



Update: COVID-19 and CityHousing Hamilton
May 6, 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. We are committed to keeping you updated with important information. Our communications can be found on our website at www.cityhousinghamilton.com.

Physical Distancing and Elevators:

We are very concerned that some of our tenants are still not practicing physical distancing – especially in and around elevators. To help with this, we are making signs that will be stuck on the floors inside and outside of all elevators to show people where to stand to stay 6 ft (2m) apart. For example, this means that if there is only one floor sticker in the elevator, then only one person at a time should be taking the elevator. Please follow the signage when using the elevators in your building.

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.

Extended Drop Box Hours at End of May/Early June:

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

From May 25, 2020 – June 5, 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 June 8, 2020, mall access will return to the Monday, Tuesday and Friday schedule.

Annual Renewals, Rent Calculations and Rent Adjustments:

Residency Administration Representatives have started to do rent calculations again. That means that you will start to get letters and/or phone calls regarding your Annual Renewal paperwork and your rent calculation. We can also adjust your rent amount if you have experienced a change in your household income due to COVID-19. We ask that you send in paperwork by email, mail or through the drop box.

If you have a concern about being able to get your paperwork in on time, we can help. Please leave a message for your Residency Administration Representative that does your rent calculations at 905-523-8496 on one of the below extensions:

Karen Hayton	ext. 7466	Patrick Morrallee	ext. 7614
Amy Barrett	ext. 7692	Mia Cantwell	ext. 1942
Coleen Gallant	ext. 7304	Pira Turcan	ext. 7301
Dawn Sacks	ext. 7584	Sarah Varga	ext. 7140

Community Gardens Update:

On April 25, 2020 the Government of Ontario lifted certain COVID-19 restrictions to allow community gardens to operate following the guidance of the City of Hamilton's Medical Officer of Health. **Only food can be grown and harvested in community gardens. As it relates to flower beds/flower gardens/beautification, CHH staff will work with tenants on individual plans to organize and participate safely. We anticipate gardens will begin to open during the week of May 18th.**

All community gardens and gardeners must continue to practice physical distancing (2 metres apart) and follow safe operating guidelines, which include:

- Anyone with COVID-19 symptoms or who has had close contact with a confirmed case must NOT be at gardens.
- Gardens must be limited to gardeners, CHH staff and volunteers. Non-gardeners, visitors and children not part of the gardening family should not enter gardens.
- Clear signs will be posted at every garden entrance about the signs and symptoms of COVID-19, where to seek help if you have symptoms and signs about physical distancing and hygiene practices.
- Every gardener must always maintain a physical distance of 2 metres from another gardener unless gardening with members from same household.
- No garden events involving multiple gardeners can be held this year.
- Every garden will be supplied with hand sanitizer and/or access to facilities for hand washing. People must clean their hands before and after gardening.
- Gardeners must have their own gloves and should bring their own tools whenever possible. When tools must be shared, they must be sanitized after each use. Diluted bleach and/or disinfectant will be supplied at each gardening site for cleaning tools.
- No benches or picnic tables will be allowed to ensure physical distancing.

CHH will post signs and operating procedures to keep all our communities safe. Some sites may operate on a reduced schedule this year to allow for social distancing. Other rules may also be put in place to ensure safe operating. This will be determined on a site-by-site basis. CHH garden grants will be expanded to cover items that support the safe operation of sites. No access to community gardens is permitted until tenants have registered, signed off on safe operating guidelines, and signage and supplies have arrived. We will share further information in our next tenant notice.

Questions? Please contact Alison Mackenzie, Community Development Coordinator at 289-237-0759.

CHH Annual Garden Contest

Unfortunately, the CHH garden contest is cancelled this year as the province has prohibited this type of event.

General COVID-19 Information:

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

Thank you! Stay home, stay safe and stay healthy!