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THIS IS AN IMPORTANT NOTICE – PLEASE HAVE IT TRANSLATED.

EL AVISO ADJUNTO CONTIENE LA INFORMACIÓN MUY IMPORTANTE ACERCA DE SU ARRENDAMIENTO~ POR FAVOR HÁGALO TRADUCIR SI ES NECESARIO ~

ПРИЛОЖЕННОЕ УВЕДОМЛЕНИЕ СОДЕРЖИТ ОЧЕНЬ ВАЖНУЮ ИНФОРМАЦИЮ ~ ПОЖАЛУЙСТА ПЕРЕВЕДИТЕ IT В СЛУЧАЕ НЕОБХОДИМОСТИ ~

Njoftimi i bashkangjitur është shumë e rëndësishme. Ju lutem për ta përkthyer atë.

Sự Chú ý Gắn liền chứa đựng Thông tin rất Quan trọng liên quan Thời gian thuê (của) Các bạn, và Một Cư dân. Xin Có Nó được dịch Nếu Cần thiết ~

August 7, 2020

RE: WHA Coronavirus (COVID-19) Update

Dear Resident,

This is an important message, so please take the time to read it in its entirety.

First I would like to thank our residents for their cooperation with the safety protocols we have implemented to combat this pandemic. Our overall cases have remained very low in comparison to the rest of the city. A recent study done by UMass Memorial shows that WHA locations have maintained a very low number of COVID cases since the start of the pandemic. Almost 33% of our developments have not had a single COVID case and in total, our COVID positive cases is nearly half of the rest of the city. This is possible due to the teamwork and cooperation of the residents and the wonderful resources we have been fortunate to receive from community agencies.

Despite this good news, it is critical that you continue to practice both social distancing and mask-wearing on and off WHA property. If you have been watching the news, you'll see that we are experiencing an increase in COVID cases in Massachusetts, as well as in Worcester specifically. On Wednesday, August 5th, the City of Worcester reported that COVID cases have increased over the last two weeks. This could very easily affect WHA residents if we do not remain diligent in our safety practices.

We have also noticed an increase in the number of visitors entering WHA properties not adhering to the safety protocols. I would like to remind you that our rules requiring social distancing and mask-wearing apply not only to residents, but to any other individual entering WHA property (ex. relatives, health care providers, friends, etc.) In order to ensure the safety of everyone at the WHA, all individuals on our property must adhere to these rules.

Note: The WHA is currently in the process of installing sanitizing stations at our buildings for the use of anyone entering these locations.

Mask Wearing

Please continue to wear a mask while on and off WHA property. We have been noticing that there are many individuals not wearing a mask while in public spaces. Our staff has been taking note of this and will be speaking with all individuals choosing not to adhere to this rule from here on out.

Keep the WHA Informed

Please remember to report to the WHA if you experience any flu-like symptoms and/or test positive for COVID-19. You can contact either your Property Management Office or Family & Resident Services at **(508) 635-3306**. It is our intention to ensure that all of our residents at the WHA remain healthy and safe.

We have been very fortunate to have residents report when they test positive, as this allows us to ensure they are secure and have everything they need to quarantine safely, without putting others at risk. In failing to report symptoms, you run the potential risk of exposing those around you to the virus, so I ask that you please be considerate of your own health, and the health of those around you.

Available Resources

I would again like to remind you that the WHA has a number of resources available to support residents in need. If you need help, please do not hesitate to reach out to the WHA's Resident Services Department. You can reach them at 508-635-3306.

- COVID-19 related updates are frequently posted on our dedicated WHA COVID-19 webpage: <http://www.worcesterha.org/covid19.html>
- If you are concerned that you may have been exposed to the virus, please visit our resource page where information on free testing sites are provided.
- This webpage can be translated into over 100 languages for ease of use. To receive text alerts, please text: **WHACOVID** to phone number **67076**.
- Our Family & Resident Services Department has been working hard to line up referrals and necessary supplies to assist you with food, personal care items, educational assistance, medical care, mental health resources, or entertainment activities. If you need assistance, please reach out to 508-635-3306.
- If you have experienced a loss of income due to the COVID-19 crisis, please contact your Property Management Office. Our offices are still closed to the public, but regardless, we are here to serve you. We are experiencing a higher-than-normal volume of calls, so please be sure to leave a message with a callback number if you are unable to reach someone right away.
- Pandemic EBT cards – If you have received a pandemic EBT card for your school-aged child/children and have not used it, please activate it so that you are able to utilize these benefits. Over 3,000 individuals in Worcester who have received these cards have not yet activated/used them. These cards are a great resource during this difficult time, so I urge you to utilize it.

Voting at the WHA

The WHA is working with City of Worcester to provide voting to all eligible residents in our community rooms, as we've done for many years. We are working with them to establish a way in which folks can vote while still practicing all necessary safety protocols.

Continuous thanks for your cooperation with our efforts to minimize the risk of Coronavirus within our community, but again, I ask that you remain diligent in your safety practices for the health and safety of yourself and those around you. On behalf of the entire WHA family, I wish you good health and good luck. We are all in this together.

Thank you,

Alex Corrales

Alex Corrales
Chief Executive Officer