



SOCIAL SERVICES DEPARTMENT
WELLINGTON AND GUELPH HOUSING SERVICES
TEL: (519) 824-7822 1-800-663-0750
FAX: (519) 837-6349

County of Wellington

138 WYNDHAM STREET NORTH
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APRIL 17TH - COVID-19 - HOUSING SERVICES UPDATE

Keeping you informed about our available services and how we're working to protect you.

Your health and safety is our priority. Please read the latest information posted on bulletin boards and front entrances, as we continue to share information provided by Public Health related to the COVID-19 pandemic. For access to notices, please visit our website at www.wellington.ca/covid19.

If there is a concern or question related to COVID-19, please contact Wellington-Dufferin-Guelph Public Health at 519.822.2715, or refer to their website: www.wdgppublichealth.ca

SOCIAL DISTANCING

For your safety, please make sure you abide by the safety recommendations and laws set by Public Health, the Government of Ontario, and the Government of Canada and **physically distance yourself from others**. This means:

- Do not get together in groups in: lobbies, entrances, laundry rooms, mail areas, smoking areas, units, common spaces or in yards of your buildings/properties
- Keep 6 ft (2 metres) between yourself and other people
- Do not invite people over to your home
- Stay in your own home as much as possible
- Only go out to get things you need like groceries or medicine, then return home. Regular exercise is encouraged as well, but as with all activities outside of your home, please refer to Public Health's website to ensure that you are keeping yourself and other safe.

TENANT SUPPORT

To discuss rent, changes to your income, and/or you are looking for information about financial support options, please contact us.

We are collecting Tenant Issue Reports and complaints, and we ask for your cooperation and patience as we work to address issues in a way that keeps tenants, visitors and staff safe.

If you are looking for **information related to your support needs**, such as groceries, medicine, or mental health support, please check the website for links to resources in Guelph and the County.

Essential workers and support staff from Housing Services and various agencies will still access the buildings, following the guidelines of Public Health and their respective employers.

Housing Services staff are available by phone, email, and correspondence through Canada Post or the drop box at the main office. **We ask that you contact staff primarily by phone or email.**

Housing Services Phone: 519.824.7822

Housing Services General Email: housingreception@wellington.ca

MAINTENANCE REQUEST

We are still accepting maintenance requests at this time. Urgent and essential requests will be completed as quickly as possible, while some less urgent requests may be followed up on at a later date, and we ask for your patience during this time.

We hope that you are staying safe and keeping well throughout this time