



PRESSRELEASE

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Worcester Housing Authority Response to COVID-19

The mission of the Worcester Housing Authority is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. In times of crisis, this mission becomes an even more critical part of the WHA's service to our community's most vulnerable citizens.

The COVID-19 Coronavirus has hit our community with fast-moving force and impact. The WHA is taking this outbreak very seriously and has taken swift action to minimize risk to our residents, staff, and visitors. An internal task force has been established and is meeting daily to review updates and respond accordingly. We remain in close contact with local officials and community partners.

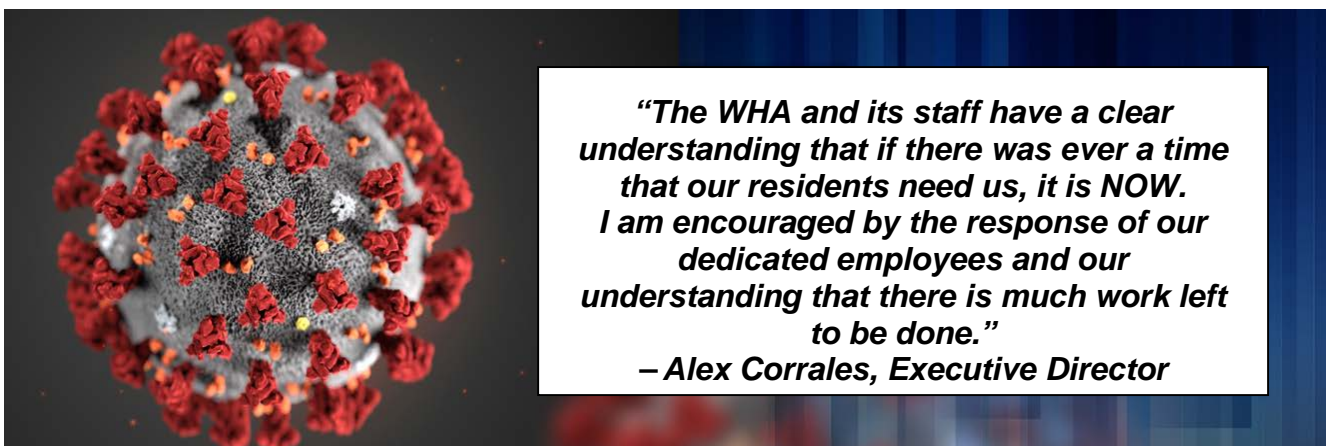
The WHA would like to take a moment to share a number of operational changes and safety measures being implemented effective immediately. These changes will be in effect for at least the next 30 days, at which point the WHA will reassess and reevaluate to determine next steps.

- All WHA offices will be open to the public **only on Tuesdays and Thursdays from 9:00 a.m. to 4:00 p.m.** All business with the WHA outside of these hours must be conducted via telephone, email, or fax.
- During these new business hours, the WHA will install physical drop-boxes at various locations where residents and visitors can drop off important paperwork to avoid entering the offices.

- Apartment visits, such as inspections and routine or non-emergency work orders that can be postponed, will be rescheduled. For emergency work orders that require in-person interaction, residents will be required to answer a series of screening questions prior to arrival.
- For all other scheduled appointments, the WHA will make every attempt to conduct the appointment by telephone or other means.
- The WHA's Family & Resident Services Department is working directly with our residents daily to ensure that those in-need or at high-risk are receiving services such as food, medical support, and engagement resources and materials.
- All employees and residents who are exhibiting symptoms of the Coronavirus, such as fever, cough, and difficulty breathing are being asked to self-isolate, contact their medical provider immediately for direction, and notify the WHA **as soon as possible** to enable the WHA take action to mitigate the risk to our population.

As a public agency serving our community's most vulnerable residents, the WHA cannot close and will not abandon our clients. However, with the cooperation of our dedicated staff, partner agencies, and our community, we can get through this crisis with the best outcome possible.

The WHA has established a page on our website dedicated to keeping our residents and the general public informed on Coronavirus updates. **Please feel free to visit this site at: www.worcesterha.org** for information and helpful tips and techniques, as well as updates from local, state, and federal agencies.



For more information, contact WHA Executive Director Alex Corrales at (508) 635-3106.

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