

STAY HOME, STAY SAFE!

The health and safety of our residents and staff continues to be Horizon's top priority. We all have a responsibility to prevent the spread of COVID-19 by strictly following public health measures directed by the Government of Alberta.

Mandatory Isolation

Anyone returning home from travel or who has been in contact with someone suspected or confirmed of having COVID-19 must isolate for 14 days. When in mandatory isolation you are legally required to stay inside your unit. You must NOT leave for any activity, including laundry, walking pets and smoking.

Gatherings Prohibited

Gatherings of more than 15 people are strictly banned by public health officials. While gatherings of less than 15 people are not illegal, we strongly encourage you to stop gathering in groups or inviting guests into your home. By doing so, you are putting yourself and others at-risk.

Symptoms

If you are experiencing any symptoms, call Health Link by dialing 811 and complete an online self-assessment. You must isolate for 10 days if you have experienced symptoms. Please inform Horizon if you have symptoms, or suspect you have been in contact with someone who has, by calling 403-297-1746 or emailing tenantrelations@horizonhousing.ab.ca



Limit Errands

By staying home, you are helping to flatten the curve of COVID-19. Limit leaving your unit to essential errands only. If you can, use online and delivery services instead of going out.

Physical Distancing

Everyone MUST maintain a physical distance of at least two metres between themselves and others. Please abide by this at all times, including in laundry rooms, elevators and hallways.

Use of Face Masks

New evidence suggests non-medical face masks, when used properly, may help protect others and prevent the spread of COVID-19. We'll have more information in the coming weeks.

Anyone not following public health directives will now be fined up to \$1,000 by law enforcement agencies for each occurrence. This includes those failing to practice social distancing, gathering in groups of 15 or more, and breaking mandated isolation. Learn more here: <https://www.alberta.ca/prevent-the-spread.aspx>.

REMINDERS

Enter Horizon's Creative Contest

Get creative with what you have in your home and send us your creative piece to be entered in the contest. Any creative piece can be submitted. The contest theme is "Home", so use your submission to tell us what home means to you.



Take a picture and email it to moiram@horizonhousing.ab.ca, or call Moira at 587-393-2653.

Submit your creative piece by April 17 for a chance to win one of three grocery gift cards!

New Rent Payment Method

In our efforts to keep Horizon staff and residents healthy, we are no longer accepting rent payment by debit card. We are now accepting Electronic Fund Transfers (EFT) for rent payment. If you choose to pay by EFT, remember to include your resident code (building initials and unit number). For questions, please contact our Resident Services team at 403-297-1746 or tenantrelations@horizonhousing.ab.ca.

NEW RESOURCES

Please check our previous newsletters for additional resources, which can be found on our website: <https://www.horizonhousing.ab.ca/tenants/news-events/>

GROCERY DELIVERY AND PICK-UP

Calgary Grocery

<https://calgarygrocery.ca/>
(587-327-9797)

This is a new platform for online grocery delivery! Selection is limited, but local options are available.

Sunterra Market

<https://www.sunterramarket.com/>
(403-287-0553)

Sunterra delivers on order over \$45. Delivery fees vary based on customer and store locations.

FINANCIAL ASSISTANCE

Canada Emergency Response Benefit (CERB)

This \$2,000 per month taxable benefit is now available. Apply online: <https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

Momentum Financial Supports

<https://momentum.org/>
(403-272-9323)

Momentum now provides Community Helplines and Coaching Services for anyone who needs financial advice.

WELLNES SUPPORTS

Shopper's Online Mental Health

<https://www.shoppersdrugmart.ca/>

Access free online mental health support with Shopper's new program with SilverCloud Health. Get help via video, text and audio.

The Way In Network

<http://thewayincalgary.ca/>
(403-736-4677)

The Way In Network launched the 403-SENIORS hotline to help connect seniors with resources and services.

Calm

<https://www.calm.com/>

The Calm app brings you guided meditations, video lessons on stretching and mindfulness classes.

HeadSpace

<https://www.headspace.com/>

The HeadSpace app has a suite of guided meditations, articles, stories and mind and body exercises.

STAY ACADEMICALLY ACTIVE

The Calgary Zoo

<https://www.calgaryzoo.com/>

The Calgary Zoo has a live stream of the pandas every day. They also release a daily dose of videos from around the zoo. *Zoo Along With You* provides educational activities that correspond with the videos.

Take Courses at Yale

<https://oyc.yale.edu/>

Open Yale Courses offers a variety of free online courses. Check out their most popular class, The Science of Well-Being, that combines psychology and behavioural concepts to find the equation for happiness.

BIRTHDAY BLUES?

Fire Truck Drive By

calgary.ca/birthdaysurprise

The Calgary Fire Department will drive by with flashing lights and sirens to help celebrate birthdays! Limited to ages 4 to 12 and older than 75.

