

In support of Governor Baker's declared State of Emergency and with understanding of the vulnerable populations we exist to serve, the Falmouth Housing Authority is sharing information regarding its temporary change in general operating procedures. We have **CLOSED** our office to the public. This means that we have suspended general walk-in traffic. All group activities and community partner events and that result in gatherings on our properties have also been suspended. Areas within our communities that encourage lounging and gatherings are being removed. We have asked our residents to suspend all tenant-led meetings and activities as well. While it is unusual for a gathering of more than 10 to convene in the housing authority office, our goal is to reduce face-to-face interactions and encourage other forms of communication with the communities that we serve. To that extent, we are continuing to maintain (for as long as possible) full staff and work to ensure that our applicants and tenants are housed, our landlords are paid, and our administrative & maintenance tasks are performed to the best of our ability. Our maintenance department will focus primarily on emergency work orders, wear protective gear and work in environments where limited contact with our tenants is possible. Regular work orders may be delayed by 30 days or longer and is subject to situational changes as determined by federal and state governmental entities. Our employees have been encouraged to not come to work if they are sick and/or have been exposed to someone who is sick and to seek medical advice for their medical concerns. Our staff and tenants have been reminded through notices and postings regarding the importance of understanding the ways in which COVID-19 is transmitted and how to reduce the risk of exposure/infection. If you have business to conduct with the housing authority, we ask that you do not visit the office but rather contact us by telephone, fax, or email. We are also working quickly to activate other online options via our website. This temporary change of operations is scheduled to be in place until at least April 30, 2020.

Finally, please stay informed. Here are additional resources per the COVID-19 Response Command Center – Massachusetts Emergency Management Agency (MEMA)

Key Public Health Messages for All Residents:

- Protect yourself by following public health advice about keeping your hands clean, and covering coughs and sneezes.
- Stay home if you are sick.
- Protect others who are most at risk of COVID-19 by keeping your distance from people (at least 6 feet away from others), especially those who are older, and people living with chronic health conditions.
- If you are outside, avoid crowds.
- Don't shake hands or hug.
- Stay connected to friends and loved ones by phone or through other technology.
- Get information from trusted sources. Visit <https://www.mass.gov/2019coronavirus> for the latest news, case counts, and lab testing results.

Other resources for additional education:

- Short Video for social media, waiting rooms, and other locations: <https://youtu.be/HhUpkGxyjS4>
- COVID-2019 infographic for posting in all public places: <https://www.mass.gov/doc/stop-the-spread-of-germs-respiratory-diseases-like-flu-and-covid-19/download>

THANK YOU FOR YOUR SUPPORT AND UNDERSTANDING

(508) 548-1977 Telephone (508) 457-7573 Fax
info@falmouthhousing.org www.falmouthhousing.org

