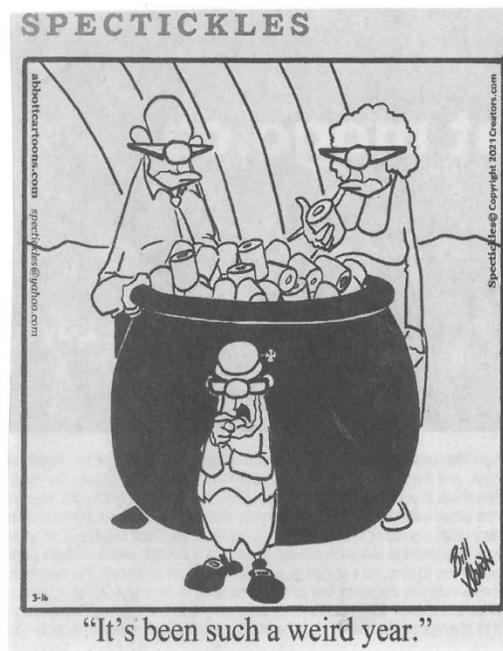


To access this and past Updates, please visit NHC's [website](#), or Ctrl/click on this link
[UPDATE FROM NEPEAN HOUSING CORPORATION- \(COVID-19\)](#)
**PLEASE SHARE THIS INFORMATION WITH NEIGHBOURS
WHO DON'T HAVE AN E-MAIL ADDRESS**

Hi, everyone: we hope you are all doing well and staying safe!

As of today Ontario has declared a third province wide state of emergency, issuing a stay-at-home order effective 12:01 a.m. Thursday, as the number of COVID-19 cases surge. The order requires all Ontarians to remain at home except for essential purposes such as grocery shopping, accessing healthcare services (including COVID-19 vaccinations), work that cannot be done remotely and exercise close to home with only those from one's household. Non-essential retailers will be limited to curbside pick-up and delivery. Access to malls will be limited to specific purposes such as curbside pick-up. Big-box store retail will also be limited to selling essential items such as groceries, household supplies, pharmacy items and personal care items. To learn more visit: <https://covid-19.ontario.ca/zones-and-restrictions>



Maintenance Requests

As the COVID-19 situation continues to evolve, the safety and health of our residents and employees remain our top priority. With safety in mind, effective immediately, Nepean

Housing will only undertake: emergency maintenance requests, outside work orders and non-contact work orders. We will let you know when we will resume regular work orders.

Covid-19 Vaccine Updates:

As the pace of [Ontario's COVID-19 vaccine rollout](#) picks up, more Ottawa residents will soon be able to receive their shots.

Who Can Get Vaccinated Now?

Residents of Ottawa born in or before 1961 will be able to book an appointment for COVID-19 vaccine through Ontario's booking system as of Today. You can book a COVID-19 vaccination appointment by using Ontario's [online booking system](#) or by calling 1-833-943-3900 (TTY 1-866-797-0007) Monday to Sunday from 8 a.m. to 8 p.m.

Eligible Indigenous adults born in or before 1981 can book an appointment by calling 613-691-5505. This number can serve residents in multiple languages. You will be asked to provide proof of Indigenous identity/status ([learn more](#)).

COVID-19 pharmacy vaccine locations

Starting April 1, 2021, select pharmacies across the province are booking appointments for AstraZeneca COVID-19 vaccines for eligible people ages 55 or older in 2021. You must have an appointment to get vaccinated at a participating pharmacy. To locate a pharmacy offering the vaccine in Ottawa visit: [COVID-19 pharmacy vaccine locations \(ontario.ca\)](#)

Ontario targeting 'hot spot' neighbourhoods in Phase 2

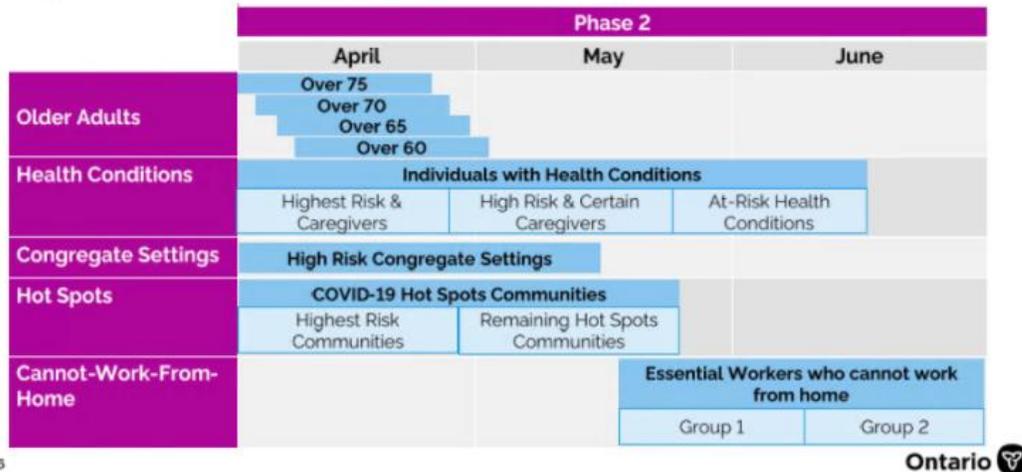
The province is also expanding vaccine delivery to adults 50 and older in select "hot spot" neighbourhoods in Ottawa, targeting historic and ongoing areas with high rates of death, hospitalization and transmission. The province says the highest-risk hot spot communities will be targeted starting this month.

