



SOCIAL SERVICES DEPARTMENT  
WELLINGTON AND GUELPH HOUSING SERVICES  
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County of Wellington

138 WYNDHAM STREET NORTH  
GUELPH, ONTARIO  
N1H 4E8

March 16<sup>th</sup> 2020

## COVID-19 Precautionary Response

This notice contains important information about the County of Wellington Housing Services response to COVID-19, also known as the Coronavirus. Please read this letter carefully and the information from Public Health on how to self-monitor and self-quarantine posted on the bulletin boards.

In response to the COVID-19 pandemic, tenants and visitors are asked to use best practices for hand washing and social distancing, and follow the laundry schedule as posted. Please refer to the signs posted at all entrances with regards to restrictions if a visitor has any symptoms of COVID-19, or if any person has travelled internationally in the last 14 days.

Staff are committed to making sure common spaces and hallways are kept clean and sanitized frequently. We have temporarily closed all common rooms and lounges to reduce the spread of illness, and limit group gatherings. Programs are cancelled until further notice.

Property Services Officers hours at buildings are cancelled temporarily, however Housing Services staff are still available over phone, email, and documentation can be sent through the mail. Office visits are reduced, and tenants will be pre-screened before any essential in person meetings.

Here are the different ways you can communicate with the Housing Services team:

Phone: 519 824 7822

Email: [housingreception@wellington.ca](mailto:housingreception@wellington.ca)

For information regarding your tenancy, rent calculations, Tenant Issue Reports, etc., please contact the Property Services Officer or Property Services Clerk for your building.

If there is a maintenance issue, please contact the Maintenance Coordinator. All requests for maintenance will be evaluated in order to determine response time. Please note that non-emergency repairs will be held and booked at a later date. For after-hours maintenance emergencies, your call will be connected to our on call service.

If there is an immediate safety concern, call 9-1-1 or police services.

If you need more information on COVID-19 or are experiencing any symptoms related to the virus, please contact Wellington-Dufferin-Guelph Public Health:  
Wellington-Dufferin-Guelph Public Health: [www.wdgpUBLICHEALTH.ca](http://www.wdgpUBLICHEALTH.ca)  
1-800-265-7293 or 519-822-2715

For information and updates on the County of Wellington's response to COVID-19, please see our website: [www.wellington.ca](http://www.wellington.ca)

Housing Services staff will update tenants as the situation progresses. We are committed to maintaining essential services while ensuring the safety of tenants and staff, and are following all directions from Public Health, the Governments of Ontario and Canada.

Please contact the office if you have questions about this notice.

Sincerely,

Victoria Toman  
Community Property Services Manager  
Housing Services Division  
Social Services Department  
County of Wellington