



THE HOUSING AUTHORITY
OF THE
CITY OF HAGERSTOWN, MD

EXECUTIVE DIRECTOR
SEAN GRIFFITH

March 17, 2020

Staff:

RE: Urgent Announcement regarding COVID-19

The Hagerstown Housing Authority (HHA) is aware of the growing concerns regarding the Coronavirus (COVID-19) and we want to ensure you that senior staff is monitoring the situation daily.

The safety of our residents and staff is of the utmost importance to HHA. We encourage staff and residents to follow the Center for Disease Control (CDC) recommendations to limit the spread and promote self-containment of COVID-19. Recommendations from the CDC can be found on their website at: <https://www.cdc.gov/coronavirus/>.

At this time our offices will remain open and operational during our normal business hours Monday - Friday 8:00am - 4:30pm. To help ensure the well-being of our clients and staff, the following changes to our operations have been made effective immediately. These changes will remain in effect until further notice.

- To reduce large gatherings in our lobbies, we will no longer allow walk-ins. This includes walk-in Mondays. All meetings with clients will require an appointment. Clients will be encouraged to mail or e-mail necessary documentation.
- All staff, manager, and department meetings with four or more participants are cancelled. If a meeting is necessary, a conference call number will be provided so staff can call in from their desk. See the I.T. department for other means of electronic communication.
- All group interviews will be cancelled. Individual appointments will be scheduled for applicants.
- Staff working onsite or in the office who suspect a client is ill can discontinue HHA business (unless completing an emergency work order). Upon discontinuation, staff must notify the supervisor and reschedule for a later date.
- Staff should contact their supervisor if they are unsure that they have the proper protective equipment while completing emergency work orders for an ill client.
- Clients who feel uncomfortable allowing staff to enter their unit due to illness or concerns regarding COVID-19 may deny entry (unless HHA designates it as an emergency). If this occurs, staff must notify their supervisor.
- Clients will be excused without penalty for cancelation of any appointment due to illness or concerns regarding the COVID-19. Clients must notify HHA staff prior to the scheduled appointment.

- All resident meetings, social gatherings, and use of the community centers are cancelled and may be rescheduled for a later date.
- All common area restrooms will be closed until further notice.
- To further assist our residents, we have created a call list where a Resident Services Staff member will call daily to check on anyone who may not be feeling well or is quarantined. If residents would like to be added to the list, have them call 240.625.9066 or email health@hagerstownha.com. Clients must include their name, address and phone number, along with their emergency contact name and phone number. If we are unable to reach them within 24 hours, or if we believe there is a concern for their welfare, their emergency contact will be notified and the protocol for a welfare check will be taken.

Please understand that we as an agency are closely monitoring the rapidly changing COVID-19 situation. HHA is taking these measures not only to ensure the safety and health of our staff and clients, but to ensure we can continue to stay open and provide the much needed service to our community. As things progress, you will be updated. Please encourage clients to check our Facebook page and website for any updates or changes.

I apologize for the inconvenience and appreciate your understanding.

Sincerely,



Sean Griffith
Executive Director

cc. Clients