

# The Housing Authority of the City of North Chicago, Illinois

1440 Jackson St. North Chicago, Illinois 60064

Phone: (847) 785-4300 Fax: (847) 785-4308

March 31, 2020

Subject: Coronavirus COVID-19

In response to the "Safe Distancing" order due to novel coronavirus known as COVID-19. The North Chicago Housing Authority (NCHA) is committed to doing everything we can to ensure the health and well-being of our employees, clients, residents, and vendors. I'm taking extra measures, including frequent sanitation of common areas in NCHA buildings and asking clients to call or email rather than visit our offices in person. The following actions are designed to help keep our employees, tenants, staff, partners, and communities safe.

- ✓ **NCHA has instructed all staff who are ill or have a sick family member, must not come to work until they have been symptom-free for at least fourteen (14) days of quarantine.**

We are daily disinfecting/sanitizing of NCHA's Central Office & Sr. Buildings, cleaning to include but not limited to public areas, elevators & laundry facilities.

## **Housing Choice Voucher & Public Housing**

All scheduled appointments and walk-ins have been canceled through 4/30/2020.

### **Recertification:**

Discontinue all face-to-face meetings

Communication/Documents exchanged via phone, mail, email, fax, exterior drop-boxes at the main office.

During April, will be mailing paper Recertification packets to participants for July 2020 renewals (normal timing) & will be conducting telephone interviews.

### **Inspections are limited to:**

Move-in Inspections where the unit is vacant

Emergency, (Repair within 24-hour) Inspections with protective gear

Personal Protective Equipment is readily available for staff

NCHA is accepting self-certifications for re-inspections via pictures

### **Public Housing:**

Discontinue all face-to-face meetings

Communication/Documents exchanged via phone, mail, email, fax, exterior drop-boxes at the main office.

During April, will be mailing paper Recertification packets to participants for June/July 2020 renewals (normal timing) & will be conducting telephone interviews.

All community rooms/kitchens are closed to the Residents

Letters advising residents of NCHA's response were individually delivered

Work orders are limited to Emergencies/ Regular monthly inspections will be rescheduled

### **All events inviting "groups" are canceled until further notice:**

We will keep you posted with updates. Thank you for your support during these trying times.

Sincerely,

*Nina Chalmers*

Executive Director