

**Ministry of  
Municipal Affairs  
and Housing**

Housing Division  
777 Bay Street, 14 Floor  
Toronto ON M7A 2J3  
Tel.: 416 585-7544

**Ministère des  
Affaires municipales  
et du Logement**

Division du logement  
777, rue Bay, 14 étage  
Toronto ON M7A 2J3  
Tél. : 416 585-7544



April 9, 2021

## **MEMORANDUM**

**TO:** Service Managers and Housing Providers

**FROM:** Joshua Paul, Assistant Deputy Minister, Housing Division

**RE:** Guidance Material for Service Managers and Housing Providers

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Thank you for your continued support and partnership as we navigate new challenges in the community housing sector during the COVID-19 outbreak.

In July 2020, in response to questions the ministry received about the roles and responsibilities of housing providers and Service Managers during the first wave of COVID-19, the ministry developed and distributed a question and answer document on community housing protocols during COVID-19.

The guidance material has been updated so that it can continue to serve as a resource for Service Managers and housing providers during the COVID-19 outbreak. I am writing to share with you the updated question and answer document.

This document is intended to compliment (and not conflict with or contradict) guidance from the Ministry of Health, or Public Health.

Service Managers and housing providers can direct comments and questions about this guidance document to the Ministry of Municipal Affairs and Housing by emailing: [HousingPolicy@ontario.ca](mailto:HousingPolicy@ontario.ca).

Sincerely,

Joshua Paul  
Assistant Deputy Minister, Housing Division, Ministry of Municipal Affairs and Housing