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To the **XYZ Housing Community,**

**RE:** Coronavirus Disease 2019 (COVID-19) Response

Due to the **potential for/current COVID-19 outbreak within our community**, it is critical that we take precautions to prevent the spread of the virus. The health and safety of our community is our top priority.

**What You Should Know Right Now**

Following guidance from local public health authorities, **XYZ Housing Agency** will be implementing the

following:

* Cancelling or postponing large community events with more than **XX** people;
* Conducting most business via email, telephone, and mail;
* Prioritizing emergency and urgent work orders and postponing routine repairs, especially in homes where residents are ill.

**Why We Are Doing This**

We are working with our public health and city/county/community partners to help prevent the spread of COVID-19, as well as other infectious diseases, including influenza. The steps we are taking will help protect human health and minimize the risk of spreading illnesses in our communities.

**Strategies We Are Implementing**

Beginning this week:

*Work Orders, Repairs, Inspections:*

* When calling or emailing about a work order, you will be asked if anyone in the home is sick;
* Prior to entering a unit, the staff person will also ask if anyone is sick;
* If someone is sick or has been exposed to COVID-19 within the last five days, the work order will be rescheduled unless it is urgent or an emergency. Any staff entering the unit will wear personal protection equipment.
* Routine work orders will be postponed until further notice

*Property Management:*

* Regular interactions will be restricted to phone, email, or offices that have a physical barrier between the staff and residents;
* Documents will be accepted via email, phone, or a local drop box;
* Move-out processes from units may be conducted via alternative methods; be sure to check with your property manager for more information.

*Housing Assistance/Vouchers:*

* Will follow the same protocols as for property management with your specialist or for inspections as noted above

**Strategies You Can Use to Help Protect Yourself**

* Wash your hands with soap and water for at least 20 seconds;
* Avoid touching your eyes, nose, or mouth with unwashed hands;
* Avoid close contact with people who are sick;
* Clean all “high touch” surfaces every day, including doorknobs, bathroom fixtures, light switches, phones, cell phones, keyboards, tablets, coffee machines, etc.;
* Use a CDC-approved product for COVID-19: <https://www.cdc.gov/coronaviurs/2019-ncov/community/home/cleaning-disinfection.html>
* Change your clothes after work;
* Stay away from work, other people, or school if you have a fever or are sick with respiratory symptoms such as a cough;
* Do not smoke or vape;
* Follow guidance from public health officials.

**If You Think You Are Sick**

* Call a health care provider, who can give you guidance on if/when you should go to the doctor and what precautions you should take;
* Stay home until you have no fever or other symptoms for at least 24 hours and preferably 72 hours;
* If you are sick, wear a mask around other people before entering a healthcare provider’s office. The CDC does **not** recommend that people who are well wear a mask to protect themselves.

Thank you for working with us to help keep our community healthy. Should you have any questions, feel free to contact [**enter applicable contact information**].

Sincerely,

**[Your Organization’s Contact Information]**

*For the most up to date information on COVID-19, visit the CDC’s resource page:* <https://www.cdc.gov/coronavirus>