

# COVID-19 (Coronavirus) PANDEMIC

## SHRA message to the public and our housing program participants

SHRA is very concerned about the health and safety of employees, housing program participants, and the general public regarding the COVID-19 (Coronavirus). We are following guidelines from our local, state and federal public health agencies by implementing precautions that may help prevent the spread of the disease. **Here are procedures that SHRA will follow until further notice.**

### BUSINESS HOURS AND OPERATIONS

All SHRA offices are closed to the public except by appointment until further notice. Please contact us by phone for assistance or visit our website at [www.shra.org](http://www.shra.org) where you may find answers to your questions. The Housing Choice Voucher office lobby is closed to the public and we are limiting routine face-to-face visits. No walk-ins can be accepted at this time. Housing staff will assist clients by phone, email and postal mail when possible. Please call the Housing Authority/HCV office at (916) 440-1390 for assistance.

### PUBLIC HOUSING COMMUNITY OFFICE OPERATIONS

The Housing Authority is limiting routine face-to-face office visits. Housing staff will do business by phone, email, online video/audio conferencing and postal mail when possible. Instead of coming into the site office at your community, please call and speak with staff to address your questions or concerns.

### WORK ORDERS, REPAIRS & INSPECTIONS

When you contact the office about a work order you will be asked the pre-screening questions below prior to maintenance staff entering your unit.

1. Have you or any household member been feeling sick or had any flu-like symptoms such as cough, fever, chills or sneezing in the last five days?
2. Have you or any household member been exposed to the coronavirus?

If the answer to either of these questions is yes, the work will be rescheduled unless the repair is an emergency. Emergency repairs include no water, heat, electricity, gas; gas smell, sink or toilet overflow/clogged, smoke detector/carbon monoxide detector, elevator, water heater, leaks, fire or paramedic. If staff enters the unit, they will use personal protective equipment.

### CDC GUIDELINES ON HOW TO KEEP YOURSELF AND OTHERS HEALTHY

 <p><b>WASH YOUR HANDS</b> Wash your hands often with soap and water for at least 20 seconds.</p>	 <p><b>COVER YOUR COUGH/SNEEZE</b> Cover your cough or sneeze with your elbow or use a tissue, then throw the tissue in the trash.</p>
 <p><b>AVOID TOUCHING YOUR FACE</b> Avoid touching your eyes, nose and mouth.</p>	 <p><b>CLEAN AND DISINFECT</b> Clean and disinfect frequently touched objects and surfaces</p>
 <p><b>AVOID CLOSE CONTACT</b> Avoid close contact with people in social environments</p>	 <p><b>STAY HOME WHEN SICK</b> Stay home when you are sick, except to get medical care.</p>