An Out-of-this-World Birthday

<https://www.nasa.gov/content/goddard/what-did-hubble-see-on-your-birthday>

The Hubble space telescope has observed fascinating cosmic scenes every day of the year, including your birthday. Find out from NASA what Hubble was looking at on your birthday.

ENTERTAINMENT IDEAS

Harry Potter Escape Room

<https://secretldn.com/virtual-harry-potter-escape-room/>

Check out this totally virtual Harry Potter escape room. Start your journey individually or as a team!

Fender Guitar Lessons

<https://try.fender.com/play/playthrough/>

Sign-up to get three months on free guitar lessons from Fender! With video lessons and personal coaching, you'll be a pro in no time.

Sydney Opera House

<https://www.sydneyoperahouse.com/digital.html>

Bringing the stage to your sofa, tune into Sydney Opera House's weekly performances.

YOUR QUESTIONS, HORIZON'S ANSWERS

Here are some recent questions from Horizon residents. If you have a question, please call 403-297-1746 or email tenantrelations@horizonhousing.ab.ca.

PREVENTION AND SELF-CARE

What is Horizon's protocol when a resident or staff has been instructed by health authorities to self-isolate?

When we are made aware of a resident or staff who is ill or self-isolating, we will contact the individual directly to assess their health and potential risk to others. We will work to address any concerns or barriers they might experience with isolation.

What is Horizon's protocol when informed of a resident or staff with a confirmed case of COVID-19?

Horizon will follow directive of health authorities to protect the safety of residents and staff, and do our part to prevent the spread. This may include communicating to individuals who may have had contact, and further enhancing cleaning measures.

Is it safer to take a cab or public transit?

While the current recommendation from health authorities is to stay home. If you must leave home, the choice for transport option is yours. Whichever mode of transportation you choose, remember to wash your hands regularly (or bring hand sanitizer), refrain from touching your face and keep physical distance from others.

There's new advice on use of masks. Should I wear one?

New advice of health authorities suggests a face covering may help prevent the spread. If you can, cover your mouth with a scarf, mask, or other covering when you leave your home. Always practice proper mask hygiene.

BUILDING-RELATED

What happens if I don't/can't pay my premium for tenant insurance?

Insurance providers have confirmed that failure to pay your monthly tenant insurance premium would result in not having any coverage should a new claim occur.

Is Electronic Fund Transfer (EFT) going to be a permanent option for rent payment?

For the coming months we will be assessing EFT as a permanent payment option. If EFT is discontinued, residents will be notified.

Can I use EFT to pay for parking, tenant insurance or other non-rent expenses owing to Horizon?

Yes. You will still need to include your unique code (building initials and unit number) so your payment can be identified and properly accounted for.

Can I receive my security deposit or other refunds through EFT?

Currently no. If you want to receive refunds electronically, you can provide your banking information so Horizon can transfer funds into your account directly. If no other refund options are possible, Horizon may opt to issue a cheque. While physical distancing measures are in effect, refunds processed by cheque will be delayed.

CONNECT WITH US

Have questions? Visit our website at www.horizonhousing.ab.ca and send your email to tenantrelations@horizonhousing.ab.ca to get the latest updates.

 Horizon Housing Society

 @HorizonYYC

MANDATORY ISOLATION REGULATIONS

As of March 25, you are legally required to be under 24/7 mandatory isolation for the following conditions:

- If you have recently returned from international travel, or have been in contact with someone who has recently returned from travel, you must isolate for 14 days
- If you have been in contact with someone with a confirmed case of COVID-19, you must isolate for 14 days
- If you have any of the COVID-19 symptoms (cough, fever, shortness of breath, runny nose or sore throat) that is not related to a pre-existing illness or health condition, you must isolate for 10 days

If you are under mandatory isolation you must obey ALL isolation requirements, including but not limited to:

- Stay home (this means not leaving your unit for any reason including smoking, grocery pick-up, pet relief and laundry)
- Avoid close contact with people in your household (especially with seniors and people with health conditions)
- Do not use elevators or stairwells
- Do not go outside for walks (including children and pets), errands or any other activity
- Do not use public transportation like buses, taxis or ride-sharing
- If you have one, you may use a private balcony if it is at least two metres away from your closest neighbour's
- If you have any COVID-19 symptoms (cough, fever, shortness of breath, runny nose or sore throat) that is not related to a pre-existing illness or health condition, you must isolate for 10 days

For a comprehensive list of isolation requirements, and advice on preparing for isolation, visit <https://www.alberta.ca/isolation.aspx#toc-1>. If you are under mandatory isolation and anticipate challenges, contact our Resident Services team at 403-297-1746 or tenantrelations@horizonhousing.ab.ca.



REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with warm water



2

Apply soap



3

For at least 20 seconds, make sure to wash:



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



palm and back of each hand



between fingers



under nails



thumbs

1-833-784-4397

@ [canada.ca/coronavirus](https://twitter.com/canada.ca/coronavirus)



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Agency of Canada

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