



BOMA CALGARY - EOC UPDATE

MARCH 30, 2020

COMMERCIAL REAL ESTATE INDUSTRY NAMED ESSENTIAL SERVICE

Thanks to BOMA Calgary's work with the Calgary Emergency Management Agency (CEMA) and the provincial government, building operations, security, janitorial, and critical building services are on the approved list of essential services. Businesses and services that are on the list are allowed to continue to provide services at locations accessible to the public. However, they must have risk mitigation measures in place, such as ensuring appropriate social distancing for those on your properties.

Being on the list allows BOMA members to continue safely operating properties, provided proper risk mitigation measures are adopted. Our industry falls under at least four categories that are mentioned by the Government of Alberta including: security personnel, retail, industrial, and other services. Click here for a full list of all [essential services](#).

PROPERTY TAX DEFERRALS

Governments are offering property tax deferrals at all levels in response to the COVID-19 global pandemic. MNP has prepared a VLOG to keep businesses and non-residential property owners updated. [Watch here](#) to keep yourself up to date.

MNP has also created a Business Service Centre with information on business continuity and other useful resources that will help your organization navigate the ever-evolving situation around COVID-19. Find out what your organization can do [here](#).

REMINDERS FOR CLOSURES

Building Closures:

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.

+15 Closures:

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

MNP - [COVID-19 Business Service Centre](#)

