

Update: COVID-19 and CityHousing Hamilton
April 20, 2020

Dear Tenants:

This is our regular update to keep you informed about our response to COVID-19. Your health and safety is our highest priority. Going forward, we will be updating our communications only when there is something new that you need to know instead of on a weekly basis. We are committed to keeping you updated with important information. Our communications can be found on our website at www.cityhousinghamilton.com.

Social and Physical Distancing and Safe Hygiene Practices:

We are very concerned that some of our tenants are still not practicing physical and social distancing. It is extremely important for the health and safety of everyone to make sure you are socially and physically distancing yourself from others. This means:

- Do not get together in groups in lobbies, at entrances, in laundry rooms, in common spaces or in yards of your buildings/properties;
- Keep 6 ft (2 metres) between yourself and other people (i.e. Do not touch, shake hands, hug etc.);
- Do not take your kids to playgrounds or for play dates (this includes play equipment located in your survey);
- Do not invite people over to your home;
- Stay in your own home as much as possible;
- Only go out to get things you need like groceries or medicine, then return home.

If you see a group of 5 or more people who are not practicing social and physical distancing, please report it to **Hamilton Bylaw Enforcement at 905-546-2489**.

As a reminder, your best defense against catching COVID-19 is to:

- Practice physical distancing and always maintain 6ft (2m) between yourself and others;
- Wash your hands frequently with soap and water for a minimum of 20 seconds at a time;
- Avoid touching your eyes, nose and mouth;
- Cough and sneeze into your sleeve;
- Stay home!

Extended Drop Box Hours at End of April:

Right now, the mall at 181 Jackson St W is open Mondays, Tuesdays and Fridays from 11am – 2pm to allow access to our drop box.

From April 27, 2020 – May 8, 2020 the mall at 181 Main St W will be open every business day (Monday – Friday) from 11am – 2pm. This is to allow extended access to our drop box for rent payments. Starting May 11, 2020, it will return to the Monday, Tuesday and Friday schedule.

Wellness Checks:

CityHousing Hamilton staff are still calling tenants to make sure they are well and have what they need during the COVID-19 pandemic. Right now, we are working on completing our second round of calls to all of our tenants.

After the second round of calls is complete, we will only call you again if you said that you need support.

If you do not need support now, but find that you do in the future, contact your Tenant Support Worker. Tenant Support Workers can be reached at 905-523-8496 at the following extensions:

Christine McKay – Ext. 2355	Gillian McLaughlin – Ext. 7813
Mike King – Ext. 7160	Kim Moore – Ext. 7711
Gabriella Mullins – Ext. 5173	Tina Santarelli – Ext. 2982
Sally Anderson – Ext. 7293	Marilyn Walker – Ext. 7357

Reporting COVID-19 Related Concerns:

Hamilton’s Municipal Law Enforcement (MLE) and Hamilton police will be implementing fines for those who are not following the COVID-19 provincial orders. The following are the numbers that you can call to report concerns:

- Businesses with gatherings of 5 or more people: 905-546-2489
- Public gathering of 5 or more without distancing: 905-546-2489
- Business not following proper hygiene: 905-974-9848
- Inquiring if a business is essential: 1-888-444-3659
- Price Gouging: 1-800-889-9768

For COVID-19 related public health and health-related information, call the hotline at 905-974-9848 or email: phscovid19@hamilton.ca

Maintenance and COVID-19:

If you have COVID-19 and an emergency repair is needed in your unit, we will fix it. To keep everyone safe, you will be asked to do the following:

- Prop open the door and all windows before we enter
- Go into a separate room, close the door and stay there while we perform work

We will call out to let you know when the repair is done and then leave. Please wait for us to leave before coming out of isolation.

Please note that if you refuse to do this, it puts everyone at risk of contracting COVID-19. We will not perform the repair until you agree to follow the above safety rules.

Thank you - stay home, stay safe, stay healthy!