

WHAT'S ON THE HORIZON FOR CHANGING PROTOCOLS

At the beginning of the COVID-19 pandemic, Horizon put a number of health and safety protocols into place, guided by health authorities. Now that the state of emergency has been lifted for both Calgary and Alberta, we are reviewing and adapting some of our protocols. Our top priority continues to be the wellbeing of Horizon residents and staff as we navigate what the new normal looks like for Horizon. Here's what will be different at Horizon buildings:

WHAT'S CHANGING?

Maintenance and Repairs

Non-emergency maintenance and repairs will return to normal. New safety protocols must be followed during maintenance:

Masks must be worn by residents, staff and contractors. Horizon can provide disposable masks for residents who need them.

Physical distance of 2 metres must be maintained at all times. You may also choose to leave your unit or remain in a different room while work is completed.

Enhanced Cleaning Protocols

Enhanced cleaning of high contact surfaces will continue at all Horizon buildings once per day.

Common Areas

Common seating areas, like elevator lobbies will re-open with furniture put back in place. Physical distance of 2 metres must be maintained in these areas and surfaces will be kept clear of loose items.

Building Coverage

Resident Building Managers will return to a 5-day coverage schedule, working Monday to Friday.



WHAT'S STAYING THE SAME?

Elevators and Laundry Rooms

Elevators and laundry rooms may still only be used by one person at a time to maintain physical distancing.

Hand Sanitizing Stations

Hand sanitizing stations will continue to be available at all buildings.

Mask Use

Masks will continue to be worn by Horizon staff when in Horizon buildings, units, or when physical distancing cannot be maintained outside.

Debit Payments

Debit payments will remain unavailable to limit contact with high-touch surfaces.

EFT Payments

EFT payments will now be a permanent payment option for all residents.

Resident Paperwork

Whenever possible paperwork should continue to be exchanged under unit and office doors to avoid contact.

Resident Building Manager's Office

Unless masks are worn and physical distancing can be maintained, residents, contractors and visitors will be asked to refrain from entering the Resident Building Manager's office.

Downtown Office

Horizon's downtown office remains closed until further notice. Please call and leave a message at 403-297-1746 or email tenantrelations@horizonhousing.ab.ca

CONTINUE TO FOLLOW ALL PUBLIC HEALTH DIRECTIVES

We're here to help! Inform us if you have symptoms by emailing tenantrelations@horizonhousing.ab.ca or calling 403-297-1746 or so we can connect you with supports as you self-isolate and continue protecting the health and wellness of those who live and work with us.

SUMMER SAFETY

At Horizon, we love the clear skies and sunny days of summer! We are also passionate about safety, so here are a few summer safety reminders.

Window Safety

Letting in a cool summer breeze is a great feeling, just remember these tips to keep yourself and your family safe over the summer:

- Keep your screens clean to fully enjoy that summer breeze. If you notice any tears, holes or other damage on your screen, submit a maintenance request to your Resident Building Manager.
- Open windows can be a falling hazard for children or pets. You can prevent falls by limiting access to open windows by moving furniture and supervising children and pets closely.
- Keep drapes and cords neatly wrapped to prevent a choking hazard.

Balcony Reminders

If your unit has a balcony, please keep in mind these safety measures:

- Keep your balcony free from clutter. This includes cleaning up small items that may roll off or blow away from your balcony, as well as large items that block the way for emergency exits.
- Please dispose of cigarette butts in a fire-proof container and never in a receptacle with flammable contents like a planter or regular garbage can. Improperly disposing cigarette butts can pose an extremely dangerous fire hazard.
- Remember your neighbours! Throwing any item over your balcony could cause harm to those below.
- Don't underestimate a child's ability to climb and a pet's ability to jump! When children and pets are on the balcony, ensure they are supervised.
- If you notice any damage to your balcony railing, please submit a maintenance request right away with your Resident Building Manager.

HAVE AN IDEA FOR CONNECTING SAFELY WITH YOUR NEIGHBOURS?

If you have an idea for a virtual event, a way to connect from afar, or a creative community building initiative that still adheres to public health measures, we want to know! Contact Moira at moiram@horizonhousing.ab.ca or 587-393-2653 to get your idea up and running.



NEED A MASK?

If you need a few more reusable face masks to keep you and your family safe, Horizon has a small supply of extra masks. Contact your Resident Building Manager if you are in need.

DID YOU KNOW?

Alberta launched a mask distribution program at many A&W, Tim Hortons and McDonald's drive-thru locations. The program has been paused momentarily, but will be relaunched in July. Stay tuned for updates at www.alberta.ca/masks.aspx

WINS THRIFT STORES

The Women in Need Society (WINS) has re-opened the doors to their five thrift stores in Calgary. Women and families in need can shop for discounted clothing and household needs at any location.

WINS also has a Free Goods Referral Program that provides women with the opportunity to get basic need items at no cost. Check with your support agency or visit the WINS website to see if you are eligible for a referral: www.womeninneed.net/programs/free-goods-referral-program/

FREE LAPTOPS

YYC Shapers is holding a Calgary-wide laptop drive. By collecting donations of pre-owned laptops, the team at YYC Shapers is able to distribute laptops to those in need. Simply fill out this form to request a laptop: <https://tinyurl.com/y84ekq7h> Laptops cannot be guaranteed - If a laptop is available, the YYC Shapers team will contact you.

CONNECT WITH US

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 Horizon Housing Society

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