic safety measures were being implemented or installed at the office. This information is critical for our team to properly assess service requirements. If you haven't already done so, please forward this to us as soon as possible. If you require a copy, please reach out to our CBRE property management office at 416-239-3397.

### **Tenant Recommendations:**

Before welcoming employees back, take exposure reducing measures and continue to encourage using flexible or staggered schedules where possible as this will assist with controlling congestion of lobbies, elevators and stairwells.

Review your space to ensure the current setup supports social distancing. Install protective screens as needed, place signage indicating maximum occupancy in communal areas and consider removing and storing any office accessories and/or furniture that is unnecessary.

## FACE MASKS (*Mandatory*)

To protect the health and safety of communities, Toronto City Council voted unanimously in favour of requiring masks or face coverings in all indoor and enclosed public places as of July 7<sup>th</sup>, 2020, to help stop the spread of COVID-19. Please ensure that you are wearing a mask when utilizing any common areas within the complex, including the elevators. For more information, please visit <https://www.toronto.ca/facemasks/>.

### **Tenant Recommendations:**

Tenants will be required to adopt a policy to ensure that face masks and/or face coverings are worn in any indoor public spaces they are responsible for. Please refer to the link below for more information: <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/>

## ENTERING AND EXITING THE BUILDING

Instructions and signage have been installed at all access points into the building outlining the recommended traffic patterns. There are specific entrance and exit doors for all occupants to follow to diminish the opportunity for individuals to cross paths. As a reminder, face masks must be worn.

## SECURITY DESK AND GROUND FLOOR CONCOURSE

All Security Personnel have been instructed to wear PPE (Personal Protective Equipment) including face mask and shields at the Main Security Desk located in the Centre Lobby.

Posters promoting best hygiene practices and hand washing campaigns have been installed in the ground floor concourse area. Hand-sanitizing stations are in place in the main lobbies.

## PHYSICAL and SOCIAL DISTANCING

Additional signage encouraging social/physical distancing is installed throughout the complex. Traffic flow arrows on the floor were installed, and increased distancing messaging has been added to digital signage including elevator and lobby screens.

Tenants, visitors, guests, vendors and CBRE employees will be required to physically distance in accordance with PHAC recommendations.

While many tenants are staging employees' return to work and staggering hours of operations, lineups may be inevitable. It is important that we all follow the signage and rules. In addition:

- Prohibit gatherings of more than 10 people.
- Maintain distances of at least 6 feet (2 metres).
- Consistently provide options to host meetings virtually.
- Limit people on site to essential personnel when possible.

## PHYSICAL DISTANCING IN COMMON AREAS

The following measures are in line with the Public Health Agency of Canada's direction, **unless in the event of a fire alarm, where standard exiting procedures are in full effect.**

### Elevators

- All passengers are expected to wear masks while riding in the elevator.
- In order to comply with social/physical distancing measures, a **maximum of 3 passengers** will be permitted to ride in an elevator cab at one time; stand where the sticker decals are placed in the elevator cab and abide by a first in last out rule when travelling to the same floor
- Please note, because the Main Parking elevators are slightly smaller, a **maximum of two passengers** will be permitted to ride at one time
- As the building population increases, additional personnel may be present to assist with directing foot traffic and address potential lineups due to increased wait times for elevators.

- Increased frequency of elevator disinfecting of high touch surfaces like elevator panels and buttons has been implemented.
- Hand sanitizer dispensers have been installed at each ground floor elevator lobby.

### Elevator Passengers Tips:

- Do maintain social distancing and wear a face mask/covering when waiting for or using elevators.
- Don't ride a crowded elevator, wait for the next one.
- Kindly ask others to wait if they attempt to get on a crowded elevator.
- Don't lean against the walls or touch the handrails.
- Do cover fingers with cloth or gloves; do not use your feet to press the buttons.
- Don't use objects that could damage the elevator buttons.
- Do wash your hands immediately after each trip.

### Stairwells

- Stairwells will be made available to be utilized to travel up to designated floors should there be individuals that do not want to wait and/or travel up to their offices via the elevators.
- In the West Tower, a site plan showing the access route through the green roof will be followed up separately.
- Stay a minimum of three (3) stairs apart and no passing at any time.

### Common Hallways/Passageways

- Maximize ability to physically distance by keeping right and not passing others.
- When in doubt, look for traffic flow arrows on the floor.
- Hand sanitizer units have been installed throughout the complex.

### Parking

- The parking operation and bike facilities continue to remain open.
- Valet services will be increased in concert with the ramp up of tenants returning.
- Hand sanitizers have been installed in select lower parking levels.

### Washrooms

- Washrooms will continue to be disinfected throughout the day.
- Automatic wave sensor technology has been installed at washroom entrances throughout the complex.

- Additional hand sanitizers have been installed at multiple washrooms entrances.
- Signage has been added to stress the importance of hygiene and social distancing.
- We recommend that a maximum of 3 people use the washrooms at any given time.

