



Wood Buffalo Housing continues operations with preventative measures in place

Fort McMurray, AB, March 24, 2020 – On Thursday, March 19 Wood Buffalo Housing (WBH) closed its main administration and maintenance offices to the public and tenants. All staff, other than Rotary House and Ayabaskaw Home, have setup operations remotely and will continue to house people and assist current tenants with social distancing measures in place. Rotary House is closed to all visitors and they are following the rules for seniors lodges put in place by Alberta Health Services.

“We are closely monitoring the advice from the different levels of government and continuing to update our own Emergency Response Plan and preventative measures accordingly,” says Henry Hunter, President and CEO of Wood Buffalo Housing. “These are unprecedented times and we all need to work together and heed the warnings of the medical professionals.”

WBH’s main administration line, 780-799-4050, is setup so that incoming calls can be triaged appropriately. People calling that line will not get a live person right away, but they will be directed to leave a message. Messages left during regular office hours will be responded to that day, and all after hours calls will be received by an emergency answering service and triaged appropriately.

“We are still taking applications for housing, moving people in and responding to emergency maintenance requests,” says Hunter. “We, of course, have had to alter how we do these things with social distancing in mind and the health and safety of our staff and tenants as a priority, but so far it has been working well.”

WBH has updated their website to provide instructions for tenants who are able to pay rent online and are planning to open the administration office for two days, March 30 and April 6, to accept payments from tenants who cannot pay online. These dates may change depending on the guidance from Alberta Health Services. Tenants are encouraged to follow our Facebook page, **@WoodBuffaloHousing**, for updates.

“We know this is a challenging time for many of our tenants who may be temporarily laid off as a result of this pandemic, and we are encouraging everyone to utilize the financial assistance options that our governments have put into place,” says Hunter. “Our property administrators have been busy calling every single WBH tenant this week to check-in and see how they are doing, and we are monitoring the updates from the government closely.”

- 30 -

Media contact info

Christina MacKay
Manager, Marketing and Communications, WBH
Phone: 780-714-8139
E-mail: christina@wbhousing.ca