Province moving essential workers up in vaccination timeline

[A revised vaccination timeline](#) was released Tuesday showing that first group of people who "cannot work from home" should be able to get their first shots in mid-May.

Overview of Phase Two

Projected Phase Two sequencing April to June



16



For up-to-date information on the populations currently eligible for vaccination and instructions on how to book an appointment when you are eligible, visit Ontario's [vaccine webpage](#). Visit Ontario's [website](#) to learn more about how the province continues to protect the people of Ontario from COVID-19.



Screening Tools

Did you know Ottawa Public Health has 3 different screening tools? Adults, children and teens should all use separate tools when screening for #COVID19. [Find the right tool for you.](#)

NHC News

Air Conditioners

Spring has sprung, and that leads to thoughts of summer, and that leads to thoughts of air conditioning!

In late 2019, NHC announced that window air conditioners would no longer be permitted as of the “cooling months” of 2020. Well, COVID had other plans, so the deadline was extended to 2021. That revised deadline gave us time to review our policy and compare it with other housing providers (both private and non-profit) in Ottawa and across the province.

As a result of that review, we have modified the policy to allow for window air conditioners, with supporting brackets, in **ground floor windows ONLY**. Any air conditioner above the ground floor must be a “floor model.” We’ve attached the policy and installation request form to this document. It will also be posted in both apartment buildings. Please share this information with any neighbours who do not have access to the internet.

Smoke Alarms

A working smoke alarm in your home gives you an early warning of a fire. If you have any issues with the smoke detector in your unit, please notify NHC immediately. Do not disable the smoke detector in your unit for any reason. If for any reason your smoke detector has been disabled, or if it is beeping please contact us.

And speaking of Spring...

Unfortunately, some tenants have chosen not to pick up after their dogs over the winter, and those deposits are now surfacing. It’s difficult to understand how this could happen. When you have a dog, picking up after them – regardless of the season – is, or should be, second nature. And the messes aren’t only from dogs. Those little kitties who are allowed to wander unsupervised also leave little presents. Please: if you have neglected to do pick up after your pet, accept your responsibility to do it now. The smell and mess shouldn’t be your neighbours’ burden to deal with.

Protecting your Four-Legged Family Members

Although your lease does not permit allowing pets to roam free, we know there are a number of cats enjoying their freedom. This is harmful to wildlife, such as songbirds, but also harmful for the cats. We continue to receive reports that coyotes are seen in our communities. They are natural predators, and cats are handy targets. Please protect your four-legged family members and keep them inside for their own safety.

With spring, comes spring cleaning! Time to take down the Christmas decorations, tidy up around the outside of your residence, and sweep winter away.

Income Tax Clinics

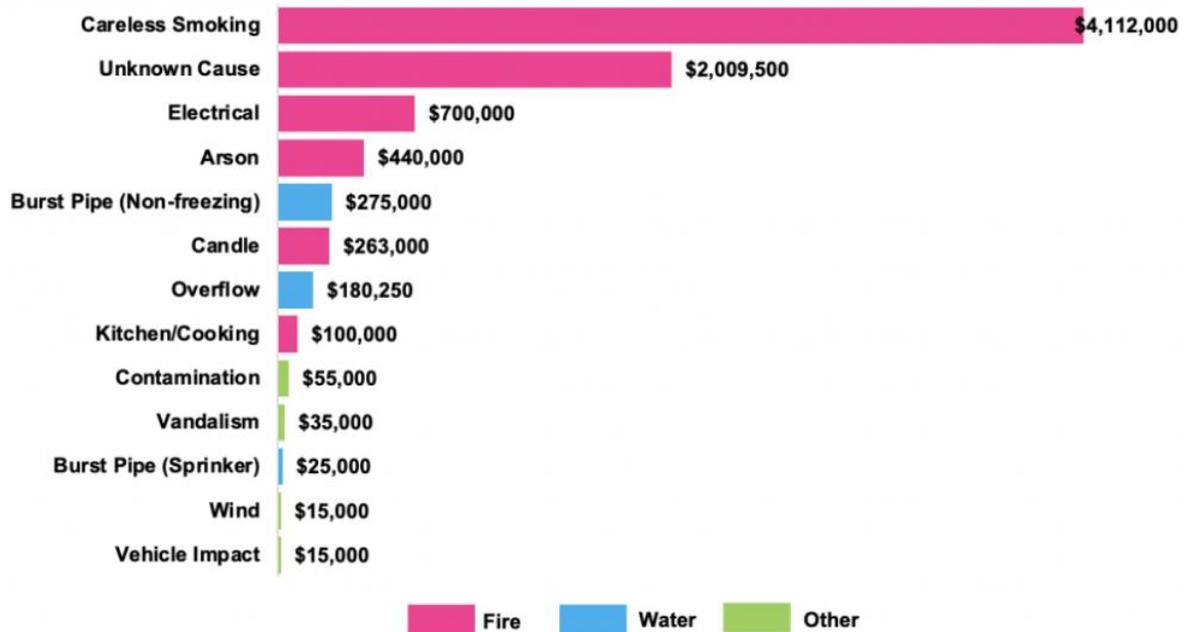
While income tax information is required for RGI tenants, filing your income tax is always a good idea, as it determines your eligibility for certain benefit programs. Following is a listing of free income tax clinics. More information can be found at [find a tax clinic in your area \(cra-arc.gc.ca\)](http://cra-arc.gc.ca):

Name & Address	Types	Language	Clientele
Nepean Seventh-day Adventist Church 4010 STRANDHERD DR NEPEAN, ON	By appointment	English, French	General public/All persons
Canada Tax Helpers - Drop-Off Location 1 14 WESTWINDS PL NEPEAN, ON	By appointment, Drop-off	English	General public/All persons, Newcomers, Seniors, Social assistance recipients, Students
Virtual - Canada Tax Helpers NEPEAN, ON	By appointment, Drop-off	English, French, Arabic, Burmese, Cantonese, Hungarian, Mandarin, Russian, Vietnamese	General public/All persons
Virtual - CVITP Free Tax Clinic NEPEAN, ON	By appointment	English, Punjabi, Urdu	General public/All persons
SNMC income tax clinic 3020 WOODROFFE	By appointment	English, Punjabi, Urdu	General public/All persons

AVE
NEPEAN, ON

This is why NHC requires tenant insurance and is transitioning to non-smoking ...

An insurance carrier for many non-profit housing providers reviewed claims from the period of November 2020 to March 2021. The results speak for themselves.



Do you have an insurance policy with Marsh Insurance (HSC)?

HSC has announced a change that will affect OW/ODSP recipients who live in community housing and use HSC Tenant Insurance (Marsh). Effective May 1, 2021 the HSC Tenant insurance program will no longer offer a monthly government payment option. Clients may still continue to select monthly payment by credit card or direct debit, and annual government payment will continue to be available to our clients.

This change will affect OW/ODSP clients that have such pay-direct billing arrangements. Clients whose policies expire after April 30, 2021 will receive a letter from XN Financial stating that their coverage will terminate. The letter will be issued 60 days prior to the client's policy expiration date as policies come up for renewal.

To maintain coverage, existing clients must set up a new account and method of payment after receiving the letter. Clients or caseworkers can do so by calling Marsh Canada's Private Client Services at 1-866-940-5111.

As a reminder: ALL tenants are required to maintain up-to-date insurance coverage with the insurance carrier of their choice as a condition of their tenancy agreement.

NOTE: Insurance is considered to be an eligible “shelter” expense that is covered for OW and ODSP recipients.

Installation of Air Conditioners (ACs)

To ensure the safety of tenants, guests, contractors, and staff, NHC has established guidelines for the use and installation of air conditioners (ACs). Improper installations of window ACs have led to them falling and causing injury or death. Poor installation of a window AC damages NHC and tenant property, both inside and outside the unit.

Any AC used above the ground floor must be portable / floor model ACs (i.e., non-window mounted). Tenants must have written permission from NHC prior to installing an AC by:

- Completing this [“Request for Installation of Air Conditioner”](#) form and returning it to the main office.
- Obtaining, maintaining and providing proof of third-party liability insurance.
- Agreeing to return NHC property to its original condition upon NHC’s request or move-out.
- Agreeing to pay all costs for changes, installations and repairs and for damages to any person or property resulting from the installation.

Window ACs may only be installed:

- If installing one does not void the window warranty
- Within a window, not in a window in a door
- Only in ground floor windows

ACs must:

- Be self-evaporating (dripless)
- Be installed in the lower window position of a vertical sliding window
- Not exceed the electrical capacity of the unit
- Not be installed prior to **April 15** and must be removed by **October 15** each year

ACs must be installed:

- In compliance with the manufacturer’s instructions
- Without drilling holes into or modifying the window frame or building
- Using the supplied window inserts, plexiglass, lexan, or ¼” plywood painted white
- By adequately sealing the opening of the window
- By plugging directly into the electrical outlet or using appliance grade extension cord (12 gauge, 6 feet / 2 metre)

- So the AC does not sit on or be supported by the window frame using support brackets that *do not* require tools (i.e., no drills, no screwdrivers) and do not damage or mar NHC property (ground floor windows only)

At 130 Centrepointe Drive, NHC charges an additional fee for each air conditioner installed to reduce hydro costs.

