



May 2020

COVID-19 Guidance for Housing Partners

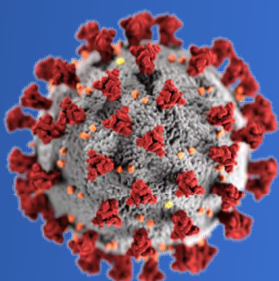
ALERT

If you are concerned that you may have COVID-19 symptoms, call your physician, urgent care, or 911 for medical emergencies.

For more information, see:

[cdc.gov](https://www.cdc.gov)

[hud.gov/
coronavirus](https://www.hud.gov/coronavirus)



COVID-19 IS A SERIOUS RESPIRATORY ILLNESS THAT CAN SPREAD FROM PERSON TO PERSON.

The following resource is being offered to PHAs, TDHEs, and housing partners to assist in the safe distribution of goods and services and to uplift safe visiting practices.

SAFE DISTRIBUTION

- **CREATE & IMPLEMENT A STRATEGY FOR DISTRIBUTING GOODS AND SERVICES** – Delivery of parcels, goods, and services should be conducted using secure drop-off locations, personal protective equipment (PPE), and trained staff or volunteers. Make a record of all deliveries for future reference.
- **PROVIDE OR REQUIRE PPE** – Latex gloves and masks should be required and provided to all staff, residents, and partners delivering food, goods, and other resources.
- **LIMIT CONTACT** – Reduce potential exposure by using contactless, no knock, no signature delivery protocols. Maintain a 6-foot distance when face-to-face contact is necessary.
- **CLEAN AND DISINFECT** – Wash hands before and after handling packages. Do so thoroughly for 20 seconds. Disinfect delivered items when possible along with the counter and ground after opening.

VISITING & SAFE DISTANCING

- **POST SAFE DISTANCING REQUIREMENTS** – Inform all staff, residents, and visitors of CDC and state-specific safe distancing requirements, e.g., 6-feet or more. Update as needed.
- **BE AWARE OF HIGH-RISK PERSONS** – Inform staff and residents of the serious health risks of COVID-19 and signs of possible infection. Protect the elderly and those with chronic health conditions.
- **RESTRICT HOURS** – Limit entrance to facilities when possible. Employ teleworking and communicate remotely.
- **LIMIT CONTACT** – Physically limit large group gatherings by:
 - Removing furniture or blocking common areas,
 - Closing common spaces, e.g., meeting and computer rooms, kitchens, or playgrounds, and
 - Informing large groups about the health risks when social distancing is not being practiced. See resident flyer.
- **LIMIT VISITORS** – CDC recommends limiting visitors in high rises and senior housing to emergency and other medical or personal care providers and according to local requirements. Establish a list of other essential services, e.g., childcare, delivery of food, medication, other urgent goods and record all visitors in compliance with CDC recommended practices. For other facilities, limit visitors to one-at-a time, if possible, and practice safe distancing at all times.
- **USE PPE** – Encourage the use of masks and gloves and take additional protective steps if there is an active case of COVID-19.
- **CLEAN AND DISINFECT** – Perform thorough cleanings of public spaces regularly. Provide supplies to residents when possible.
- **ESTABLISH NEW SAFE DISTANCING PROCESSES**
 - Use a drop box or electronic payment for rental payments.
 - Stagger PHA staff in-office and/or teleworking.
 - Limit maintenance to emergency repairs.
 - Establish a response team trained in safe practices.
 - Distribute goods while maintaining a 6-foot distance.

See the HUD COVID-19 Interaction Playbook for Housing Partners