

# HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



## COVID-19 RESPONSE

As a participant or landlord/owner of the housing assistance programs offered by the Housing Authority of the County of Contra Costa (HACCC), we want to reassure you that HACCC is closely monitoring the novel Coronavirus (COVID-19). Effective immediately, HACCC has implemented the guidelines put in place by Centers for Disease Control and Prevention (CDC), Contra Costa County Health Services (CCHS), and the Department of Housing and Urban Development (HUD) in addition to consulting with our colleagues on the best practices for the affordable housing industry. Our highest priority is to ensure the safety and well-being of our staff, residents and partners while providing affordable housing solutions for all.

### **Temporary Measures – What does this mean for you?**

In light of recent events, HACCC is implementing the following temporary measures to keep our staff, and our partners safe and minimize anyone's exposure to the COVID-19 virus. With regards to our day to day operations:

- For your safety and to minimize the potential of virus exposure for our clients and staff, routine face to face office visits have been suspended. We will attempt to conduct business by phone, by email, and by mail where possible. **Instead of visiting our office lobby, we encourage you to contact your caseworker directly or call us at (925) 957-7001 or (925) 957-8001. All HACCC offices will be closed to walk-in visitors until further notice.** Our staff will be able to assist you by telephone, mail and email only. We can accept documents through our drop-box and/or make an appointment to speak with you on the phone. We encourage all subsidy participants to return all necessary documents, **by mail**, in a timely manner to ensure there is no interruption in housing assistance. ***PLEASE DO NOT BRING THEM TO OUR OFFICE IN PERSON.***
- ***Clients who may have emergency situations needing immediate attention will be screened by telephone before determining if an in-person appointment is needed.***
- If you are new to the programs and we are processing an intake on your behalf, there may be some delays in processing your file. We continue to explore alternative solutions for helping new households. If you have any questions regarding this matter, feel free to contact your caseworker, or property manager if you live in public housing, or contact us at (925) 957-8001. **We want to emphasize that you should avoid coming into our office in person if at all possible.**
- Provisions may be made to delay inspection of units for the months of March and April. Information regarding this decision will be posted on our website, at **[www.contracostahousing.org](http://www.contracostahousing.org)**, when we have further updates.
- HACCC has instituted recommended protocols for self-quarantining, expanded our cleaning and disinfecting protocols, encouraged increased hand washing and use of hand sanitizers and of course, ensuring that employees who are not well, stay home sick.
- Please do not come to our office. If we must come to your home for an inspection or repair, we ask that you notify us immediately if you believe you are ill so that you are not putting yourself or our staff at risk. These precautions we are exercising are to keep all of us safe.



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[www.contracostahousing.org](http://www.contracostahousing.org)



## **What should you do to Stay Healthy?**

According to the CDC, you should:

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home if you are sick, except to get medical care.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- If you are sick: You should wear a facemask when you are around other people.
- If you are NOT sick: You do not need to wear a facemask unless you are caring for someone who is sick.
- **Clean AND disinfect frequently touched surfaces daily.**

You will receive additional communication from our Agency should we be required to implement stricter protocols and close offices and/or specific sites. For the most recent update from our Agency, **visit our website at [www.contracostahousing.org](http://www.contracostahousing.org)**. We apologize for any inconvenience and we thank you for your patience during this time. We look forward to continuing our commitment to serving you.

In good health,

Joseph Villarreal  
Executive Director

### Resources:

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

Center for Disease Control and Prevention <https://cchealth.org/coronavirus/pdf/COVID-19-Interim-Guidance-for-Social-Distancing.pdf>

Contra Costa Health Services <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

World Health Organization <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

