



Update – April 7, 2020

1) Ontario Government has launched support for families

- Ontario has also launched **support for families**, a new program that provides one-time financial support for families to purchase educational materials during the current COVID-19 school and child care closures.
- Under this new program, parents are eligible for a one-time per child payment of:
 - \$200 for children aged 0 to 12
 - \$250 for children or youth aged 0 to 21 with special needs
- Learn more about [support for families](#).

2) Best Practices for Remote Users from IT

In the Morning...

- After you have logged into your workstation – log into www.office.com. Many of the applications and functions that are being rolled out will benefit from logging into Office 365 first thing every day (e.g. email, TEAMS, StaffNET, etc.)
- Check your Town voice mail.
- Communicate. Check your email or TEAMS Chat. Both are good ways to keep up to date with tasks, instructions, stop duplication, etc.
- Only use VPN when you need access to files or applications that are not available externally.

At the End of the Day...

- Check your Town voice mail.
- Check your email or TEAMS Chat for any updates or instructions.
- Close all files and save data where appropriate. Remember – only the town servers are backed up so any data on your local workstation or in Office 365 is at risk of loss.
- Disconnect from VPN before shutting down.
- Shutdown/power off your computer.

3) Special days coming up for a family member?

- Even though we are all (hopefully!) practicing isolation at home and not visiting with family and friends, there are still ways to connect while maintaining physical distancing.
- Need an example? Randy's daughter, Emma, celebrated her 7th birthday on April 1, and she was understandably sad that her party and family birthday dinner were cancelled.
- So, Randy's family went to work making her day special anyway:
 - A surprise drive-by birthday parade, with cars decorated and they stopped and left presents at the end of their driveway! (video posted on the Staff Updates web page)
 - Everyone connected for a video family dinner, complete with present opening, singing 'Happy Birthday' and everyone blew out candles on their birthday cupcakes (using the Zoom app...very easy to setup).
- It made Emma's day, and doing something like this will for others, whether they're 7 or 77. It provided that connection Randy's family needed even though they couldn't connect the way they would've liked.



4) Canadians can now apply for the Canada Emergency Response Benefit

- Canadians who have stopped working because of COVID-19, may receive temporary income support through the Canada Emergency Response Benefit (CERB). The CERB provides \$500 a week for up to 16 weeks.
- To manage the amount of applications, it is recommended that applicants follow this schedule for applying:
 - January, February or March: starting April 6 or Mondays
 - April, May or June: starting April 7 or Tuesdays
 - July, August or September: starting April 8 or Wednesdays
 - October, November or December: starting April 9 or Thursdays
 - Fridays, Saturdays and Sundays are open to all, regardless of birth month
- For more details, visit: [Canada Emergency Response Benefit](#)

5) Getting some fresh air works wonders

- Even though we are all practicing isolation at home, it is still important to get outside and enjoy the benefits of some fresh air.
- All of us are stressed and concerned about the current situation, however taking a break and going for a walk can work wonders for your mental and physical health.
- If you have not been diagnosed with COVID-19, do not have symptoms or travelled outside of Canada in the past 14 days, you can go for a walk. Just ensure you practice physical distancing and stay at least 2 metres/6 feet apart.

If you think you may have COVID-19 symptoms or have been in close contact with someone who has it, first self-isolate and then use [Ontario's Self-Assessment Tool](#) to see if you need to seek further care.

Remember to pre-screen daily when entering any Town building.

Any changes within a department will now be provided to Randy to be included in an update and copied to HR@midland.ca for tracking.