



# HABCUpdates

## KEEPING RESIDENTS INFORMED DURING COVID-19



### Dear HABC Residents:

HABC understands how important it is for you to stay informed, especially, during the Novel Coronavirus (COVID-19). I am happy to report our essential services continue to be fully operational during this time, and we are taking every precaution to ensure the safety of both our team members, and the community we serve.

### We have made several changes to our operations over the last few weeks as COVID-19 continues.

This document is to share with you all the things we have done, and processes put in place to ensure your safety. Over the last several weeks the agency has been working on creating a three-phase process for the reopening of the offices. This three-phase approach ensures we are taking all the necessary precautions to promote your safety.

### PHASE I (Current Phase)

The agency is currently operating under PHASE I, which means staff are responding to emergency work orders, maintaining the grounds, and addressing your needs. The offices remain closed during this phase.

To ensure your safety during this phase, you can feel confident that our staff and contractors will follow the highest standards of cleanliness and hygiene throughout their visit to your home; before, during and after the completion of work. The following will also be implemented:

### 48 HOURS NOTIFICATION;

In order (except for emergency requests) to perform routine services as quickly and effectively as possible; 48 hours' notice will be given:

1. A staff member will make contact prior to your appointment to assess whether there are any risks of exposure in your household. We will ask if there are any reasons, we should not enter the home, especially in relation to COVID-19.
2. If the answer is yes, the work will be rescheduled.
3. If you will not be home on the scheduled work date, HABC Staff & Contractors may enter your home to complete the necessary work if the work is deemed an emergency. If it is not an emergency, the work will be rescheduled at a time that is convenient for both parties.

### HOW WILL WE ENTER YOUR HOME?

1. Workers will enter your home wearing facial coverings and gloves and will wipe down the area prior to and after the work is completed.

### WHAT CAN YOU DO TO HELP US?

1. You will be asked to practice social distancing by isolating from the workers.
2. In the event isolation to a separate room in the home is not possible, residents will be asked

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to wear facial coverings and maintain a minimum of six feet of social distancing.

## PHASE II

### (a date will be provided)

Process consists of staff returning to the office. The office will be open to the public by appointment only. In preparation of your safe return to the offices we have adopted some Best Practices such as:

1. All residents will be required to wear a facial covering when entering our offices.
2. When you enter our management offices or our common areas you will see newly installed

**plexiglass partitions.** These partitions are designed to help us safely engage with you while maintaining social distancing as we conduct business.

3. We have also thoughtfully reconfigured our waiting area to reflect the **6 foot social distance requirement.**
4. You will also see **vinyl floor decals** that clearly mark social distancing while in the offices and common areas.
5. **Touchless hand sanitizer** dispensers will be in all waiting areas.
6. All **devices used during your visit will be sanitized** before and after use.

7. For those of you who would still like to **use the lockboxes** located at the entrance of the management office they will remain there for your convenience.

8. All public restrooms will be limited to one occupant at a time.

## PHASE III

### (a date will be provided)

Phase III will consist of all staff returning to the offices. The offices will be open to the public for full service. We are committed to keeping you informed as we go through the many phases to make it easier for you to find the information you need.

## PHASE I

### (Current Phase)

Phase I means staff are responding to emergency work orders, maintaining the grounds and addressing your needs. The offices remain closed during this phase.

## PHASE II

### (a date will be provided)

Phase II will consist of staff returning to the office. The office will be open to the public by appointment only.

## PHASE III

### (a date will be provided)

Phase III will consist of all staff returning to the offices.

- We continue to provide **updated information** on Facebook, Twitter and now direct texting.
- We have **improved our tools**, so it's faster and easier to get answers to your most frequently asked questions (FAQ). You can learn more about these tools at **HABC.org**.
- **New resident text messaging!** To keep you informed HABC is texting! Trusted information is coming exclusively to our residents during this unprecedented time. To keep connected, make sure your management office has your current information.
- **CENSUS 2020:** Want to do something for your community? Filling out the



2020 Census takes less than 10 minutes. Keep an eye out for more information from the Office of Resident Services or go to **2020Census.gov**

Thank you for continuing to support HABC with your trust. I wish the best to you and your families during these uncertain times.

A handwritten signature in black ink, appearing to read 'Janet'.

**Janet Abrahams**  
President & CEO  
Housing Authority of Baltimore City