

## **Coronavirus Participants Advisory Notice**

### **Dear Participants:**

As the novel coronavirus, also called COVID-19 begins to have an increased impact on our communities, we feel it's important to connect directly with you. Your safety, health, and well-being are of the utmost importance to us. We understand that there are many concerns and we want to assure you that we are doing all that we can to protect our participants and prevent the spread of disease.

Communication is important during these situations and we are committed to doing our part to keep you healthy. We are increasing the frequency of electronic communications – such as text messaging, email, and social media notifications to eliminate unnecessary touching of frequently used hard surfaces and physical interaction.

We will continue to communicate any changes in service to you as quickly as possible. At this time ALL face-to-face activities will be suspended until further notice. To the greatest extent possible, the PBCHA will provide these activities virtually. Some activities require a physical signature. These activities will be handled by appointment only. All required documentation/information will be posted on our website or provided to you by email or regular mail. On the PBCHA website under contact us, you can find the contact information for all PBCHA staff to directly send all correspondence to your applicable caseworker.

If you have flu-like symptoms, contact your case worker prior to your appointment date. We recommend all communication be by email, telephone and/or fax. If you have any questions about the virus, we encourage you to talk to your physician or medical care provider for information and guidance. Please remember that you are still responsible for your rent during this time. Any change in income should be reported to the PBCHA offices.

We are monitoring information from the World Health Organization (WHO), Center for Disease Control (CDC) and Housing and Urban Development (HUD) for updates. We will continue to be proactive and transparent in our communication to avoid panic, misinformation, and ensure your expectations are managed.

Preventing a pandemic virus from affecting our agency is our job, as well as the job of all our participants, and we thank you all for doing your part in preventing the spread of disease.

Thank you,

PBCHA Housing Choice Voucher Team