

Frequently Asked Questions for Tenants living in the Towers at HCH

1. Can I visit in the Towers?

Indoor and outdoor visits are permitted and align with provincial capacity restrictions. Visitors are encouraged to be fully vaccinated. Regardless of vaccination status, all participants are strongly encouraged to wear a mask.

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

Yes, tenants may visit each other. You are strongly encouraged to wear a mask at all times regardless of vaccination status. Social Gathering limits are set by the [province of Ontario](#).

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?

Tenants who have suspected or confirmed COVID – 19 will have to self-isolate per Public Health guidelines. Tenants who have travelled outside Canada will have to self-isolate per Public Health guidelines.

5. How do I get groceries to a tenant?

You may bring the groceries up to their apartment.

6. Where can we get information regarding the Towers?

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

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

The tenant is encouraged to wear a mask (as advised by Peel Public Health).

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

Yes, in all HCH common spaces. It is also recommended to maintain physical distancing of at least 6 feet.