



Pathway Housing & Support Services Inc.

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COVID-19 UPDATE

August 20, 2020

Dear Residents:

Pathway continues to strive to provide clear and timely information to our residents. As we reached Stage 3 in the Covid-19 recovery process, our staff got busy catching up with completing outstanding non-emergency work orders and establishing new office operation processes to ensure both staff and tenants interact safely. We appreciate your patience and cooperation with the new protocols.

Since the reopening there have been questions about mandatory face covering, party room rentals, debit payments and when will “things return to normal”. Reality is there will be changes for a while in the operations that are based on the recommendations from authorities and best practices that are designed to mitigate the spread of the virus. With each new change in operations office will continue to keep you informed and aware of what the expectations are.

Multi Purpose Rooms

As a continued safety protocol, our Multi Purpose room rentals will continue to be suspended until further notice. Pathway continues to restrict outside visitors to our common areas, including any after school programming, and medical office services.

Pathway is in communication with Knights Table and Bridgeway Family Center to determine if safe and accessible programs can be developed for our tenants coming in the fall.

Debit Payments

Debit payments continue to be suspended in office. Please ensure you are making your rent payments through online or telephone banking payments or by submitting bank draft or money order.

Face Covering during the Covid-19 Pandemic

The Region of Peel as Service Manager is responsible for oversight of all Community Housing Providers legislated under the Housing Services Act 2011.

In conjunction with the Cities of Mississauga (By-law 0169-2020), Brampton (By-law 135-2020) and Town of Caledon (By-law 2020-47) who have amended their mandatory mask By-laws, **the Service Manager requires that non-medical masks, or face-coverings be worn in all common areas, such as mailrooms, hallways, elevators, stairways, laundry rooms, and garbage/ recycling rooms where maintaining two meters (six feet) apart may pose a challenge, in all residential buildings.**

These By-law amendments came into effect the first week of August 2020 and will remain until removed by Municipality.

These By-laws were enacted to protect the health and safety of residents wherever possible and to prevent the spread of COVID-19 in our communities. Residents who fail to comply could be subject to fines issued by Municipality or other legal penalties.

All residents, staff, contractors and visitors must wear a mask or face covering in indoor common space of the building. As well, staff and contractors will wear masks when working in a resident's unit.

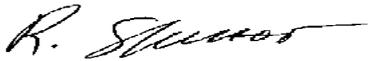
All Municipal related By-laws include exemptions for children under the age of two, persons who require accommodation under the Ontario Human Rights Code and anyone who cannot wear a mask for medical reasons.

For questions specific to Norton Lake building please contact management office. For additional information and updates on the COVID-19 response you can visit one or more of the websites below.

Region of Peel: <https://peelregion.ca/coronavirus/>

City of Brampton: <https://letsconnect.brampton.ca/>

The entire Pathway team wishes to thank our tenants and their families for your continued support with our "new Normal". We know how stressful and trying these changing times have been for all our families. Together we will make through. We wish you and your families well.



Roman Spektor
General Manager

Community Safety is our TOP PRIORITY!