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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 ~

May 13, 2020

RE: WHA Coronavirus (COVID-19) Update

Dear Resident,

I want to take a moment to provide you with the latest update regarding the Coronavirus (COVID-19) at the Worcester Housing Authority (WHA). This is an important message, so please take the time to read it in its entirety.

I would first like to thank you for your cooperation throughout the COVID-19 pandemic. I know it is not easy, but for your own health and safety, as well as the health and safety of those around you, especially those most vulnerable, please continue to limit your interactions with others and stay in your own apartment as much as possible. Together, we will get through this.

The following is some information and updates I would like to share with you.

Masks

I am happy to report that through the donation of the Southeast Asian Coalition, we are now able to provide masks to every apartment within the WHA portfolio. Our plan is to provide two (2) masks to every member that is 17 years old or older.

We will start distributing masks starting next week (May 18th) personally to every apartment. These are surgical masks and please remember that the yellow part of the mask is to be worn on the outside of the face.

Mask Wearing Requirement

Effective, May 25th, all WHA residents and visitors will be required to wear a mask when entering WHA property. This includes parking lots, common areas, laundry rooms, hallways, elevators, etc.

Residents that fail to comply with this requirement are subject to lease action and fines. Visitors that fail to comply are at risk to lose their privilege to be allowed on WHA property.

Please keep in mind that wearing a face mask is a great deterrent to spreading the virus. Our efforts are marginalized if we do not work as a team and remain unified in ridding ourselves of this virus. Please help us and yourself by adhering to the rules.

COVID Numbers

The WHA operates 24 different buildings across the city, housing almost 3000 households. We are pleased to share that through your cooperation, we have been able to keep the infection rate low, with only 16 apartments at 10 sites confirmed positive for COVID-19. That number represents just ½ of 1% of the total number of apartments that have a COVID positive apartment. Having these low numbers takes cooperation from you, the WHA, visitors, and the community. Thank you for doing your part to help prevent the spread! However, we cannot relax and need to be vigilant and focused on our safety protocols.

Keep the WHA Informed

As I have mentioned previously, please continue to keep the WHA informed and immediately notify your Property Management Office or Family & Resident Services at **(508) 635-3306**, if you experience symptoms related to COVID-19 or are diagnosed with the virus. Symptoms vary, but common symptoms typically include fever, headache, cough, and trouble breathing. We have many resources in place that can assist you in making sure you are secure and have everything you need to quarantine safely, without putting others at risk.

Best Safety Practices

While state officials begin to officially develop and roll-out plans to reopen the state, it is critical that we are each accountable for our own personal safety and the safety of our family and community members. You can help by continuing to follow the guidance set forth by the CDC:

- Please continue to follow social distancing guidelines and stay at least six feet apart from others.
- Wear your mask at all times when in public.
- Wash your hands often with soap and warm water, and do not touch your face.
- Wear gloves when handling potentially contaminated materials.
- Sanitize surfaces, doorknobs, remote controls, and commonly touched items frequently.
- Don't litter! Be sure to dispose of your gloves and masks in the proper garbage receptacle when done.
- Limit your visits to stores. We have seen where some stores are becoming a place of exposure, so please try to avoid shopping unless it is necessary.

Available Resources

WHA staff have worked tirelessly to coordinate with internal and external agencies to have a number of resources available to support residents in need. If you need help, please do not hesitate to reach out.

- COVID-19 related updates are frequently posted on our dedicated WHA COVID-19 webpage: <http://www.worcesterha.org/covid19.html>. This webpage can be translated into over 100 languages for ease of use. For 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 closed to the public, but we are still 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.

I want to thank you again for your cooperation with our efforts to minimize the risk of Coronavirus within our community. 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
Executive Director