

March 25<sup>th</sup>, 2020

## COVID-19 Update - #2

Dear Residents,

We know that this is a stressful time. We hope that you are doing everything possible to stay safe and well during these uncertain times. Please remember to continue to take time to do the things that you enjoy. You can still go out for a walk, read a good book and binge on Netflix!

Try not to watch the news or look online too frequently for information about the virus. A couple of times a day will give you all the information you need. Please don't hesitate to reach out to someone if you're feeling overwhelmed.

### **Ottawa Distress Centre:**

**Distress:** 613-238-3311 | **Crisis:** 613-722-6914 or 1-866-996-0991

**The MHI office will continue to be closed to residents and the general public until further notice.** Staff will continue to answer your phone messages and your emails and pick up your mail and payments, work order requests, etc. from the office drop box. Please don't hesitate to reach out if you have any questions.

### **Maintenance Work Order Requests**

All non-essential maintenance work order requests will be deferred to limit contact between contractors, residents and staff. If you aren't sure if the work that is needed in your unit is essential, please call the office or email to ask.

### **April rent payments**

We know that some residents may be feeling anxious about their April rent payment. If you are worried about how you will pay your April rent, please contact the office staff to talk about options and resources that are available to you.

Payments can continue to be made by AFT or by etransfer.

### **Need Financial Help?**

The Federal Government has announced financial assistance that you may be eligible for. "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.

c/o Heartwood House, 206 - 404 McArthur Rd, Ottawa, ON K1K 1G8  
Telephone 613-686-1825 Fax 613-686-1829 Email [mhi@multifaithhousing.ca](mailto:mhi@multifaithhousing.ca)

- Parents with children who require care or supervision due to school or daycare closures, and are unable to earn employment income, irrespective of whether they qualify for EI or not.

Application for the Benefit will be available in April 2020, and require Canadians to attest that they meet the eligibility requirements. They will need to re-attest every two weeks to reconfirm their eligibility."

**For more information visit:** [www.canada.ca/en/department-finance/economic-response-plan.html](http://www.canada.ca/en/department-finance/economic-response-plan.html).

### **COVID 19 and your Community**

Please remember that there may be people in the community who have COVID 19 who don't have symptoms so it is very important that everyone assume the person they are coming into contact with may have the virus and practice physical distancing to minimize the chances of becoming infected. That means staying 2 metres away from each other.

Please visit the **Ottawa COVID-19 Webpage**. This website is updated regularly with the most current information, including steps you can take to protect yourself and your family.

**You can help prevent the spread of the virus but following recommendations from Public Health that include:**

1. **Physical Distancing:** to prevent the chances of the virus spreading, avoid gathering in groups of any size and stay at least 2 meters away from others at all times.
2. **Wash your Hands often** with soap and water for at least 20 seconds.
3. **When coughing or sneezing**, cough or sneeze into the crook of your elbow or a tissue. Dispose of any tissues you have used right away into a lined waste basket.
4. **Don't touch** your eyes, nose or mouth with unwashed hands.
5. **Clean high touch places frequently**, like toys, toilets, phones, electronics, door handles, bedside tables and television remotes often.

**Think you might have COVID 19? A self-assessment tool** has been posted on the province's novel coronavirus website <https://www.ontario.ca/page/2019-novel-coronavirus> along with other information about COVID-19.

Thank you all for your co-operation, understanding and your patience. If you have any questions please reach out to us by phone or email. If you have an urgent matter and it is not a regular business day, please call LSM Services at 613-296-6859. You may also call me at 613-795-5767 or email me at [lori@lsmservices.ca](mailto:lori@lsmservices.ca).

Best regards,

Lori Simpson, Manager, LSM Services Inc.  
On Behalf Multifaith Housing Initiative

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