

FOR IMMEDIATE RELEASE

MARCH 19, 2020

## Updated Nipissing Social Services Response to the COVID-19 Pandemic

*North Bay, ON* – The District of Nipissing Social Services Administration Board (DNSSAB) is taking further measures to protect our residents, staff and community as a whole during the COVID-19 Pandemic.

These measures include the closing of its offices in North Bay, Mattawa, South Algonquin, and West Nipissing. All individuals seeking services of the DNSSAB are advised to call 705-474-2151. In-office visits are restricted to emergencies only, and only at our 200 McIntyre Street East location. People receiving social assistance payments are strongly urged to set up Direct Bank Deposit if they haven't already done so to avoid any complications with receiving their benefits. Anyone can call the number listed above if they need assistance with this.

As well, the office of the Nipissing District Housing Corporation (NDHC) at 133 Main Street in North Bay will also be closed as of Friday, March 20. Anyone requiring NDHC services are asked to call 705-472-2441. All client emergency needs, including health and safety issues, will continue to be addressed. Tenants will be advised of alternative ways to pay their rent where necessary.

The majority of staff at all sites will be working remotely.

"I commend all staff for taking such swift action to ensure everyone's safety," says DNSSAB Chair Mark King. "Senior Management and IT Services in particular have been working incredibly hard over the past week to put the necessary systems in place that will allow both DNSSAB and NDHC to continue with essential services."

### Essential core services that will continue include:

- Issuing social assistance payments - Payments will not be disrupted. Please call the DNSSAB office if you require assistance.
- All applications for social assistance will be taken by phone by calling 705-474-1923 or toll free at 1-877-319-5411.
- Health and safety matters with our social housing properties will continue to be addressed, and essential maintenance continued.

As the situation evolves, further updates will be posted regularly on the DNSSAB website at [www.dnssab.ca](http://www.dnssab.ca)