



Martin Luther King, Jr.
Administration Building

400 Walnut Street
Wilmington, Delaware 19801

Ph: (302) 429-6701
Fax: (302) 429-6815

March 19, 2020

Dear Resident,

The Wilmington Housing Authority (WHA) is committed to doing everything we can to ensure the health and well-being of our residents in this time of a national health crisis because of the **Coronavirus (COVID-19)**.

I am asking the staff and residents of WHA to follow the safety steps that were announced in the State of Emergencies by the Mayor, the Governor, and by the President of the United States, Donald Trump. The **World Health Organization** (WHO) designated COVID-19 a pandemic, which means it's a world-wide disease, which has no cure at this time.

The attached flier outlines WHA's "EMERGENCY STEPS" for you to observe. To help avoid the potential spread of the virus, we are taking the very proactive health precautions outlined to protect each of you. You can stay updated on any changes or adjustments to our operations by visiting our website at: www.whadelaware.org.

Thank you for your help in advance.

Much regards,

A handwritten signature in blue ink, appearing to read "John Hill", is written over a light blue circular stamp or watermark.

John Hill
Executive Director



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March 19, 2020

TO: All Parents/Guardians/Household Members

FROM: John Hill, Executive Director, WHA

A handwritten signature in blue ink, appearing to be "J Hill", is written over the "FROM:" line.

**RE: URGENT HEALTH MESSAGE on CORONAVIRUS (COVID-19)
PREVENTION**

To help to prevent the spread of the Coronavirus requires all of us working together. The best way to prevent illness is to avoid being exposed to the virus. The CDC recommends the following everyday preventative actions to help prevent the spread of respiratory diseases (Click link below for more details):

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. Clean surfaces that you share with others, such as door knobs, telephones and bathroom surfaces.
- Wash your hands OFTEN with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer or wipe with at least 60% alcohol.

CORONAVIRUS SYMPTOMS

According to the Centers for Disease Control (CDC), the common signs of the virus are like the flu. Symptoms may appear 2-14 days after exposure and can include:

- Fever
- Cough
- Shortness of breath

Individuals who develop symptoms should **call** your personal physician or a local walk-in medical clinic **before making the office visit** for instructions.

PEOPLE AT HIGH RISK

Older adults and people who have severe chronic medical conditions like heart, lung or kidney disease seem to be at higher risk for the more serious Coronavirus (COVID-19) illness. Early data suggest older people are twice as likely to have serious COVID-19 illness. This may be because:

- As people age, their immune systems change, making it harder for their body to fight off diseases and infection.
- Many older adults are also more likely to have underlying health conditions that make it harder to cope with and recover from illness.
- **NOTE:** Children and young adults are also at risk and should also observe the same precautions listed above. Do not exclude children.

If you are at increased risk for COVID-19 complications due to age or because you have a severe underlying medical condition, it is especially important for you to take actions to reduce your risk of exposure.

CDC RECOMMENDATIONS FOR THOSE AT HIGH RISK

- Stay at home as much as possible.
- Make sure you have access to several weeks of medications and supplies in case you need to stay home for prolonged periods of time.
- When you go out in public, keep away from others who are sick, limit close contact and wash your hands often.
- Avoid crowds.
- Stay up to date on [CDC Travel Health Notices](#).

FOR MORE INFORMATION ABOUT THE CORONAVIRUS, PLEASE VISIT THE FOLLOWING WEBSITES

- [Centers for Disease Control and Prevention \(CDC\) website https://www.cdc.gov/](https://www.cdc.gov/)
- [CDC Coronavirus Travelers Health Information website https://wwwnc.cdc.gov/travel](https://wwwnc.cdc.gov/travel)
- [World Health Organization \(WHO\) website https://www.who.int/](https://www.who.int/)

Coronavirus (COVID-19) Protocol

During the Coronavirus (COVID-19) crisis, these are the Housing Management Protocols until **May 1, 2020.**

Management

- Rent is still due on the 1st of every month. Residents are encouraged to use Rent Drop Boxes for rent payment instead of face-to-face. Drop boxes are located at each site.
- Office hours will remain the same until further notice, as we continue to monitor the situation. Please call us instead of visiting the office to report income changes, ask questions about your rent, or to report a problem.
- Please note that your obligations under your lease remain unchanged.
- Lease signings will continue as usual.
- All in-person Informal Reviews are cancelled. Applicants may appeal their decision in writing by fax, email or U.S. mail and a teleconference will be scheduled.
- Use of community rooms will be restricted until May 1, 2020.
- Unit inspections are suspended except for Emergency cases.
- Annual Re-certifications are suspended.
- All Resident Management meetings are cancelled until further notice.
- Community room events are cancelled until further notice.
- All initiations of eviction proceedings are suspended until May 1, 2020.

Maintenance

- Maintenance will handle emergency calls **ONLY**.
- Maintenance requests will **ONLY** be accepted by phone and residents are encouraged to continue to report needed repairs by contacting your management office. When doing so, you need to speak to a member of the Management Team, or if you leave a message, please ensure you leave a working call back number. You will be asked a series of questions prior to entry.
- Staff will disinfect common areas in high rises twice daily M-F. Office staff will contribute to the effort by monitoring and sanitizing their own office environment.
- Maintenance will continue to address emergency work orders, perform cleaning of all common areas throughout our properties and address all necessary site maintenance.
- Prior to entering your unit, the maintenance staff may take necessary precautions, i.e. bio-hazard suits, masks, gloves, etc.

Security

- Our Security unit will continue their coordinated patrol efforts at our properties.
- Security will continue to respond to calls for service.
- Prior to entering your unit, the Security staff may take necessary precautions; i.e. bio-hazard suits, masks, gloves, etc.

Resident Services

- The Resident Services Department will continue to operate the One-Stop-Shop Envision Center on a modified basis as we monitor the situation.
- Resident Services staff will limit the number of walk-ins and will update applicant files by phone, email, U.S. mail or fax.
- All workshops, presentations, Resident Council events and activities are suspended until further notice.



Be Prepared for Coronavirus (COVID-19)

Have supplies on hand

- Groceries (food, household items and cleaning supplies)
- Medication – over the counter or prescribed (call your Dr. for refill or use mail-order)
- Medical Supplies (tissues, etc.)
- Water

Take everyday precaution

- Wash your hands frequently
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid crowds
- Avoid cruise travels
- Cover your coughs and sneezes
- Wear a facemask if you are sick
- Avoid close contact

Stay home if you are sick

- Unless you need medical care, stay at home
- Call your medical provider before you go
- Wear a facemask when you are around other people or you enter the provider's office

Clean and disinfect your home frequently

- Clean and disinfect frequently touched areas daily
- Frequently touched areas include, but are not limited to, tables, doorknobs, light switches, countertops, handles, desks phones, keyboards, toilets, faucets and sinks
- Clean dirty surfaces with soap and water prior to disinfection

Coronavirus information can be found on the Center for Disease Control website: www.cdc.gov

For more information on WHA Management operations, contact your Property Management office or visit our website at: www.whadelaware.org