

COVID-19

Novel Coronavirus

Toronto Community Housing



April 1, 2020

If you need help, we are here.



Call 416-981-5500 or email help@torontohousing.ca at any time to talk to a Client Care agent.

During the COVID-19 emergency, Toronto Community Housing staff are at work in our buildings and offices delivering essential and critical services.

You can reach us 24-7 through the Client Care Centre:



If you are self-isolating and need help with daily living needs, such as **food and medicine**.



To request repairs. We are making emergency repairs, but all non-urgent repairs will be scheduled for a later date.



To make an appointment to meet with staff while our offices are closed to walk-in visitors.

Staff are reaching out by phone to seniors and tenants identified as having vulnerabilities to ask what supports they may need.



Our Community Safety Unit continues to operate 24/7. As always, you can call **416-921-2323** for security matters.

Key facts about COVID-19

COVID-19 is a new coronavirus. Its symptoms include fever, cough, muscle aches and tiredness, and difficulty breathing. Sore throat, headache and diarrhea have also been reported.

If you become ill with COVID-19 symptoms, you should self-isolate. Contact Telehealth Ontario at **1-866-797-0000** and your primary care provider's office.

How to self-isolate



Stay home. Do not go to work, school or any public places. Do not use public transportation.



Limit visitors to your home. Only have visitors who you must see and keep visits short. Keep away from seniors and people with compromised immune systems.



Avoid contact with others. Stay in a separate room away from others. Use a separate bathroom if possible. Disinfect common spaces and shared rooms frequently. Open windows to improve air flow. Keep at least two metres (six feet) away from other people.

Public health advisory to self-isolate

Toronto Public Health is advising anyone who has returned from travel outside Canada since March 2, 2020 to self-isolate for a period of 14 days.

Reporting self-isolation

If you are self-isolating, please advise the Client Care Centre at **416-981-5500** or **help@torontohousing.ca**. This will allow us to take appropriate safety measures and connect you to any needed supports.

Protecting yourself from infection

Public health officials recommend washing your hands often with soap and water for at least 15 seconds to prevent infection. Hand washing is as effective as using hand sanitizer, which is in short supply across the city.

Physical distancing measures

Physical distancing, also called social distancing, means avoiding close contact with others to slow the spread of COVID-19.

The best way we can all contribute to staying healthy and preventing the spread of COVID-19 is to stay home and practise physical distancing. Physical distancing means:

- Working from home, if you can
- Staying at home except for essential purposes
- Self-isolating if you are over 70 or have a compromised immune system
- Keeping two metres (six feet) away from others, whenever possible
- Cancelling or postponing all gatherings of more than five people

To support the public health response, TCHC has put the following physical distancing measures in place until further notice.

- All TCHC offices are closed to walk-in visits
- All recreation and community rooms are closed in our buildings, except for food banks and other food programs run by agencies
- The tenant elections and all associated activities are suspended
- Public meetings and tenant information sessions are suspended
- All in-suite construction and non-urgent maintenance requests are deferred
- Playgrounds and other outdoor recreation areas are closed

If you need an emergency repair, call the Client Care Centre. Vendors sent to make the repairs in your home will wear personal protective equipment.

Concerned about paying rent?



Toronto Community Housing is offering flexibility to tenants who have lost employment income due to COVID-19.

Both rent-geared-to-income (RGI) and market rent tenants must provide documentation supporting income loss. We will work with you if you do not have documentation but you will need to submit it at a later date.

For RGI households, TCHC will recalculate your rent based on employment income loss. For market rent households, TCHC is offering options to defer a portion of your rent.

Tenants who have not lost employment income are expected to pay their rent in full.

Important changes during the COVID-19 emergency

TCHC is not accepting walk-in rent payments at its offices. Tenants can pay rent through a drop-box at their Superintendent's office or local Operating Unit office, by mail, by online banking or telebanking, or by pre-authorized payment.

The Canada Revenue Agency has extended the deadline for filing income tax and benefit returns. The new deadline is June 1, 2020.

The City of Toronto has delayed, until further notice, planned changes to the rules for calculating rent-geared-to-income that would have required tenants to have a 2019 Notice of Assessment for their next annual rent review after July 1, 2020.

Additional measures



Cleaning and disinfecting three times a day, seven days a week



Extended hours at our buildings: 8 a.m. to 6 p.m., seven days a week



Notices: "Delay your visit" at building entrances and "20-second screen" at offices

AC replacement program



To make sure all tenants have their replacement air conditioners before the hot weather arrives, we are continuing the air conditioner exchange program with full safety precautions. Tenants can choose not to proceed with the exchange at this time. Given the evolving situation with COVID-19, we will adjust the program as required to protect the health and safety of tenants.

Stay informed

- City of Toronto website: toronto.ca/covid-19
- TCHC's dedicated webpage: torontohousing.ca/covid-19
- Watch for posters in our buildings and future mailings



Want to get COVID-19 updates by email?

Send an email to help@torontohousing.ca with the message Sign Me Up.



Call **416-981-5500** to request this publication in an alternate language or format.