

March 16, 2020

SHA measures to fight the spread of coronavirus

Dear SHA Clients and Stakeholders:

The Spokane Housing Authority (SHA) is committed to doing everything we can to ensure the health and well-being of our residents. We want to keep you informed about SHA's response to the presence in the Spokane region of the novel coronavirus known as COVID-19.

We are taking extra measures, including closing of the 55 W Mission office, SHA property offices and community rooms, asking residents to call or email our offices, and frequent sanitation of common areas in SHA buildings.

Until further notice, if you need assistance please email SHA at customerservice@spokanehousing.org or call SHA at (509) 328-2953 to speak with a Customer Service Representative or leave a message. You may mail or drop off paperwork at our office's drop box near the lobby entrance any time of day. Customer Service and other staff will be focusing on returning emails and calls Monday, Tuesday, and Thursday from 8:00 am to 4:00 pm, and Wednesday 1:00 pm to 4:00 pm.

The following actions are designed to help keep our tenants, staff, partners, and communities safe.

Staying home if ill

- SHA has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom-free for at least three days.

Social distancing. SHA is encouraging the following social distancing practices:

- Avoid physical contact with others, such as handshaking.
- Stay 6 feet away from others.
- Conduct daily business as much as possible by phone, email or websites, or to postpone non-essential business meetings.
- Staff are to eat lunch at desks or outside of the office.
- Postponing non-essential meetings and encouraging staff to conduct meetings as much as possible by telephone or online.
- Asking residents to conduct business with SHA by phone, email or the website to reduce opportunities for the virus to spread.
- Ensuring adequate staffing to respond to an increase in residents who contact us by phone, email customerservice@spokanehousing.org. Residents who wish can call or email their property manager.

Sanitation

- SHA has instructed staff on additional personal sanitation practices to ensure they are not transferring viruses to themselves or others.

- SHA is cleaning common areas of buildings on a regular basis, sanitizing door handles, railings, bathrooms, elevator buttons and other frequently touched surfaces.

The spread of COVID-19 is a public health issue. To stay informed or ask questions, you should contact:

- Center for Disease Control: www.cdc.gov
- Washington State Department of Health: www.doh.wa.gov Phone: 1.800.525.0127, press #.
- Spokane Regional Health District: www.srhd.org Phone: 509-324-1500
- The World Health Organization: www.who.int/health-topics/coronavirus

If you are diagnosed with COVID-19 and had recent contact with SHA staff, it is asked you contact Amanda Carpentier, HR Manager, at 509-252-7125. All proper privacy procedures will be followed.

We know the COVID-19 virus is causing great concern and want you to know that we share that concern. SHA is taking the situation very seriously and is closely monitoring developments. We will adjust our operations further as needed and will keep you informed of any additional changes we may make to protect our employees, clients, and residents.

Sincerely,



Pam Tietz
Executive Director