

Frequently Asked Questions for Tenants living in the Towers at HCH

1. Can I visit in the Towers?

Outdoor visits are encouraged. Please wear a mask, maintain social distancing and clean your hands with hand sanitizer. Enjoy our beautiful gardens, the gazebo and the many benches on our property.

Visitors may visit a loved one in the apartment as long as you have had a negative COVID – 19 swab within the previous two weeks. Do not visit from apartment to apartment. Upon entering the building, you will need to self-screen. Look for the Coronavirus poster with the screening questions. If you answer no to all of the questions, you may enter as long as you are wearing a mask, perform hand hygiene and can attest to having a negative COVID-19 swab in the past two weeks (and not subsequently testing positive).

2. Are tenants allowed to visit each other in their apartments?

Tenants may visit each other without a mask if they are part of a **Social Circle (also known as a social bubble)**. A social circle includes members of your household and is comprised of up to 10 people who make a commitment to the group that they will NOT be part of another social circle. Think of members of your social circle as those that you can hug.

Tenants may visit each other as part of a **Social Gathering** – but this means you **MUST** wear a mask **AND** maintain physical distancing of 6 feet apart. Social Gatherings can not be more than 10 people.

3. Do I have to isolate if I go to a doctor's appointment or have a diagnostic test performed?

No, you do not have to isolate. Please ensure you wear a mask when you are out and clean your hands frequently with hand sanitizer.

4. Why do tenants have to self-isolate?

If tenants have been to the emergency department or admitted to hospital, they will have to isolate for 14 days upon their return.

Tenants who have been **OUTSIDE** of Canada will have to **self-isolate** upon their return for 14 days.

Tenants who travel outside of Ontario will need to **self-monitor** (do not require isolation) upon their return.

5. How do I get groceries to a tenant?

You may bring the groceries to the lobby of the Tower that they reside in. Call up and let the tenant know their groceries are downstairs for them to pick up.

6. What do I do if the tenant is not able to retrieve the groceries themselves?

You may call Front Reception at ext. 5220 or Towers Nursing Office at ext.

5249. Towers Nursing Staff will assist in bringing up the groceries to the tenants. Please avoid heavy items such as cases of water.

7. Can I go outside for a walk?



Tenants are encouraged to outside for a walk. Walking will benefit you physically and emotionally.

8. Where can we get information regarding the Towers?

Tenants should watch channel 990 for updates. Our CEO Ken Rawlins gives updates most weekday mornings. Check our website for updates. If more information is needed you may call the Director of Care at ext. 5263.

9. Can I bring my parent home for the afternoon?

If you are part of the tenant's social bubble, they may go out. The tenant should wear a mask (as advised by Peel Public Health).

10. Do I have to wear a mask in indoor public areas?

Yes. Please review the "[New Mandatory Mask Use Inside Public Spaces](#)" document on our website for details regarding the new by-law that went into effect July 10th in Brampton.