
MEMO

To: Housing Choice Voucher Program Participants
From: Derek Antoine, Executive Director 
CC:
Date: Wednesday, March 18, 2020
Re: Coronavirus disease 2019 (COVID-19) Agency Protocol

Coronavirus disease 2019 (COVID-19), a respiratory disease caused by a novel (new) coronavirus originally discovered in China, has now been detected in more than 100 countries. The World Health Organization (WHO) initially declared the outbreak a “public health emergency of international concern” and has since characterized COVID-19 as a global pandemic. On 03/13/2020, President Trump declared the outbreak a national emergency.

We have entered into unprecedented times in the history of this country. To be certain, the introduction and spread of communicable viruses has always been present. Until now, however, daily life has been largely uninterrupted. The severity and spread of this infectious disease have caused us to significantly alter our daily routines, and ultimately have forced us, as an agency, to take precautionary measures as well.

In accordance with guidance from the Center for Disease Control (CDC), the World Health Organization (WHO), and the State of Illinois, the Knox County Housing Authority is initiating an emergency operational protocol to help control and stop the spread of coronavirus disease 2019 (COVID-19).

Effective 03/17/2020 through 05/12/2020, the following operational safeguards will apply:

- **All administrative offices will be closed to the public**
 - Regular office hours will be maintained
 - Administrative staff will be available via mail, email, and telephone
- **Updates**
 - All updates (family composition, income changes) must still be reported within 10 calendar days of the change
 - Update forms are available by request and should be completed and mailed to site staff
 - Tenants will be able to report changes via a temporary update form which can be found on our website: <https://knoxcountyhousing.org/apply-for-housing>
- **Appointments**
 - Appointments will be conducted via telephone and email where applicable

- Original signatures and documents will be obtained by mail prior to housing the family
- Briefings will be conducted via mail and telephone
- **All KCHA community spaces will be closed to the public**
 - Community rooms – all scheduled events have been cancelled unless otherwise notified
 - Public restrooms
 - Maintenance shops
- **HQS Inspection protocol**
 - All routine (non-emergency) inspections are postponed
 - Emergency and initial inspections will be conducted on an as-needed basis

This memo and its contents are in effect from 03/17/2020 through 05/12/2020, unless modified, shortened or extended. In the event of a revision to the protocol or timeframe discussed, you will be notified. The safety of our staff and participants is of primary concern. Together, and through responsible action, we will get through this.

Respectfully,



Derek B. Antoine
Executive Director
Knox County Housing Authority