

## Advisory for In-person Inspections/Meetings

The health and safety of our employees, homeowners, builders, and others is a top priority for Tarion. As we prepare to return to conducting in-person inspections/meetings, we are setting out the following advisory to ensure that everyone understands some of the unique processes and accommodations that Tarion has made during this time.

This document will be provided to all parties at the time of scheduling your in-person inspection/meeting. It will be sent again closer to the date of the in-person inspection/meeting to give you an opportunity to confirm that your participation in an in-person inspection/meeting is a responsible decision for the health and safety of everyone involved. The Warranty Service Representative will also be contacting the parties involved in the in-person inspection/meeting the day before to reconfirm that nothing has changed.

### **Self-Screening**

It is important to be aware of the symptoms of COVID-19. In preparation of the in-person inspection/meeting, please take the time to consider the below symptoms.

- Fever (feeling hot to the touch, a temperature of 37.8 degrees Celsius or higher)
- Chills
- Cough that's new or worsening (continuous, more than usual)
- Barking cough, making a whistling noise when breathing (croup)
- Shortness of breath (out of breath, unable to breathe deeply)
- Sore throat
- Difficulty swallowing
- Runny nose (not related to seasonal allergies or other known causes or conditions)
- Stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)
- Lost sense of taste or smell
- Pink eye (conjunctivitis)
- Headache that's unusual or long lasting
- Digestive issues (nausea/vomiting, diarrhea, stomach pain)
- Muscle aches
- Extreme tiredness that is unusual (fatigue, lack of energy)
- Falling often

If you have tested positive for COVID-19, have been experiencing any of the above symptoms within the past 14 days, or have returned from international travel within the past 14 days, **please contact Tarion to reschedule your in-person inspection/meeting**. Tarion will work with you to find a new time to have your in-person inspection/meeting conducted. You will not lose your rights to have your warranty items assessed by rescheduling your in-person inspection/meeting.

### ***What to expect / What is different***

To minimize in-person interactions, the Warranty Services Representative assigned to the file will be conducting a 'Table Talk call' or Common Element Meeting with the owner and builder prior to the in-person inspection/meeting. Here we will discuss the warranty, report writing process, next steps, and appeal rights. This may not be necessary for other types of meetings.

Please note the following unique processes for in-person inspections/meetings due to COVID-19:

- All Tarion representatives will be conducting a maximum of one in-person inspection/meeting per day. Some or all of your items may be eligible for a Virtual Inspection. This option will be discussed with you after the in-person inspection/meeting is scheduled.
- All Tarion representatives will be equipped with Personal Protective Equipment (PPE), including a face shield, mask, gloves, booties, and sanitizer. PPE is washed and sanitized between in-person inspections/meetings.
- Tarion requests that all other parties at the in-person inspection/meeting wear a mask.
- No more than two owner representatives are requested to be present at the time of the in-person inspection/meeting. Tarion is aware that your household may include more than two individuals. We ask that your other family members not participate in the in-person inspection/meeting and respect physical distancing.
- No more than one vendor/builder representative is requested to be present at the in-person inspection/meeting.
- Generally, only one Tarion representative will be present at the in-person inspection/meeting generally. However, in some circumstances, an additional Tarion representative or third-party consultant/contractor retained by Tarion may be present.
- No sharing of physical documents, including business cards, is permitted at the in-person inspection/meeting. A document can be provided digitally before or after the in-person inspection/meeting. A Tarion representative may also photograph a document with permission.
- The list of items may be re-organized in order to expedite travel in the home/building.
- Tarion reserves the right to cancel and reschedule the in-person inspection/meeting if we feel that the conditions of the in-person inspection/meeting are not safe.

We are continuously monitoring information from official health authorities and planning and adjusting for business continuity in an evolving environment. We therefore reserve the right to make changes to this and related documents at any time without advance notice. If you have any concerns or questions related to COVID-19, please contact Tarion's Customer Service team at 1-877-982-7466 or email [covid19@tarion.com](mailto:covid19@tarion.com).