

Advisory for Virtual and In-person Inspections/Meetings

The health and safety of our employees, owners, builders, and others is a top priority for Tarion. As COVID-19 continues to be an ongoing public health situation, we are providing this updated advisory to ensure that everyone understands some of the temporary processes and accommodations that Tarion has put in place.

This advisory will be provided to all parties at the time of scheduling an inspection/meeting and then sent again closer to the date of the inspection/meeting. If the inspection/meeting is to proceed in person, it is expected that owners and builders will ensure and confirm that their participation in an in-person inspection/meeting is a responsible decision for the health and safety of everyone involved. The Warranty Services Representative will also be contacting the parties involved in the inspection/meeting the day before to confirm that the in-person inspection or meeting can proceed.

Requirements for Tarion Employees

Tarion is committed to taking all reasonable measures to provide a safe and healthy workplace, which includes taking steps to protect its employees from serious illness due to COVID-19 and to reduce the risk of transmission of the virus.

To protect the health and safety of our own employees as well as the owners and builders with whom they interact, Tarion has implemented the following measures:

- Any Tarion employee entering a workplace must either: (i) provide proof that they are fully vaccinated against COVID-19; or (ii) provide proof of a negative COVID-19 test result. The definition of “workplace” includes any location where work is being done for or on behalf of Tarion, including a homeowner’s residence, condo building or a builder’s worksite.
- All Tarion employees regardless of vaccination status will be required to complete a COVID-19 self-screening each day they have a scheduled in-person inspection or meeting.

Tarion’s expectation is that owners and builders will abide by the current health and safety measures put in place by the province. As vaccination status is considered personal medical information, Tarion cannot require builders or owners to disclose their vaccination status to Tarion or to each other.

Self-Screening

It is important to be aware of the symptoms of COVID-19. In preparation for the in-person inspection/meeting, please take the time to consider the following 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 an in-person inspection/meeting if one of the following applies (regardless of whether you are an owner or builder):

- 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 14 days, or
- you have returned from international travel within the past 14 days and are not considered fully vaccinated.

Tarion will work with owners to find a new time to have an in-person inspection/meeting conducted. Owners will not lose their right to have their warranty items assessed by rescheduling an in-person inspection/meeting.

Please note that if a builder representative is not able to attend an inspection, then Tarion may still proceed with the in-person inspection and contact the builder separately to review their position on the items that form part of the claim.

What to expect / What is different

If an inspection/meeting needs to 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/meeting. Here the Tarion representative 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 procedures for in-person inspections/meetings that have been put in place due to COVID-19:

- 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 particulars about 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.
- 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 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 inspections/meetings conducted outside.

- Tarion representatives will wear a new mask at each inspection/meeting. Representatives will continue with handwashing and sanitization of other PPE between inspections/meetings.
- All parties attending an inspection/meeting must maintain 6 feet from others, both inside and outside the home/building.
- 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, safety measures implemented due Covid-19 can contribute to longer inspections. 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 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/building or outside the home/building for the duration of the inspection/meeting.
- No more than two owner representatives can be present at the time of the in-person inspection/meeting. Tarion is aware that a household may include more than two individuals. We ask that other residents not be present or remain remaining in a separate area of the home or outside.
- No more than one vendor/builder representative can 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 the representative feels 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 advisory and related documents at any time without advance notice. If you have any concerns or questions related to this advisory or COVID-19, please contact Tarion's Customer Service team at 1-877-982-7466 or email covid19@tarion.com.