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# MEMO

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**To:** Program Participants  
**From:** Derek Antoine, Executive Director   
**CC:**  
**Date:** Monday, March 16, 2020  
**Re:** Coronavirus disease 2019 (COVID-19) Agency Protocol

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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
- **Tenant Rents**
  - Rent is still due the 1<sup>st</sup> through the 5<sup>th</sup> of each month
  - Report ALL changes in income to your site office as soon as possible
  - KCHA will work with families experiencing economic hardships directly attributed to COVID-19
  - DO NOT WAIT UNTIL YOUR RENT IS CONSIDERED LATE TO CALL
  - You may pay your rent the following ways:
    - Mailed to the administrative office

- Direct debit from your bank account
  - Drop box at the administrative office
  - Payment at First Midwest Bank
- **Updates**
    - All tenant updates (family composition, income changes) must still be reported within 10 calendar days of the change
    - Tenant 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 <http://www.knoxcountyhousing.org/apply-for-housing.html>
  - **Appointments**
    - Appointments for housing will be conducted via telephone and email where applicable
    - Original signatures and documents will be obtained prior to housing the family
  - **All community spaces will be closed to the public**
    - Community rooms – all scheduled events have been cancelled unless otherwise notified
    - Public restrooms
    - Maintenance shops
  - **Maintenance protocol**
    - Continue to report work orders as you normally would
    - All routine (non-emergency) work orders will be taken and completed at the end of this precautionary period
    - Only emergency/unit turn work orders will be completed during this time
    - All routine (non-emergency) inspections are postponed
    - Pest Control
      - All routine sprays (quarterly) are cancelled during this time
      - All treatments for infestations – bedbugs, cockroaches, etc. – will continue

**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 residents is of primary concern. Together, and through responsible action, we will get through this. Thank you, for all you do, to make the Knox County Housing Authority a special place.

Respectfully,



Derek B. Antoine  
Executive Director  
Knox County Housing Authority