



March 26, 2020

An Important Update from NUVO Network

To our valued NUVO Network Community of Members and Tenants:

First, we want to thank you for doing your part by [taking steps to reduce the spread of the Coronavirus disease](#).

We are concerned about everyone in our community, and especially those grieving or ill due to this disease, people who have been laid off work, and those whose businesses have been forced to close.

We are equally concerned about vulnerable people in our community whose usual sources of support are no longer available due to the need for social service programs to suspend their normal operations.

Our building is typically a vibrant hub for all kinds of entrepreneurial, innovative and creative work, and a place for connection for meetings and events. We are pleased and encouraged to learn directly from many of our clients that their innovations and workflow continues despite working remotely. We have maintained our private ISP network and systems to ensure continued high-speed access remotely.

As a property owner and landlord, NUVO's main priority is to maintain the safety and security of our building and respond to the government's directives. We have to help keep everyone as safe as possible, particularly those who require the building to perform their essential services. As such, NUVO has implemented industrial grade cleaning and disinfectant measures, with special care being applied to all surfaces and washroom facilities.

We ask for your cooperation by adhering to the Ontario government's [list of essential workplaces](#):

“Read the list of [essential workplaces](#) in response to COVID-19 (2019 novel coronavirus). If you have questions about what will be open or impacts to your business or employment, call the Stop the Spread Business Information Line at [1-888-444-3659](#).”

As of today, NUVO is supporting the safe operation of the following essential services:

1. Food Services via [NUVO Taste](#), including
 - a. The provision of nutritious meals to frontline health professionals;
 - b. Refocussing resources to provide much-needed support to vulnerable, food-insecure local citizens in our community, by partnering with an established Burlington food security program to create healthy meals from donated food;
 - c. [Take-out and delivery](#) service, with [DoorDash](#) and coming soon: [Skip The Dishes](#), [UberEats](#), [Zerocery](#), [Westside Beef](#) and others.

NUVO Network

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2. **Telecommunications and IT infrastructure/internet service provider**
 - a. NUVO's IT and internet infrastructure and ISP remains operational.
3. **Television Broadcasting**
 - a. Yes TV, broadcast from NUVO, remains on the air 24/7. Yes TV has donated airtime to increase awareness of [Crossroads' prayer lines](#), which are being operated remotely.
4. **Construction**
 - a. The final phase of renovations remains underway on the main floor/atrium.
5. **Property Management**
 - a. Management of our building and property to ensure it is safe, secure and functional so that any of clients that deem their services to be essential can utilize their office when they choose.

NUVO team members are working hard to keep the building functioning and are doing so in a responsible manner, respecting the need for self-isolation and social distancing with each and every interaction.

We're incredibly proud of our team's dedication to serving you while keeping their morale up. They are completely focused on identifying solutions so we can do our part to support the local community throughout this very difficult time.

For any tenant or co-working member inquiries, our Concierge Team remains your first point of contact by email at concierge@nuvonetwork.com or by phone at 905-592-2598.

We will continue to ensure the safety and security of our building in this evolving situation.

We will continue to work with and follow the helpful guidance of all levels of government and local health authorities.

If you or a loved one needs resources or referrals to programs in our community, text or call 2-1-1 or visit 211ontario.ca.

Thank you for your trust. When this is over – and it will be over – we will all be stronger than ever.

We all look forward to the day when we are all together again.

Shawn & Bridget Saulnier

On behalf of the NUVO Team

