

# COVID-19 information package



May 2021

## Get the vaccine



While getting vaccinated is voluntary, we strongly encourage all tenants to get the vaccine as soon as they are eligible.

COVID-19 is a deadly virus and community spread is high. Getting the vaccine as soon as you can is a smart way to stay safe and protect your health. The vaccine will protect you, those around you and your community against COVID-19.

## Why it's important to get the vaccine



Vaccines protect us against COVID-19 by enhancing the body's natural ability to fight infections. The benefits of getting the vaccine far outweigh the risks.



All COVID-19 vaccines are approved by Health Canada and have shown to be almost 100 per cent effective at preventing serious illness, hospitalization and death.



While the vaccine will protect each of us, the goal is to vaccinate as many people as soon as possible to stop future waves of COVID-19 and protect our healthcare system and wider community.



To reach the goal of vaccinating as many people as soon as possible, it is important that people choose to get the vaccine the first time it is offered to them.

## Who is eligible to get the vaccine?

Eligibility is changing rapidly as Ontario gets more vaccine supply. To learn if you are eligible to get the vaccine, you can:

- Visit the City of Toronto COVID-19 webpage at [toronto.ca/covid-19](https://toronto.ca/covid-19)
- Visit the Province of Ontario COVID-19 webpage at [covid-19.ontario.ca](https://covid-19.ontario.ca)



For help making a booking through the Provincial Online Vaccine Booking System, call **1-833-943-3900** (TTY **1-866-797-0007**) anytime from 8 a.m. to 8 p.m., seven days a week. Help is available in more than 300 languages.

# Need help getting to a vaccination clinic?



The City is offering transportation services for residents 55 years of age or over who are unable to access or afford existing transportation options to get to their vaccination appointments. Eligible residents also include people with disabilities, and others who are frail or have underlying conditions which put them at greater risk from COVID-19 or make them unable to safely access other modes of transportation.

This program is intended for those who have no other options for transportation to vaccination appointments.

Visit [toronto.ca/covid-19](https://toronto.ca/covid-19) for more information.

## Location

## Boundaries

## How to book

### Central Toronto or Etobicoke

- Highway 401 to the north
- the Lake to the south
- Etobicoke Creek/ Highway 427 to the west
- Victoria Park to the east
- Areas outside Etobicoke that are outside the previously listed boundaries

Visit [toronto.ca](https://toronto.ca) or call **416-481-5250**

### North Toronto

- John St. to the north
- St. Clair Ave. West to the south
- Dufferin St./Allen to the west
- Don Valley Parkway to the east

Visit [circleofcare.com/vaccinerides](https://circleofcare.com/vaccinerides) or call **1-844-474-3301**

### Scarborough

- Steeles to the north
- the Lake to the south
- Victoria Park to the west
- Pickering/ Scarborough border to the east

Visit [schcontario.ca/scarboroughride](https://schcontario.ca/scarboroughride) or call **416-847-4134**

## Vaccination for homebound tenants



**18+**

If you are 18 years of age or older and cannot physically leave your home to receive the vaccine for medical, physical, cognitive or psychosocial reasons, you are eligible for in-home vaccination.



You must register for homebound vaccination through the health service provider you are currently linked with (primary care, homecare or community service provider, and more). If your primary care or homecare service provider cannot provide the vaccine, you will be referred to Toronto Paramedic Services.



If you are not linked with any primary care or homecare provider, call Toronto Seniors Helpline at **416-217-2077**. They will refer you to a clinician who will confirm if you are eligible, conduct any necessary screening, and get consent for homebound vaccination.

## Message for vaccinated tenants

Thank you for helping to protect your family, neighbours and community from COVID-19. Your decision to get vaccinated puts us all one step closer to ending the pandemic.



Community spread of COVID-19 and its variants is high, and it's still too early to relax public health restrictions for vaccinated persons.

Please continue to wear a mask, keep at least two metres (six feet) from others, wash your hands regularly and stay home except for work, groceries, exercise or healthcare.



## No OHIP card? You can still get the vaccine



The City of Toronto is partnering with FCJ Refugee Centre and Access Alliance to help people without an Ontario Health Insurance Plan (OHIP) card get the COVID-19 vaccine. Phone interpretation services are available.



Access Alliance  
**416-760-8677**

Toronto Public Health  
**416-338-7600**

FCJ Refugee Centre  
**416-469-9754 ext. 230 and 232**  
**vaccine@fcjrefugeecentre.org**

# Pause in evictions for arrears



Toronto Community Housing has paused the enforcement of evictions for arrears, given the ongoing COVID-19 risk to tenants who might become homeless or otherwise lack access to stable housing. This pause will remain in effect until June 17, 2021. The pause only applies to evictions for arrears. Evictions for cause will still continue to be enforced, if necessary.

If you have unpaid rent, it is really important to talk to us. We are here to work with you to find solutions so you can remain housed. Contact your Tenant Services Coordinator or the Client Care Centre at [help@torontohousing.ca](mailto:help@torontohousing.ca) or **416-981-5500**.



## Tenant complaints process

As part of our commitment to quality service, we encourage tenants to express their concerns or complaints. You should first bring your concern to the appropriate local office staff or the Client Care Centre at **416-981-5500** or [help@torontohousing.ca](mailto:help@torontohousing.ca).

If you need to escalate your complaint, you can contact the Solutions team. This team manages TCHC's complaints process, working to quickly resolve tenant complaints

in a fair, efficient and transparent manner.

If you are not satisfied with the response from the Solutions team, the Toronto Ombudsman is available to help you. However, it is important to bring a complaint to the Solutions team first before escalating to the Ombudsman.

How to reach the Solutions team:

Phone: **416-981-6000**

Email: [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca)

## If you need help

Supports and resources are available for tenants who need help with daily living needs. Please email [help@torontohousing.ca](mailto:help@torontohousing.ca) or call **416-981-5500**. We are here for you.

## COVID-19 resources

[torontohousing.ca/covid-19](https://torontohousing.ca/covid-19)  
[torontohousing.ca/covidvaccine](https://torontohousing.ca/covidvaccine)  
[toronto.ca/covid-19](https://toronto.ca/covid-19)  
[covid-19.ontario.ca](https://covid-19.ontario.ca)

