



# COVID-19 RESPONSE

Yolo County Housing, March 2020

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## For You to Know Right Now:

Following guidance from Yolo County's Health Officer, Yolo County Housing and its non-profit New Hope CDC, will be implementing the following - **cancelling or postponing large community events; conducting most business via email, telephone, mail; prioritizing emergency and urgent work orders and postponing routine repairs, especially in a home with one or more ill persons.**

## Why We Are Doing This:

We are working with our public health and city/county/community partners to take precautions to help prevent the spread of COVID-19, as well as other infectious diseases, including influenza. The County has reported that they are now seeing cases of COVID-19 that represent community spread. Between our Voucher, public housing and owned housing units, 54% of our families have an elderly or disabled high risk head of household. The steps we are taking will help protect their health and minimize the risk of spreading the illness in our communities.

[Read more on Yolo County's website](#) and from the Center for Disease Control (CDC) at: <https://www.cdc.gov/coronavirus/2019-ncov/community/get-your-household-ready-for-COVID-19.html>

## Strategies We are Implementing

Beginning this week, you should start to see the following:

### Work Orders, Repairs, Inspections:

- When calling in or emailing about a work order, you will be asked if anyone is sick;
- Prior to entering a unit, the staff person will also ask if anyone is sick;
- If someone is ill or has been exposed to COVID-19 within the last 5 days, the work order will be rescheduled unless it is an emergency or urgent item. If staff will enter the unit, they will enter using personal protection equipment.
- Routine work orders will be postponed at least through March 31, 2020

### Property Management:

- Regular interactions will be restricted to phone, email or offices that have a physical barrier between staff and resident;
- Documents will be accepted via email, phone or local drop box;
- Move out processes from units may be done via alternative methods - check with your Specialist/Property Manager for more information

### Housing Assistance/Vouchers:

- Same protocols as for Property Management with your Specialist or for Inspections as noted above

## Strategies You Can Use to Help Protect Yourself

Guidelines we have received from the County include strategies everyone can do to help plan, prepare for and respond to this emerging public health concern. Here are some simple and easy techniques or steps:

- Wash your hands with soap and water for at least 20 seconds;
- Avoid touching eyes, nose or mouth with unwashed hands;
- Avoid close contact with people who are sick;
- Clean all “high touch” surfaces everyday, including doorknobs, bathroom fixtures, light switches, phones, cell phones, keyboards, tablets;
- Use a CDC approved product for COVID-19:  
<https://www.cdc.gov/coronaviurs/2019-ncov/community/home/cleaning-disinfection.html>
- Change your clothes after work;
- Stay away from work, other people, or school if you are sick with respiratory symptoms like cough or have a fever;
- Do not smoke or vape any products;
- Follow guidance from public health officials;

If you think you are sick:

- Call a health care provider - they can give you guidance on if/when you should go to the doctor and what precautions you should take;
- Stay home until you have no fever or other symptoms for at least 24 hours and preferably 72 hours;
- If you are sick, wear a facemask around other people or pets or before entering a healthcare provider’s office. The CDC does **not** recommend that people who are well wear a facemask to protect themselves if they are not sick.

Thank you for working with us to help our families, senior and disabled residents healthy!