

PUBLIC LRH

Coronavirus – Information about preventative measures for your tenants

The Société d'habitation du Québec (SHQ) would like to clarify that **housing offices must remain open** to provide customer service, at least by phone.

The SHQ would also like to make it clear that **certain preventative measures must be taken** to protect the health of your tenants and your employees, and to limit the spread of the coronavirus, for example:

- Prohibit gatherings in common rooms and other rooms, whether for recreation, workshops, or any other gathering of tenants.
- As building manager, check whether tenants present symptoms of fever or breathing difficulties before doing any work inside the dwelling.
- Temporarily limit emergency repairs.
- Frequently disinfect areas likely to transmit the virus, such as doors, elevators, and other shared spaces.

These measures should be taken in addition to [recognized health recommendations](#).

We also note that the government has announced that visits to all CHSLDs (long-term care facilities), intermediary resources, and private seniors' residences have been suspended.

In line with this measure, seniors and tenants with health problems should be encouraged to stay home and communicate with others by phone, email, and social media, especially if they have flu symptoms.

The ministère de la Santé et des Services sociaux has also produced [a factsheet about preventative measures](#) to reduce stress and anxiety related to the coronavirus [French only]. We invite you to share this information with your tenants.

For more information

To learn more about this virus, especially about prevention, transmission, and symptoms and their treatment, and to obtain information for travellers, your tenants should:

- Visit quebec.ca/coronavirus; and
- Use the government telephone line: 1-877-644-4545.

Remember that the combination of individual preventative actions and measures implemented by the government remains the best way to protect your tenants.

To contact us

As a building manager, you can send your questions to Ms. Catherine Vernaudon, Director of Partnerships at the SHQ, by email at: catherine.vernaudon@shq.gouv.qc.ca.

Thank you in advance for your collaboration.
