

Memo

To: Leased Housing Department
From: Hannah Bolcome, Director of Leased Housing
Date: March 11, 2020
Re: IMPORTANT UPDATE on COVID-19 & Upcoming Appointments – Protocol

In an effort to exercise caution surrounding COVID-19 (aka coronavirus) I have put together a protocol to follow for the next few weeks regarding appointments and walk-ins. We will continue to monitor and update you as things evolve and if they need to be extended past **April 10**. Please read below and plan to start making phone calls to clients tomorrow and Friday.

For **Regular Recertification** and **Interim** appointments scheduled **March 13th-April 10th**:

- Please contact each appointment via phone AND e-mail (if e-mail address is available) and ask them to mail/drop off/e-mail/or fax the recert packet and required materials back to you by the regularly scheduled appointment date (with a 1 week grace period to account for the post-office)
- If they indicate that they lost the original packet then you must mail or e-mail them another packet.
- You should keep/hold their original appointment on your calendar in case they want to walk through the packet with you over the phone
- If they do not get the message and/or show up for the appointment anyway, you must still see them in-person unless they indicate that they have recently traveled to one of the affected countries and/or have had coronavirus symptoms. They should not be turned away if they have a scheduled appointment and have not been exposed/do not have symptoms.
- If the packet is not returned by mid-April then you will need to send a second request. I am working on those materials now.

For **Move/Transfer** and **Screening** (including emergency screening) appointments scheduled **March 13th-April 10th**:

- Please contact each appointment via phone AND e-mail (if e-mail address is available). If possible to complete the process over the phone or via mail or e-mail without causing delay then please collect as much information that way. If it is not possible, please still conduct the in-person appointment unless they indicate that they have recently traveled to one of the affected countries and/or have had coronavirus symptoms. They should not be turned away if they have a scheduled appointment and have not been exposed/do not have symptoms.
- Voucher briefing on March 31: status TBD.

Any **other appointments** please make an effort to complete via phone or e-mail if possible, or reschedule. If not possible to handle over the phone or e-mail and/or are urgent in nature, please contact the client in advance of the appointment to make sure they have not recently traveled to one of the affected countries and/or have not had coronavirus symptoms and/or have otherwise been exposed to it.

Walk-In hours: Beginning tomorrow 3/11, walk-in hours are cancelled until further notice (including Legal and Transition House walk-in hours). Notices will be posted in the lobby and on the television screens and website to inform people of these changes.

Front Desk:

- **Scheduled appointments:** while we will be taking steps to reschedule many appointments or complete via phone or mail, there may still be people who come in with scheduled appointments. They should not be turned away unless they indicate that they have recently traveled to one of the affected countries and/or have had coronavirus symptoms. If they say yes to either of those two questions you will need to politely explain that they will need to reschedule.
- **Walk-ins:** there will be signage posted in the lobby and on the website explaining that walk-in hours are cancelled.
- We may experience a higher volume of phone calls to the main phone number. **Please make sure the phone is being answered and voicemail is checked at least twice per day** (once in the morning and once at the end of the day).

Off-site Chauncy House recerts:

- We will be cancelling next week's visit and will send out another letter to request them to complete the paperwork via mail.
- Yuen Ting and I will be speaking with the property manager today and will follow up with more info re: notifying the tenants and mailing out further guidance