



March 17, 2020

Dear Tenant,

COVID-19 Update

Please be advised that Northumberland County and Northumberland County Housing Corporation (NCHC) are closely monitoring information with respect to COVID-19. We are following the guidelines and directives coming from Health Canada, Ontario Ministry of Health and the Kawartha Pine Ridge District Public Health Unit.

At this time, the Public Health Agency of Canada has assessed the public health risk associated with COVID-19 as low for the general population in Canada but this could change quickly. The Health Canada website has more information about the risk to Canadians, how to protect yourself and your family, and travel advice: www.Canada.ca/coronavirus

With both our staff and tenant's health and general wellbeing in mind, the County and the NCHC are implementing the following measures:

- Annual inspections are postponed
- All organized group activities hosted by the NCHC or outside agencies are cancelled until further notice
- Common Rooms will be closed until further notice
- Tenants are encouraged to become familiar with the advice from the Health Unit and practice preventative measures such as proper hand hygiene measures
- All non-emergency repairs will be postponed until further notice
- We encourage that you connect with us by phone, email or text rather than in-person wherever possible.
- All annual renewal information and paystubs should be sent in via mail, email or fax wherever possible
- We are doing more frequent cleaning and disinfection practices of all common areas in NCHC buildings
- Posting of signs in common area and on front doors to increase awareness for tenants and visitors

Tenants are also encouraged to make all April and May rent payments by cheque or automatic withdrawal. For more information on options to pay rent, please reach out to your tenant relations caseworker.

As per the Public Health Unit, to reduce the spread of germs including the flu and COVID-19, the Public Health Unit recommends:

- Wash your hands often with soap and water, or use hand sanitizer
- Avoid touching your eyes, nose, and mouth unless you have just washed your hands
- Cover your coughs and sneezes with a tissue or your arm, not your hand
- Stay home if you are sick
- If you are ill and must visit a hospital emergency department, clinic or other health care provider, call ahead or tell them when you arrive that you have a respiratory illness and wear a mask while waiting to be seen. This allows health care workers to reduce the potential spread of illness.
- Avoid visiting people in hospitals or long-term care homes if you are sick
- Get your flu shot

We will keep you updated as new facts are confirmed and as we take additional actions. In the meantime, we encourage people to continue to stay informed by regularly reviewing evidence-based, credible sources of information about this situation. You can find more up-to-date information by visiting the following websites:

- Haliburton, Kawartha, Pine Ridge District Health unit: www.hkpr.on.ca/featured_posts/novel-coronavirus/
- The Ontario Ministry of Health: www.ontario.ca/coronavirus
- Public Health Agency of Canada: www.canada.ca/coronavirus

Should you have any questions or concerns about your tenancy please contact the Housing Services Division at 905-372-3329 ext. 2445.

Should you have any questions or concerns relating to the condition of your unit or facility, please contact the Facilities Department at 905-372-3329 ext. 2356. To report an after-hours emergency repair please contact the after-hours line at: 1-866-951-7956.

Sincerely,

Rebecca Carman
Housing Services Manager

Brandon Upton
Facilities Manager