



MHA's RESPONSE TO COVID-19

Marin Housing Authority, March 2020

Dear MHA Residents and Participants:

Marin Housing Authority is committed to ensuring the health and wellbeing of our residents and is taking precautionary measures by asking residents to call or email staff who may be able to provide assistance without your needing to visit our offices in person. We are limiting, cancelling or postponing community events; conducting most business via email, telephone, mail; prioritizing emergency and urgent work orders and postponing routine repairs, especially in a home with an ill person.

The County of Marin has reported that they are now seeing new cases of COVID-19 that represent transmission in the community and expect to see more cases in Marin. Between our Voucher, public housing, and owned housing units, 55% of our families are elderly and/or disabled who are particularly vulnerable to COVID-19. The steps we are taking will help protect their health and minimize the exposure and spreading of illness in our communities.

Individuals can visit the official Marin County Coronavirus webpage at <https://coronavirus.marinhhs.org> for answers to frequently asked questions.

Additional information can be found at the Center for Disease Control website: <https://www.cdc.gov/coronavirus/>

Temporary Strategies Implemented through March 31, 2020

Public Housing Maintenance Work Orders. Repairs. Inspections:

- When calling in or emailing about a work order, you will be asked if anyone is sick;
- Prior to entering a unit, the staff person will also ask if anyone is sick;
- If someone is ill or has been exposed to COVID-19 within the last 5 days, the work order will be rescheduled unless it is an emergency or urgent item. If staff will enter the unit, they will enter using personal protection equipment.
- Non-urgent/non-emergency work orders will be postponed.

429 Drake Avenue Property Management Office:

- MHA's 429 Drake Office is open for business for Public Housing residents; however, regular interactions will be restricted to phone, email or lobby's that have a physical barrier between staff and public.
- Documents will be accepted via email resident@marinhousing.org; onsite mail slot/drop box.
- Public Housing residents can talk with office staff by phone by calling 415-339-1923; & 415-332-1913.

4020 Civic Center Drive Housing Assistance/Vouchers:

- MHA's 4020 Civic Center Drive Office is open for business; however, drop-in and routine, face-to-face office visits will be suspended. Documents can be mailed, dropped off or emailed via participant@marinhousing.org or submitted to our resident Portal www.apply.marin.org.
- Call your worker to conduct business by phone, email, and mail when possible instead of visiting our lobby. If you do not know whom you should call, please call the reception desk at 415-491-2525; or the annual and interim recertification assistance line at 415-491-2349.

Strategies You Can Use to Help Protect Yourself

Guidelines we have received from the County include strategies everyone can do to help plan, prepare for, and respond to this emerging public health concern.

Here are some easy steps to follow:

- Wash your hands with soap and water for at least 20 seconds, especially before eating, after blowing your nose, coughing , or sneezing;
- Avoid touching your face -eyes, nose, or mouth with unwashed hands;
- Avoid close contact with people who are sick;
- Clean and disinfect high-touch surfaces every day, including doorknobs, bathroom fixtures, toilets, sinks, handles, light switches, phones, keyboards, tablets;
- Use antimicrobial products approved claims against viral pathogens including COVID-19
- Change your clothes after work;
- Stay home from work or school if you have a fever or are feeling sick with respiratory symptoms like cough;
- Do not smoke or vape any products;
- Follow guidance from public health officials;

If you think you are sick:

- Call a health care provider- they 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 facemask around other people or pets or before entering a healthcare provider's office. The CDC does **not** recommend that people who are well wear a facemask to protect themselves if they are not sick.

Thank you for working with us to help keep our community healthy and safe.