

LETTERHEAD

March 25, 2020

RE: COVID-19 Measures

Dear Members:

Homestarts and the Board of Directors wants to share what we are doing during the COVID-19 pandemic. With the COVID-19 pandemic, the changing news, rules and possible regulations, there could be a service disruption at the co-op. The Co-op has been classified as an essential service, but there needs to be precautions set in place to reduce in person contact.

### **Payment Options**

Residents who typically pay in-person will not be able to do so. Until further notice, you may pay your rent by one of the following methods:

- Cheque or Money Order: on-site mail box (as available)
- Tenant Pay, contact the office by email, [cahiaguecoop@rogers.com](mailto:cahiaguecoop@rogers.com) to receive directions for this method of payment (**preferred method**)

If you are not able to pay your housing charge in full email the co-op office, [cahiaguecoop@rogers.com](mailto:cahiaguecoop@rogers.com)

### **Resources Available -- Get help now!**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

<https://chfcanada.coop/housing-co-ops-and-covid-19/>

- The federal government is supporting residents through enhancements to Employment Insurance benefits. Residents can access information at

<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

Residents are encouraged to access online services or call 1-800-O-Canada for assistance. For information about a claim, call 1-800-206-7218.

- As part of the Ontario's response to COVID-19, the Ministry of Children, Community and Social Services is reviewing access to and eligibility for emergency assistance that is currently available through the Ontario Works program. Residents can apply online or contact your local Ontario Works office. Residents should call Ontario Works directly
- Applications for the Emergency Care Benefit and Emergency Support Benefit will open in April, at a date to be determined. When that happens, Canadians will be able to apply for them through CRA MyAccount or My Service Canada Account or by calling a toll-free number that has not yet been made public.
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### Maintenance

- All non-essential maintenance services will be suspended. Staff will still respond to emergencies
- The Co-op defines an emergency as:
  - An occurrence involving flood, fire, loss of heat or of hot water, loss of use of toilet, requiring immediate remedy or action.
- For non-emergency maintenance items, please continue to report them using the maintenance request forms/work orders

### Reminders

To help keep you and your neighbours safe, we ask you that you comply with the following:

#### DO NOT

- congregate in common areas
- gather in groups of more than 5 people
- flush paper towels, sanitary wipes, or feminine hygiene products down the toilet

#### DO

- Practice social and physical distancing
- Stay home, if you can
- Wash your hands often
- Learn about the symptoms of COVID-19, how it spreads and how to prevent illness
- Get your information from reliable sources such as the Public Health Agency of Canada, and provincial, territorial and municipal public health authorities
- If the news media is making you feel anxious, take a break from it

**Information and instructions are subject to change as conditions regarding the COVID-19 pandemic change.**