



BUILDING COMMUNITY, PEOPLE, AND PARTNERSHIPS

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Tuesday, March 31, 2020  
9:52 AM

All Program Participants  
Knox County Housing Authority

RE: Coronavirus disease 2019 (COVID-19)

I am writing this letter today to update you all on the Knox County Housing Authority's sustained response to the COVID-19 pandemic. The spread of COVID-19 continues at an alarming rate, and we must take emergency precautionary measures to help combat this highly infectious disease.

To date, the following adjustments to our operating procedures have been implemented:

- All KCHA offices and community spaces have been **closed** to the public.
- All correspondence, interviews, and meetings with applicants and participants are occurring by **telephone or electronically**.
- Only **EMERGENCY** work orders and inspections are being completed.
- All routine sprays (quarterly) are cancelled during this time; all treatments for infestations – bedbugs, cockroaches, etc. – will continue, as will outside preventive sprays.
- All high-traffic areas continue to be **cleaned and sanitized regularly**, seven days a week. These areas include, but are not limited to: elevators, vending machines, entry doors to high-rise buildings, mailboxes, stairways, trash chutes, and benches.

Additionally, the following protocol continues to be in effect:

- **Rent must still be paid.** We are accepting rent via drop box at our administrative office, by mail, or you may pay at First Midwest Bank (302 E Main St, Galesburg, IL 61401). Rent is due the 1<sup>st</sup> through the 5<sup>th</sup> each month.
- KCHA will work with families experiencing economic hardships directly attributed to COVID-19. Contact your property or program manager as soon as you have a change to report. **DO NOT WAIT UNTIL YOUR RENT IS CONSIDERED LATE.**
- **Applicant and tenant update** forms are available at [www.knoxcountyhousing.org](http://www.knoxcountyhousing.org). You may also submit your update via the website.

Illinois Governor JB Pritzker issued a stay at home order, effective at 5:00 PM on March 21, 2020 through April 7, 2020 (unless modified or extended). It is expected that President Donald J. Trump will issue guidance that extends the federal advisory through April 30, 2020. Given the advanced nature

of the spread of COVID-19, and in consideration of the need for our families to have a home in which to shelter in place, the Knox County Housing Authority will **suspend all lease and voucher terminations until the state of emergency has been lifted**. Any lease or voucher violations that occur during the declared state of emergency will be addressed accordingly once operations resume as normal.

As the fight against COVID-19 has reached a critical stage, it's incredibly important that our families follow all Centers for Disease Control (CDC) guidelines to keep safe:

- Wash your hands OFTEN with soap and water for at least 20 seconds. If soap is unavailable, use hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people, especially those who are showing symptoms of being sick.
- Practice social distancing by maintaining a distance of at least six (6) feet from others.
- Do not gather in groups larger than ten (10) people.
- Stay home – especially if you are sick – and go out only for necessity such as food, medical, etc.
- Cover coughs and sneezes – cover your nose and/or mouth with a tissue or use the inside of your elbow.
- If you are symptomatic, wear a mask.
- Clean and disinfect frequently touched surfaces DAILY.

If you think you are experiencing the symptoms of COVID-19, you are advised to **STAY HOME**. Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. If you experience any of the following **emergency warning signs** for COVID-19, seek medical attention immediately. Emergency warning signs include, but are not limited to:

- Trouble breathing
- Persistent pain of pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face.

As information regarding COVID-19 evolves, we will continue to provide updates to our participant families via mail, our Facebook page at <https://www.facebook.com/TheKnoxCountyHousingAuthority>, and our website at [www.knoxcountyhousing.org](http://www.knoxcountyhousing.org). The Knox County Housing Authority will remain diligent in providing service to our families through this difficult time. Through responsible action, we will persevere.

Respectfully,



Derek B. Antoine  
Executive Director  
Knox County Housing Authority