

BOMA CALGARY - EOC UPDATE

MARCH 20, 2020

SIGNAGE FOR CITY'S EMERGENCY SERVICES

As building management locks off unoccupied floors, limits elevator access, and/or locks down building perimeters be aware that this may impact emergency service calls. These changes will make it difficult for 911 responders and emergency services to gain access to potential calls. We recommend that you take the following actions to ensure responders are able to gain access to the areas that are impacted:

1. Place **easily visible signage on your building's perimeter and/or ground floor elevator lobbies** with contact information for building and security personnel who can provide access to the property or floors impacted.
2. Ensure that building and security personnel **set up a master key or card sets** that they can hand over to emergency services or responders when answering a call.
3. Ensure that your contact is aware that **emergency personnel may arrive in hazmat suits**.
4. As a follow up, **be prepared to decontaminate** keys/cards/elevators/floors or any other items as well as areas associated with the emergency call as needed.

BUILDING EVACUATIONS

In case of a fire alarm evacuation measures should, as best as possible, reduce crowding and encourage people to follow proper social distancing etiquette. Ensure that muster points are **still available**, as closures may have an impact on this.

You must also ensure that you have adequate staffing to be able to safely evacuate the building if required.

PERSONS REQUIRING ASSISTANCE

Persons requiring assistance may still be in the building, if possible urge them to work from home. If they must be present on the property ensure that they have assistance for evacuation. Those requiring assistance should be highly encouraged to work from home if they are not working alongside their evacuation "buddies" or don't have access to an alternate evacuation source.

CRIMES IN CLOSED BUSINESSES

As there has been an increase in crimes for closed businesses, be mindful of break-ins for retail or other closed business locations on your properties. Ensure that those present on site are prepared to respond if and as necessary.

+15 CLOSURE FOR THE WEEKEND OF MARCH 20, 2020

In response to member feedback, the City of Calgary is allowing the +15 bridges to be closed on weekends (Saturdays & Sundays) effective tomorrow, March 21, 2020. **Please note that weekend closures are not mandatory.**

This is in addition to earlier evening closures to the +15 network from Monday to Friday.

If your building is connected to the +15 Network, please provide signage notifying the general public that the network will be closed on the weekends and reopen at the regular hours of operation on Monday.

Calgary Emergency Management Agency has asked that building management post the attached/linked signage (English, Mandarin, and Chinese) at doors to inform the public and direct them to resources.

[Closed Signage \(English\)](#)

[Closed Signage \(Mandarin - Simplified\)](#)

[Closed Signage \(Cantonese - Traditional\)](#)

For Buildings considering securing access to their properties during the regular business day. Please take a coordinated approach to +15 closures to mitigate safety risks to your tenants and the public. **These closures need to be approved by the City of Calgary.**

If you are considering a lock down, contact 311 with the following information:

- Building name and address
- Potential lock down date
- If neighboring buildings have agreed to the closure along with their building name and address

You are encouraged to work with adjacent properties to coordinate changes to +15 hours and management.

COVID-19 RESOURCES

Government of Canada - [Updates and Information](#)

Government of Alberta - [News, Updates and Information](#)

City of Calgary - [Updates and Responses](#)

THANK YOU!

On behalf of BOMA Calgary we want to recognize the incredible efforts of all of our members in responding to this pandemic and the emergency measures that have resulted.

Over the past week we have seen building operations and management teams and the associate members who provide crucial products and services step up to serve their staff, tenants, and Calgarians at large in these uncertain times. We have heard stories of the front line operations, security, and janitorial staff who are keeping buildings safe and secure. We have also heard stories from property management teams who are working tirelessly to help tenants, staff, and their organizations through these challenging times.

These efforts have not and will not go unnoticed, and we look forward to the day when we can convene as an industry and as an association to recognize our collective contributions to stopping the spread of this virus.

We also want to give a special mention to Glen Kitteringham and Parnell Lea who have been BOMA Calgary's voice and trusted representatives in the Emergency Operation Centre over the past week. The time and effort Glen and Parnell have put into BOMA Calgary's pandemic response cannot be understated, and our industry owes them a debt of gratitude for the work they continue to do. On behalf of BOMA Calgary, thank you.