

### **Special statement from Dr. Vera Etches, Medical Officer of Health, Ottawa**

It's a challenging and even frustrating time for everyone – parents, children, teenagers, seniors, employers and employees and essential services workers. The COVID-19 pandemic continues to evolve and every citizen must continue doing their part to keep themselves, their family members, their neighbours, co-workers and community members healthy and safe, and reduce the spread of this virus.

**And some special reminders for parents with children, as well as all of us as we practice physical (social) distancing:**

*You can go outside.* It's healthy. You can still take a walk, play with your dog outside, or kick a ball with members of your household who are already close contacts.

*When outside, maintain a two-metre distance.* Avoid crowds and maintain a distance of two metres (six feet) from those around you. Make an effort to step-aside, or pass others quickly and courteously on sidewalks. Passing someone on the sidewalk is not considered close contact or a significant risk for exposure to COVID-19.

*Remember to check in with others by phone or other technology.* Support your neighbours if you can. Check in with yourself too. It's ok not to be ok, and I encourage you to reach out to the Distress Centre of Ottawa to connect with someone at 613-238-3311 if you need help or are having trouble coping.

Each of our efforts are needed as a community. The actions you take will affect not only you, but your loved ones and the most vulnerable people in our community. By acting now, you may be saving lives – the life of a family member, a neighbour, a friend, or a co-worker.

This is a difficult and challenging time for everyone, but we can do it. I'd like to thank you for your cooperation with physical (social) distancing from others and thank people who are helping each other. Supporting our neighbours is essential for us to make it through this pandemic. Please go to [OttawaPublicHealth.ca](https://OttawaPublicHealth.ca) and follow and share our updates on Twitter, Instagram and Facebook.

Sincerely,  
Dr. Vera Etches

For more information on testing and care for COVID-19, and how to practice physical (social) distancing, visit our *website*: [OttawaPublicHealth.ca/Coronavirus](https://OttawaPublicHealth.ca/Coronavirus). *Information on financial and social supports is available on [Ottawa.ca](https://Ottawa.ca).*

### **Service Canada**

Every Canadian who is losing income due to the pandemic is eligible to apply for the Canada Emergency Response Benefit, which offers \$2,000 per month for up to four months. Applications are expected to open in April. The government has said that applications will be able to be made through CRA MyAccount or My Service Canada

Account or by calling a toll-free number that has not yet been announced. Visit: <https://www.canada.ca>

## 2 things to do **BEFORE** you apply for the Canada Emergency Response Benefit:

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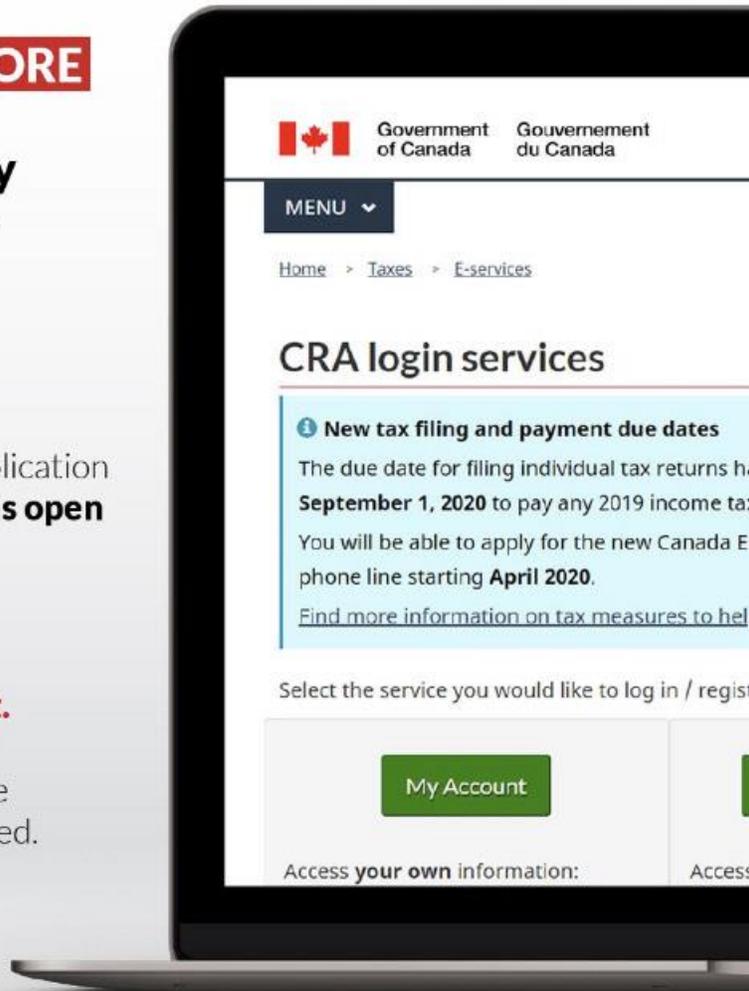
### Sign up for My Account through the CRA.

This will speed up your application process **when applications open the week of April 6.**

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### Sign up for direct deposit.

This will help get money in to your account faster once your application is processed.



### The City of Ottawa: Emergency Financial Assistance

During the provincial state of emergency resulting from the COVID-19 pandemic, the government is providing relief funding to help protect the health and safety of the province's most vulnerable people.

Ottawa residents who have no other financial resources available, and are unable to meet basic living expenses, may apply for Emergency Financial Assistance through the City of Ottawa's Community and Social Services Department. This includes Ottawa residents who are waiting for Employment Insurance. Emergency Financial Assistance

funding is intended to help cover the cost of food, housing related arrears, medicine, and transportation.

If you are experiencing financial challenges, City of Ottawa staff are available to talk to you. You will be asked for some personal information to assess the best way to help you.

To reach Employment and Social Services by phone, call 3-1-1 between 8:30 and 4 pm on weekdays. Press 1 for service in English or 2 for service in French. Press 4 for Social Services. Follow the prompts to apply for financial assistance. To apply online, go to [ontario.ca/socialassistance](http://ontario.ca/socialassistance) to start your online emergency assistance application for social assistance. Once you have completed your application online, you will get a call to set up an application appointment over the phone with a case worker.

### **Other Financial Supports on the way**

*GST credit:* \$400 single adults, \$600 for couples

*Child Tax benefit top up:* \$300 per child added on top of what you receive already

*Student loan payments deferral six-month timeframe:* no payments, no interest accrual

*Bank Supports:* deferral of payments may be possible. Contact bank directly.

### **City of Ottawa**

Call 2-1-1 for information on the full range of community, social, government and health services and programs available in Ottawa and how to access those services

### **Nepean Housing Parks and Common Areas**

Under the advice of The City of Ottawa Housing Service Branch, and following the City of Ottawa's decision to close all city parks, we are asking residents to refrain from allowing their children to use play structures across NHC Neighbourhoods.