

## Advisory for In-person Inspections/Meetings

The health and safety of our employees, homeowners, builders, and others is a top priority for Tarion. As COVID-19 continues to be a public health concern, we are setting out this updated advisory to ensure that everyone understands some of the unique processes and accommodations that Tarion is making in response to this evolving public health situation.

This document will be provided to all parties at the time of scheduling your inspection/meeting. At this time we are conducting most inspections in-person. However, there may be times, depending on the situation, where the inspection and/or meeting will need to proceed virtually. This Advisory will be sent again closer to the date of the inspection/meeting. If the inspection or meeting is to proceed in-person, this will provide you with 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 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 (symptoms should not be chronic or related to other known causes or conditions). In preparation of the in-person inspection/meeting, please take the time to consider the below symptoms:

- Fever or chills
- Difficulty breathing or shortness of breath
- Cough
- Sore throat, trouble swallowing
- Runny nose/stuffy nose or nasal congestion
- Decrease or loss of smell or taste
- Nausea, vomiting, diarrhea, abdominal pain
- Not feeling well, extreme tiredness, sore muscles

**Please contact Tarion to reschedule your in-person inspection/meeting if one of the following applies to you:**

- you have tested positive for COVID-19
- you have been in close contact with someone who has a probable case of COVID-19
- you have been experiencing any of the above symptoms within the past 5 days, or
- you have returned from international travel within the past 14 days and are not considered fully vaccinated

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***

If an inspection will proceed in person, the Warranty Services Representative assigned to the file will conduct a 'Table Talk call' or Common Element Meeting with the owner and builder prior to the

inspection. 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 due to COVID-19 for inspections/meetings:

- Inspections will proceed in-person when possible. However, some meetings, such as common element meetings, may proceed virtually. If the inspection or meeting proceeds virtually, then there may be a need for Tarion to attend at the home or condominium project in-person to verify some of the observations made virtually. The in-person portion of the inspection/meeting may take place on a different day from the virtual portion of inspection/meeting. As each case has its own unique circumstances, the assigned Warranty Services Representative will provide the detail on how the inspection/meeting will proceed prior to the scheduled date.
- All Tarion representatives will be conducting a maximum of two in-person inspections/meetings per day.
- Tarion representatives will be required to wear face masks and booties for all inside inspections/meetings; face shields and eye protection are optional. Only face masks will be required for meetings conducted outside.
- All parties attending an inspection/meeting must maintain 6 feet from others, both inside and outside the home.
- New masks must be worn at every inspection/meeting. Representatives will continue with hand washing and sanitization of other equipment/PPE between inspections/ meetings.
- The number of days initially allocated to an inspection is based on the number of items that need to be assessed. Generally, no more than 75 items can be assessed in a single day. However, the actual length of the inspection may vary depending on the nature of the items that are being assessed and will be determined by the Warranty Services Representative at the time of the inspection. The number of days for an inspection may be adjusted after the inspection commences.
- Tarion requires that all other parties at the in-person inspection/meeting wear a mask. The inspection will not proceed unless all parties wear a mask or remain in a separate part of the home or outside the home for the duration of the inspection.
- 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 other family members not be present by remaining in a separate area of the home or outside.
- 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. However, in some circumstances, an additional Tarion representative or third-party consultant/contractor retained by Tarion may be present.
- The list of items may be re-organized 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).