**Tenant Recommendation:**

Consider signage for within your premises with special attention to areas of high traffic flow and communal zones such as kitchens, meeting rooms, copy or file rooms etc. Promote handwashing and hand sanitizing throughout the office. Remind employees to label their personal belongings.

**Food Court and Retail Tenants**

- All retail tenants and restaurants conducting business on our premises will abide and follow the restrictions and guidelines outlined in the Ontario government's 'Roadmap to Reopen' 3 step-plan.

**HOUSEKEEPING PRACTICES**

Our dedicated day staff is focused on increased frequency of cleaning and disinfecting in high density and high-touch point areas, such as building and elevator lobbies, elevator interiors, buttons and surfaces, restrooms, building entrances, stairwells, handrails, trash containers, and other frequently touched surfaces.

Our cleaning staff utilize approved disinfectants and have received COVID 19 training sessions on cleaning protocols and proper use of disinfectants. Adequate supplies of cleaning and janitorial supplies are being maintained onsite with additional orders placed as required.

Our night staff remains focused on areas within tenant premises including disinfecting all desk surfaces that have been cleared including telephone handsets.

Should you have any inquiries about extra/deep cleaning services, our cleaning contractor can provide the appropriate proposal to suit your needs. If you are interested, please email [Correna Ferrusi](#) and she will obtain a quote for you.

**Tenant Recommendations:**

Give special attention to high touch and communal areas such as kitchens, file areas and copiers.

Provide disposable wipes so that commonly used surfaces can be cleaned before and/or after each use.

Encourage a clean desk policy with employees, use signage to remind employees to sanitize their desks before leaving for the day.

## VENDORS AND DELIVERIES

All deliveries which are larger than 1 (one) skid must be done after business hours, either prior to 08:00 or after 18:00, and skids are not to be brought through the retail area during business hours; deliveries must be done on a dolly/trolley.

Should you have questions, please contact our Director of Security at 416-233-1291. You must provide **at least 48 business hours advanced notice** for approval of all large deliveries.

The use of non-medical face masks in public has been demonstrated to assist in reducing viral spread from asymptomatic individuals. Public-facing service providers should wear masks as part of protocol.

### **Tenant Recommendations:**

Request your service providers to wear face masks and gloves at all times when in the building and on your premises.

## VISITORS AND GUESTS

Visitors should not be ill or have had contact with someone who has been ill. Please log visitors and vendors using touchless technology where possible. Otherwise, please have a tracking system in place as this can assist with contact tracing measures should an incident occur.

## BUILDING SYSTEMS

The HVAC system at Bloor Islington Place is maintained following best industry practices. MERV 13 filters are installed throughout the Make Up Air Units and Compartment Units. This helps improve indoor air quality and prevents the buildup of contaminants. Exhaust fans are also scheduled to ensure higher air circulation.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Any CBRE employee that may come into direct contact with tenants or members of the public will be provided with PPE including a face mask, hand sanitizer and gloves.
- Hand sanitizer has been provided to give an extra level of sanitation when warm soapy water is not readily available.
- All employees will receive training on how to properly wear, store, and clean PPE.

**Tenant Recommendation:**

Tenants should create their own internal guidelines around what PPE their employees are required to wear, in line with current provincial requirements

**EMPLOYEE TRAINING/SYMPTOMATIC EMPLOYEE PROCEDURES****Tenant Recommendation:**

Provide safety training and guidance to your employees with consideration for the following:

1. Orientation and training on any applicable PPE to be used and how to properly put on, take off and care for.
2. Basic infection prevention (respiratory etiquette, hand washing).
3. Sick policy and procedures including staying home when ill protocols.
4. Self-isolation procedures.
5. Suspected and confirmed case procedures (example: self-isolation strategies).
6. Mental Health considerations and employee assistance.
7. Elevator and common area travel protocols and etiquette expectations.

**EMERGENCY PREPAREDNESS EVACUATION AND RESPONSE**

We are actively working with the Toronto Fire Department to determine if any modifications are required to our Emergency Preparedness and Evacuation Plans. We will communicate any changes where applicable, in the interim please continue to follow the current Emergency Preparedness and Evacuation Plans as-is.

**BUSINESS CONTINUITY**

We encourage all tenants to conduct a comprehensive review of all operational activities and services that occur within your offices as part of your return to work plan.

Some things to consider including: communicating and collaborating with property management on your return to work plan; phasing in your staff returning to the office; some flexibility for your employees' hours to avoid access delays and minimize crowding; implementing social distancing measures within your premises; encouraging employees to remove items from desktops at the end of each day to assist with effective cleaning measures.

**Tenant Recommendation:**

Create a business continuity plan if you do not have one and review and modify it regularly.

If you haven't already done so, please submit your return to work survey.

## ADDITIONAL RESOURCES

The following links provide additional information regarding COVID-19:

- World Health Organization (WHO): <https://www.who.int/>
- Centers for Disease Control: <https://www.cdc.gov/>
- Public Health Agency of Canada: <https://www.canada.ca/en/public-health.html>
- The PHAC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:
  - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Stay home when you are sick.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces.