

Nepean Housing Corporation News- March 24th, 2020

The Government of Ontario has mandated the closure of non-essential workplaces. Community Housing providers, such as Nepean Housing, have been declared essential workplaces. The entire list of essential workplaces can be found here: <https://news.ontario.ca/opo/en/2020/03/list-of-essential-workplaces.html>. Community Housing is found under Section 60.

60. Businesses and all other organizations that support the provision of food, shelter, safety or protection, and/or social services and other necessities of life to economically disadvantaged and other vulnerable individuals, including but not limited to food banks, violence against women emergency shelters, homeless shelters, community housing, supportive housing, children's aid societies, residential services for adults with developmental disabilities and for children, and custody and detention programs for young persons in conflict with the law;

NHC provides three core services to tenants. Following is an explanation of the level of service we will provide:

Maintenance: We will continue to provide **emergency services** only. This service may be provided by staff or contractors. If we or a contractor have to enter your home, you will be asked if anyone in the household is ill or has travelled this year. You also will be asked to leave the area or the unit. Staff and contractors have the right to refuse to provide service if they believe their health or safety may be compromised.

Community Development: No community programming will be offered until approved by Ottawa Public Health. Community Centres / Common Rooms will remain closed. In the interim, CD staff are collecting and distributing information about steps being taken by all levels of government, precautions and helpful tips. Staff are also reaching out to potentially vulnerable tenants to ensure they are supported.

Administration: The two areas that involve tenants the most are Rent Calculation and Rent Collection.

Rent Calculation:

The City of Ottawa has advised us that the RGI program is not equipped to handle short-term changes in income. We can't recalculate anyone's rent and make a decision on the revised rent charge. Both the federal (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>) and provincial (<https://www.ontario.ca/page/2019-novel-coronavirus>) governments are proposing some short-term income replacement programs. These websites contain a great deal of information on both the disease and their responses to it.

We will continue to send out Rent-Geared-to-Income renewal packages on their regular schedule. Because of changes in legislation, renewal dates for RGI households only have changed, as follows:

• Draffin	July
• 130 Centrepointe	August
• Plunkett Court	August
• 2 Hammill	September
• Hammill Court	September
• Dunbar Court	October
• Madden	October
• Kilbarron / Letourneau	November
• Clenning	November

Keeping to the schedule will allow RGI households to collect the information required and be ready to roll with their renewals. Market rent households will keep their established anniversary dates.

Rent Collection:

**The Province of Ontario has suspended all evictions until further notice.
We support this action.**

The process to collect rent in Ontario is not easy, and it takes a long time. If we don't receive your rent, we will send a Notice to Terminate Form N4. We will do this only to start the process. **We will NOT be making applications for termination until there is a return to regular business, even if the "termination date" has passed.** We hope that we're able to arrange payments with you before then, and there will be no need to make an application. It is important that you take efforts early to minimize, or eliminate, what you owe in rent so that you're not overwhelmed in the future – in a hole so deep that you can't get out. Although it might sound strange, it's helpful for you to receive a Form N4 if you are asking for assistance through Social Services.

We encourage you to pay by pre-authorized payment, and your rent will be automatically deducted from your bank account. The second option is e-transfer. Because all banks restrict e-transfers to \$10,000 per day, it takes us several days to accept payments made at busy times, like the beginning of the month. However, we will record your payment as having been made on the day you sent it to us, even if we accept the payment days later. If you want to use either of these methods, please call 613-823-8452, and a staff member will explain the process.

The following article provides more information on dealing with bills during these unusual times.

How to pay your bills during Covid-19

A high number of Canadians are now in isolation because of the Coronavirus Covid-19 situation. Among them, many people are unable to work because the nature of their jobs doesn't allow them to work from home. Some, like those in the cultural, retail or

restaustration sectors have been prevented from working by new rules put in place by the government to prevent transmission of the coronavirus.

How can people pay their bills (rent, utilities, etc.) and pay their taxes in a crisis situation? This week, the governments of Ontario and Canada provided some answers.

A delay for filing taxes

The due date for tax filings will be extended until June 1st. The Canada Revenue Agency will allow all taxpayers to defer, until after August 31, 2020, the payment of any income tax amounts that become owing on or after today and before September 2020.

Loosened group insurance policies

If you are a full-time worker and are part of a group insurance plan, you might already know that in the case of sickness that leaves you unable to work, typically you only begin to receive insurance payments after seven (7) days without working and upon the receipt of a doctor's note.

These restrictions have been loosened by the government. Now, workers on sick leave will receive payments starting the first day of absence and are not required to provide a doctor's note in order to avoid overwhelming hospitals and clinics. All cases of isolation are covered by the new policy, whether a person is infected or under preventative isolation. The only condition for approval is to not be working.

Employment Insurance from day one for those who are not covered

Among full-time workers, many still do not have access to a group health insurance plan because their employer does not offer one, or because they have not yet completed their three-to-six-month probationary period.

The federal government has announced that workers are now eligible for Employment Insurance benefits from the first day of not working, regardless of whether a person stopped working for preventative isolation or because their job has stopped due to the crisis.

A program to help other workers

There are many workers who are not covered by a group insurance plan and who are not eligible for Employment Insurance. This group includes self-employed workers.

These payments are non-taxable and can be extended if the worker must extend their period of isolation.

Temporary Income Support for Workers and Parents

For Canadians without paid sick leave (or similar workplace accommodation) who are sick, quarantined or forced to stay home to care for children, the Government is introducing the Emergency Care Benefit providing up to \$900 bi-weekly, for up to 15

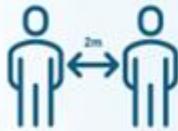
weeks. This flat-payment Benefit would be administered through the Canada Revenue Agency (CRA) and provide income support to:

- Workers, including the self-employed, who are quarantined or sick with COVID-19 but do not qualify for EI sickness benefits.
- Workers, including the self-employed, who are taking care of a family member who is sick with COVID-19, such as an elderly parent, but do not qualify for EI sickness benefits.
- Parents with children who require care or supervision due to school closures, and are unable to earn employment income, irrespective of whether they qualify for EI or not.

SOCIAL DISTANCING

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. With patience and cooperation, we can all do our part.

What does Social Distancing mean?



This means making changes in your everyday routines in order to minimize close contact with others, including:

- avoiding crowded places and non-essential gatherings
- avoiding common greetings, such as handshakes
- limiting contact with people at higher risk (e.g. older adults and those in poor health)
- keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible

Here's how you can practice social distancing:



- greet with a wave instead of a handshake, a kiss or a hug
 - stay home as much as possible, including for meals and entertainment
 - shop or take public transportation during off-peak hours
 - conduct virtual meetings
 - host virtual playdates for your kids
 - use technology to keep in touch with friends and family
- If possible,
- use food delivery services or online shopping
 - exercise at home or outside
 - work from home



Remember to:



- wash your hands often for at least 20 seconds and avoid touching your face
- cough or sneeze into the bend of your arm
- avoid touching surfaces people touch often

If you're concerned you may have COVID-19:



- separate yourself from others as soon as you have symptoms
- if you are outside the home when a symptom develops, go home immediately and avoid taking public transit
- stay home and follow the advice of your Public Health Authority, who may recommend self-isolation
- call ahead to a health care provider if you are ill and seeking medical attention

FOR MORE INFORMATION:

@canada.ca/coronavirus

1-833-784-4397



Public Health
Agency of Canada Agence de la santé
publique du Canada

Canada

Interactive Self-Assessment Tool Now Available to Help Keep People Safe

With the increasing severity of the COVID-19 outbreak, Ontario has now launched an [enhanced and interactive self-assessment tool](#). This new easy-to-use tool takes the public through a series of questions to inform those who are concerned they may have contracted COVID-19. In a matter of seconds, this tool will help people determine if they are negative or it will provide them with guidance on where to seek care based on their needs. Critically, the enhanced tool provides the province with real-time data on the number and geography of users who are told to seek care, self-isolate or to monitor for symptoms. This data will help inform Ontario's ongoing response in order to keep individuals and families safe.