

Good afternoon Leadership,

I have connected with most of you over the phone today but I wanted to follow up with an email informing you that the (City Name) is implementing a degree of social distancing where it does not affect essential operations. As of today, service delivery modifications have been put in place that will impact the following areas:

- (list affected departments/programs)

Division	Service Delivery Modifications
Housing	<ul style="list-style-type: none"> • We are asking tenants/clients to limit visits to our office at (address) and communicate by phone, whenever possible; • We are limiting visitors to the reception area to 3 people at a time, with a minimum distance of 2 meters • Tenants are encouraged to provide post-dated cheques or sign up for (other available programs) if their current method of rent payment is cash or debit • Tenants are encouraged to submit documents via the drop box at the office entrances (address) • There will be enhanced cleaning by janitorial staff within all City buildings. <p>All non-essential services will cease until the pandemic has been cleared to be over. This includes:</p> <ul style="list-style-type: none"> • Annual unit/fire inspections scheduled for March and April • Tenant meetings/coffee hours/drop-ins • Routine maintenance • In-person delivery of eviction notices (using phone , then email)
Ontario Works/Emergency Community Placement	<ul style="list-style-type: none"> • We are limiting all in-person appointments and are only completing our intake appointments and update appointments via the telephone. • Clients can access the interview room telephone should they be unable to utilize a phone in the community, but our caseworkers will not meet face to face with them at this time • We are continuing to encourage DBD and limit cheques being picked up. • CHPI requests and Discretionary Benefits requests are still being processed but we are asking that they be submitted via email, fax or the drop-box • Emergency accommodations in motels are continuing to be provided for those clients experiencing homelessness. Clients are asked to call and limit attending the office when possible
Children's Services	<ul style="list-style-type: none"> • All daycares and camps, including: (list specific camp names) are CLOSED to the public.

HF specific considerations

- HF staff have been advised to consult with the management of their agency to discuss what workplace modifications have been put in place for staff
- HF Team meetings have been **cancelled** for this week (March 16). However, we are looking into the use of teleconference for future meetings
- Daily morning prioritization meetings have been **cancelled** until further notice.
- We would encourage HF staff to maximize the support they provide to participants to be over the phone and through other indirect means. We would also discourage transporting participants in their personal vehicles. As an alternative, please consider taxi and bus services
- HF Management Staff will remain available to the staff (mostly by phone and email)
- For those participants currently residing in emergency motel stays, our goal is for them to continue to be accommodated (subject to any matters or motel decisions beyond our control)

Here are pre-screening questions HF staff should be asking participants should you decide they are to continue to provide direct support in person:

1. Do you have **any** of the following symptoms: fever, cough, difficulty breathing, muscle aches, fatigue, headache, sore throat, runny nose, diarrhea (or a combination of these symptoms)?
2. Have you travelled outside of Canada in the last 14 days?
3. Have you had close contact with a confirmed or probable case of COVID-19?
4. Have you had close contact with someone with acute respiratory illness or symptoms who has travelled outside of Canada?

As things change/develop within the department as a result of COVID-19, we will be sure to keep this group up to date.

RECOMMENDATION: We would like to recommend that 1) individual Leadership members use this email thread to provide updates to the group regarding any changes of services related for your organization, and 2) that updates be disseminated to applicable frontline staff by their employers.

As always, I am available should you have any questions, concerns or require any support at this time. As well, please refer to the (municipality/organization) and Health Unit websites for additional information.

And finally – **THANK YOU.** Thank you for everything you're doing & all you will do, the work and sacrifice you will make in the coming weeks.

Take care of yourselves. Onwards.