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[UPDATE FROM NEPEAN HOUSING CORPORATION- \(COVID-19\)](#)
**PLEASE SHARE THIS INFORMATION WITH NEIGHBOURS
WHO DON'T HAVE AN E-MAIL ADDRESS**

Hi, everyone: we hope you are all doing well! January 23rd marked the one-year anniversary of the first known case of COVID in Canada. Looking back, it has been a bit of a roller-coaster ride for many of us. We have dealt with a lot, including everything from public health measures, lockdowns, physical and mental health concerns for ourselves and our loved ones, school closures, the loss of a relative or friend, and everything else in-between. This past year has definitely been a less than perfect situation.

So, in the spirit of that thought, we are not sure who needs to hear this, but, "perfect" is cancelled in 2021 until further notice.



Mental Health Resources

We're all experiencing this pandemic differently. Don't compare yourself to others. Don't compare it to "how it was before". Just do the best you can, and, if that varies from one day to the next, that's ok. Remember if you are struggling, please reach out for support. You can contact the Ottawa Distress Centre at 613-238-3311 or the 24/7 Crisis Line at 613-722-6914. A free counselling session is just a click away. Sessions are offered for all ages by Ottawa community agencies. <http://counsellingconnect.org>. [You can also visit Ottawa Public Health for some mental health preservation tips and tricks.](#)

Declaration of emergency

In response to the alarming rise of COVID-19 cases in Ontario, the province declared a state of emergency which came into effect on January 12, 2021 for all of Ontario. The lockdown rules are in place until at least February 11. The results of the enhanced public

health measures will be evaluated throughout the provincial emergency to determine when it is safe to lift any restrictions or if they need to be extended. Visit here for more information on the stay at home measures: <https://covid-19.ontario.ca/zones-and-restrictions>.



What this means

The COVID-19 Response Framework (colour-coded zones) is paused. The province wide-shutdown will continue with stronger public health and workplace safety measures. Everyone must follow the rules (orders) under the ***Emergency Management and Civil Protection Act*** and the ***Reopening Ontario Act***.

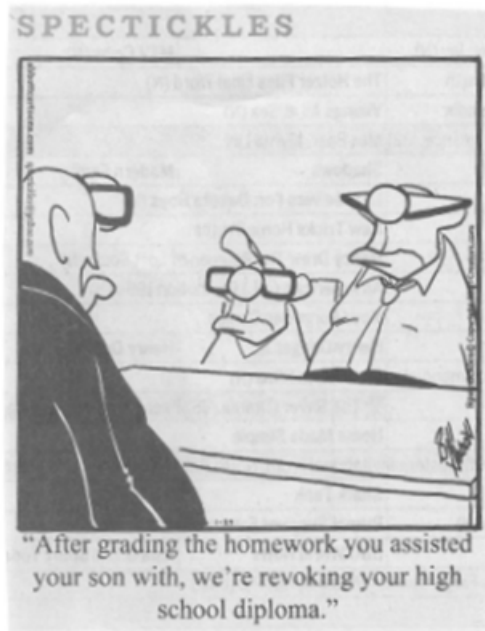
The Latest COVID-19 Vaccine Updates

Our local Vaccine Distribution Task Force has prepared a FAQ about vaccines. It is based on questions from residents and Councillors. Info on the phases of the rollout in Ontario can be found here: [COVID-19 vaccines for Ontario | COVID-19 \(coronavirus\) in Ontario](#). For local information and updates about the vaccine visit here: [COVID-19 Vaccine - Ottawa Public Health](#). Ottawa public health wants to hear about your opinions on the COVID-19 vaccine. Visit here if you would like to contribute your thoughts: <https://engage.ottawa.ca/covid19>. And remember: if you want more information, please go to ***reputable*** sources, such as your family doctor.



COVID-19: Reopening Schools

For the latest information on health and safety measures in schools, visit here for provincial information: <https://www.ontario.ca/page/covid-19-reopening-schools> or here for local information: <https://www.ottawapublichealth.ca/en/public-health-topics/covid-19-and-schools.aspx>. Don't forget to perform your child's daily health screening that can be found [here](#).



Get Support for Learners

Learn about one-time funding to support children, youth and students during the 2020-2021 school year. Visit [here](#) to find out if you are eligible and how to apply. The deadline to apply is February 8, 2021.

Need Help Paying Expenses?

The City of Ottawa may be able to assist you. In addition to providing social assistance through Ontario Works, the City of Ottawa has implemented the Essential Health and Social Supports (EHSS) program to help Ottawa residents who cannot afford to pay for items or services needed to maintain their housing and for health items that are not available through other programs. EHSS may help to pay for things like utility arrears, rent arrears, as well as things like urgent dental care, eye exams and glasses. Financial eligibility is based on maximum asset levels and low-income cutoffs. You can get more information at <https://ottawa.ca/en/family-and-social-services/employment-and-financial-assistance/help-people-not-receiving-financial-assistance> or by calling 311.

