interoffice memorandum

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| to: | ALL HRA STAFF |
| from: | DARA A. LEE |
| subject: | hrA RESPONSE TO COVID-19 |
| date: | March 16, 2020 |
| CC: | BOARD |

As you are aware, a national and state emergency have been declared. Health officials are advising citizens to be overly cautious. Social distancing (at least 6 feet apart) and limited crowd sizes have been recommended across the nation. As such, the following are in effect until May 15, 2020 or other instructions are received:

**General**

1. No out-of-county travel;
2. No person may come to work ill;
3. No transporting clients;
4. No in-person attendance at community meetings;
5. Practice good hygiene and hand-washing skills;
6. Discuss suspending Daily Bread.

**In Office**

1. No more than two clients (client groups) in reception area at any one time. Ask people to wait in their vehicles if possible. If they walked/took the bus, place in an appropriate social distancing location.
2. Walk-ins are to stay 6 feet back from staff at counter.
3. No more than 2 people in the kitchen.
4. No more than 8 people in the conference room.
5. Close office doors when working unless listening for front desk.
6. No congregating in the reception or other areas.
7. No more than 2 people in an office (except for Kim and Dara’s which can hold 3).
8. Spray/wipe down reception area and entrance doors with disinfectant once per hour on the hour.
9. Spray/wipe down surfaces after each client meeting.

**Gateway Gardens**

1. Use multi-purpose room with appropriate social distancing for all unavoidable client meetings;
2. No in-person unit search activities;
3. Place items in a location then move 6 feet away before person is allowed to pick up items.

**Maintenance**

1. All work order requests should be screened by Jami, Quinne or Kim.
2. Maintenance staff will not enter occupied units unless maintenance need is urgent. Tenants will be told that work may not be completed until May.
3. If product (i.e. lightbulb) can be dropped off outside of tenant door, it will be.
4. If entry must be made into tenant unit:
   1. Gloves must be worn at all times;
   2. Ask tenant to socially distance themselves from you. Preferably into an area that can be separated by a closed door.

**Other Participant Interaction**

1. Routine HQS inspections on occupied units are temporarily suspended;
2. No HQS inspections will be completed if occupants are ill;
3. Gloves must be worn and good hygiene practices followed during all HQS inspections;
4. Complete as much work as possible over the telephone, through email and through the regular mail. This includes intakes, briefings, and re-exams.
5. If participants must drop items off, ask them to use the drop slot. Use good hygiene practices after touching items dropped off by others;
6. If a participant uses our pen, let them keep it or disinfect it immediately.

**Other**

1. Your supervisors will provide you with specific instructions;
2. Kendra will work from home;
3. Jami will be in office and not doing maintenance;
4. Suspend in-unit coin collection at EPHT;
5. See attached for proposed change in personnel policy that will be presented to the Board on 3/17/2020; and
6. Take care of yourself and others.