



**A. APPLICATION AND ELIGIBILITY REVIEW**

1. Select applicant from Housing Connections and conduct a comprehensive review of applicant HC file.
2. Review current income and asset documentation, proof of Canadian status and a landlord reference or personal reference.
3. Contact applicant to confirm interest in the housing development.
4. If the applicant is interested, some Non-Profits may opt to proceed with a phone interview to verify and confirm applicant's housing needs.
5. If an in-person interview is required, staff will conduct a COVID-19 screening assessment with applicant over the phone before scheduling the appointment.

COVID-19 Screening Test:

- a. If applicant indicates symptoms like fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, loss of appetite or travel outside Canada within 14 days, advise applicant to call 811 or contact family doctor for medical advice. Staff will follow up with applicant after 14 days.
  - b. If applicant does not indicate any symptoms of illness, staff may proceed with scheduling an in-person interview appointment.
6. If the applicant is not interested in the building, advise applicant that the building will be removed from their preferences.

**B. IN-PERSON INTERVIEW APPOINTMENT**

7. Staff will contact the applicant on the day prior or day of the appointment and conduct a COVID-19 screening assessment.
8. If applicant indicates symptoms or is feeling sick, reschedule the appointment.
9. The interview space should be set up with plexiglass as a protective barrier or a minimum 2-meter distance between staff & applicant.
10. Staff will ask applicant to sanitize hands prior to entering the interview space.
11. Staff must wear PPE like gloves, mask and goggles during the interview appointment.
12. Staff should wash hand with soap & water or hand sanitizer after each appointment.  
Sanitizing any PPE that is reusable i.e. goggles
13. Interview room must be thoroughly sanitized before and after all appointments.



**C. MAKE OFFER**

14. Contact applicant to make offer and explain the refusal policy.
15. Before scheduling the suite viewing appointment, staff will conduct a COVID-19 screening assessment with applicant over the phone.
  - a. If applicant indicates COVID-19 symptoms or travel outside Canada within 14 days, or close prolonged physical contact with a confirmed or probable case of COVID-19, advises applicant to call 811 or contact family doctor for medical advice. staff will follow up with applicant after 14 days.
  - b. If applicant does not indicate any symptoms of illness, staff will proceed with scheduling the suite viewing appointment and advising applicant that maximum 2 family members are allowed to attend the suite viewing.

**D. SUITE VIEWING**

16. Staff must wear PPE including goggles, mask and gloves as well as practice physical distancing while conducting all suite viewings. Staff will wash hands with soap & water or hand sanitizer after each appointment. Sanitizing any PPE that is reusable i.e. googles.
17. Staff will show unit and building amenities to applicant. Staff will also provide a copy of the Proof of Income and Asset Guide in order to provide the required documents at a future sign-up. Staff will advise applicant that they are required to inform of their decision if they will accept or refuse the offered unit within 24 hours.

**E. SIGN-UP APPOINTMENT**

18. Staff will contact applicant to schedule the sign-up appointment. Applicant will be advised to bring proof of income and proof of citizenship document to attend the appointment.
19. Sign-up appointment will be conducted in a room set up with plexiglass as a protective barrier or chair arrangement with a minimum 2-meter distance between staff & applicant.
20. Staff involved in the sign-up process with the new tenant should wear PPE including mask, gloves and goggles.
21. Staff will always remain behind glass/barrier during the appointment to ensure safety of both parties.
22. Applicant will be required to use hand sanitizer upon entry to the site office and sign-up room.
23. Once sign-up is completed staff must sanitize the sign-up room and wash hand with soap & water or hand sanitizer. Sanitizing any PPE that is reusable i.e. googles.



**F. MOVE-IN**

24. Non-Profit must ensure movers wear proper PPE for any move-ins to the development.
25. All staff must also wear PPE for any contacts with the tenant during move-in process.