The provincial government is also helping to pay energy bills through a subsidy program available at www.ontario.ca/page/find-programs-reduce-electricity-bill. Any residential customer with an overdue electricity or natural gas bill will now be eligible to apply. A residential customer can receive up to \$750 to help cover their electricity bill and an additional \$750 for their natural gas bill. Newly eligible customers can apply for these enhanced benefits through their local utility.

In addition, the federal government has a number of programs to support households negatively affected by COVID-19. These programs include the Canada Recovery Benefit, the Canada Recovery Caregiver Benefit and the Canada Recovery Sickness Benefit. You can learn more at <https://www.canada.ca/en/services/benefits/ei/ce/b-application/transition.html>.

Mask By-law

The Temporary Mandatory Mask By-law has been extended until the end of April. Please remember to wear a mask inside indoor public spaces, including businesses and the common spaces of apartment and condo buildings. For more information visit [here](#).



COVID Scams

Sometimes it is hard to tell what is true, misinformed or false when we hear information in the media (i.e. television, newspapers or radio) or on the phone, emails and text messages. Visit here for [some tips](#) and resources on how to identify and protect yourself from scams and misinformation.

Tribunal Hearings During COVID: Community Legal Education Ontario

At the beginning of COVID-19, tribunals across Ontario were forced to close. Many have now re-opened using remote or virtual hearings by video or telephone. This includes the [Landlord and Tenant Board](#), the [Ontario Labour Relations Board](#), the [Immigration and Refugee Protection Board](#), and the [Social Benefits Tribunal](#). For more information on getting a fair tribunal hearing during COVID-19, visit [here](#).

NHC Tenant Information Update

NHC regularly updates tenant contact information such as occupants and contact details. This information will allow us to contact you in case of emergency or to discuss work orders and other issues. We will also be able to evaluate and plan appropriate programming in our communities taking into account the ages of our clients. A printable copy of the form can be found here on our [website](#) (Please fill out the appropriate information and return to NHC by mail/drop-off (16 Kilbarron Road, Nepean, K2J 5B2), fax (613-823-8453), or e-mail (info@nepeanhousing.ca) or you can fill in the form [here online](#)).

Please... don't feed the wildlife!

A reminder to residents: please do not feed wildlife including birds, squirrels, chipmunks and other wildlife. Feeding wildlife does not have to be a deliberate act: wildlife will also feast on improperly stored garbage or unlocked green bins. Please ensure all waste is properly secured. Also, please do not use a bird feeder, as it attracts other wildlife such as squirrels and mice. Providing wild animals with a steady, human-supplied food source nearly always leads to problems for both the animals and humans. Also, wildlife can carry disease or insects that are harmful to humans.

Many people do not think about the neighborhood impact when they start feeding wildlife. The animals may also cause damage to homes including animals attempting to burrow or nest in homes potentially causing critical damage to electrical wiring that poses a fire hazard and other risks. Individuals with nut allergies, particularly children, are at risk if they come into contact with peanuts. Please... don't feed the wildlife!

Income Tax Clinics: The Nepean Rideau and Osgood Community Resource Centre (NROCRC)

NROCRC is hosting free virtual income tax clinics. Tax filing support is available to individuals and families with low or modest income and in a simple tax situation. Returns will be filed over the phone or over email. For more information on how to book an appointment or eligibility to use the clinic visit [here](#). Registration starts February, 2021. **REMEMBER:** All RGI tenants ***must*** provide their 2020 Notice of Assessment at annual review time.

FOR TENANTS RECEIVING RGI ASSISTANCE

INCOME TAX TIME!

For rent-geared-to-income (RGI) households, we must collect information from you about your household income and who lives with you at least once every 12 months. The law that decides what is needed is the *Housing Services Act, Ontario Regulation 367/11, Section 29*. The information you give us helps us calculate what rent your household should pay.

It will soon be time to file your income tax. Please make sure to do this as quickly as possible. Not only will that make your annual review easier, it will also avoid any delays in your household receiving government payments such as HST credits, child tax credits and pensions.

Following is a list of each community along with the annual review date, when the forms will be sent to you and the date they are due back.

Community	Review Date	Forms Sent	Due Back Before
Draffin Court	July 1	Mid-February	March 24
130 Centrepointe	August 1	Mid-March	April 23
Pallister Private	August 1	Mid-March	April 23
Plunkett Court	August 1	Mid-March	April 23
2 Hammill Court	September 1	Mid-April	May 24
Hammill Court	September 1	Mid-April	May 24
Dunbar Court	October 1	Mid-May	June 23
Madden Court	October 1	Mid-May	June 23
Clenning (FMH-2)	November 1	Mid-June	July 24
Kilbarron & Letourneau (FMH-1)	November 1	Mid-June	July 24

If you don't provide the information by the due date, your household will not be eligible for rent-geared-to-income assistance, and you'll have to pay the Market Rent.

If you have any questions, please give us a call at 613-823-8452 or

e-mail info@nepeanhousing.ca.