

Resident Information- March 19<sup>th</sup>, 2020

With apologies if we're sending too much information, but we figure too much is better than not enough! As always, please share with this information with anyone not connected via e-mail.

## **COVID-19 Resource Page**

### **Ottawa Public Health FRAUD ALERT**

Ottawa Public Health has issued a "Fraud Alert" about fraudulent phone calls from someone claiming to represent the health unit and asking for credit card information. Medical Officer of Health Dr. Vera Etches says "I have been made aware that certain residents have received a phone call asking for credit card information from Ottawa Public Health." Etches says OPH or any other health unit will not ask you for credit card information. "Do not give your credit card information out if you receive a call or message similar to this. Fraudulent activity during a situation like this is deplorable," said Etches.

If you receive a fraudulent call, you are asked to contact the Ottawa Police Service.

### **NHC Information**

If you've received, or will soon receive, an annual review package, the deadline dates noted will NOT apply. As long as we receive your information six days before the anniversary date, everything will be fine. For example, if your anniversary date is July 1, we need the information by June 23. These are unusual times that call for flexibility.

We'll continue to send out the RGI renewal packages so that you can start getting information together and be ready to roll when our world is a little more normal.

### **Your Local Community Resource Centre**

A message from the Nepean Rideau and Osgood Community Resource Centre (NROCRC)

- NROCRC is still responding to intake calls. Please contact their Centre at (613) 596-5626 or [info@nrocr.org](mailto:info@nrocr.org) to get help connecting to resources.
- NROCRC has cancelled all income tax clinics until further notice. Please call and leave a voice-mail. If they are able to offer clinics, they will return all calls and book appointments at a later date. The Federal government has extended the income tax submission deadline to June 1<sup>st</sup> 2020
- All community programs are currently cancelled until further notice.
- NROCRC has limited Food vouchers to support families in need (until supplies last)

### **The Distress Centre of Ottawa**

It's OK to NOT be OK. Please know that help is available, and we encourage you to reach out to Distress Centre of Ottawa to connect with someone at 613-238-3311.

## **The Ottawa Food Bank**

If you or someone you know is hungry and in need of a little help, please contact the Ottawa food bank at 613-745-7001 or Email: [foodbank@ottawafoodbank.ca](mailto:foodbank@ottawafoodbank.ca). They will connect you to your local food bank.

## **Seniors / Older Adults**

For seniors (older adults), please contact the following agencies for telephone support with isolation or if you need to talk:

Good Companions Centre: 613 236-0428 x 2323;

Seniors Without Walls or A Friendly Voice: 613 692-9992 or 1-855 892-9992

## ***Utility Information***

### **Ontario Electricity Support Program (OESP)**

If you are a customer of an electricity utility and in a lower-income home, you may qualify for a reduction on your electricity bill. For OESP inquiries, please contact NROCRC (613)596-5626 ex 119 and leave a voice-mail or visit:

<https://ontarioelectricitysupport.ca/>

### **Hydro Ottawa**

Hydro Ottawa has announced financial assistance programs to provide emergency relief. Hydro Ottawa is taking measures to help customers:

- The provincial Winter Disconnection Ban scheduled to end on April 30, 2020 has been extended by an additional three months.
- Account collection actions have been suspended until further notice.
- Customers may request **flexible payment plans** in order to allow more time to pay outstanding balances on their account, if needed. Contact them to discuss payment options.
  - Online: [hydroottawa.com/contact](http://hydroottawa.com/contact)
  - Phone: 613-738-6400  
(Weekdays from 8 a.m. and 8 p.m. and Saturdays between 9 a.m. and 3 p.m. Excluding statutory holidays.)

### **Enbridge Gas**

Enbridge Gas will continue to respond to emergency calls such as gas leaks or calls from customers. For more information on programs and rebates visit:

<https://enbridgesmartsavings.com/>

### ***Municipal Government Information***

- 211 is a great resource to call and they are responding very quickly to inquiries
- 311 is the City of Ottawa number to connect with regarding City offered programs, services and emergency support. Expect delays.
- For up to date public health information on COVID-19 <https://www.ottawapublichealth.ca>

### ***Provincial Government Information***

The Ontario government is expected to pass emergency legislation aimed at protecting workers who are forced to stay home due to the COVID-19 pandemic. It will apply to employees under investigation, supervision or treatment for the disease caused by the novel coronavirus.

Workers in isolation or in quarantine and those who need to provide care to a person for a reason related to COVID-19, including for a school or daycare closure, would also be protected by the bill.

### ***Federal Government Information***

## **Employment Insurance, Emergency Care Benefit and the Emergency Support Benefit**

### **Who qualifies for EI?**

Whether you qualify for EI will still depend on your specific situation, such as regional rate of employment, and the number of hours worked in the last 52 weeks. The government recommends people apply as soon as possible to find out if they qualify; waiting more than four weeks after your last day of work means you could lose access to those benefits.

To receive EI, you must have lost your job through no fault of your own, which includes being unable to work because of illness or quarantine. Under recent changes, the one-week waiting period for sickness benefits will be removed for those who have been told to self-isolate or quarantine, meaning applicants can be paid for the first week of their claim. If approved, the maximum amount paid out for EI is \$573 a week.

### **How do I apply?**

Applicants usually need a medical certificate along with records of employment, though the new rules allow quarantined workers to apply without the former. If you can't apply because you are quarantined, you can also file for EI sickness benefits later and have the claim backdated.

To apply for EI benefits, you can visit <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>. Afterwards, you can apply to have the one-week waiting period waived by calling the government's toll-free number at 1-833-381-2725, or teletypewriter at 1-800-529-3742. It is also possible to apply in person at a Service Canada office, though those who are experiencing symptoms or are in self-isolation or quarantine are instructed not to visit.

### **What if I don't qualify for EI?**

The federal aid package also includes the Emergency Care Benefit and the Emergency Support Benefit. The Emergency Care Benefit provides up to \$900 every two weeks for up to 15 weeks to those affected by COVID-19. It's intended for those who don't qualify for EI, can't go to work and don't have paid sick leave.

Workers — including the self-employed — who are quarantined or sick with COVID-19 can apply, as can those staying home to take care of a family member with COVID-19 who doesn't qualify. Parents staying home to care for children because of school closures are also covered, and can apply whether or not they qualify for EI. The Emergency Support Benefit will give up to \$5 billion to workers ineligible for EI who face unemployment. It is intended to be a long-term income support, but the government hasn't yet said how much it will provide, or how long funds will be given out.

Both benefit plans will be available to apply for in April. For more information <https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>

Sara