

# THE CLARKSVILLE HOUSING AUTHORITY

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## COMMISSIONERS

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## DEPUTY DIRECTOR

KEITH LAMPKIN

## CHA CORONAVIRUS POLICY

At CHA, the health and well-being of our residents, employees and partners is always a top priority. We continue to monitor the quickly evolving news related to the coronavirus (COVID-19). CHA will continue to actively and effectively manage our business in response to COVID-19, with three key objectives in mind:

1. Keeping our residents, employees and their families safe.
2. Ensuring our business is operational to serve our residents.
3. Doing our part as a corporate citizen to contain the spread of the virus.

To promote a healthy work environment, CHA has instituted the following practices:

- We ask employees to practice good hygiene including frequent hand washing, covering coughs and sneezes, and disinfecting surfaces.
- We are encouraging the use of teleconferencing and telecommuting.
- We are canceling all non-essential activities and meetings that would bring residents or the public into our offices and community spaces.
- We encourage everyone to contact CHA staff via email or phone instead of making in-person visits.
- We encourage residents to limit close contact with others.

To protect staff and residents who interact daily, we have instituted the following:

- All non-emergency inspections will be conducted on a case by case basis.
- Maintenance staff will only perform essential or emergency work orders (such as clogged plumbing, water leaks and health/safety related issues). All other work orders will be deferred until further notice.
- Upon arrival at an apartment maintenance staff will:
  - Knock at the door and stand back 6 feet.
  - Ask the resident if anyone in the unit is experiencing flu-like symptoms or has traveled to a high-risk area. If any response indicates an illness with flulike symptoms, the resident will be asked to go to another room while essential work orders are performed.
  - Maintenance staff will wear personal protective equipment while in the unit and will sanitize surfaces prior to and after completing the work order.
- CHA Central Office will be accepting visitors on a case by case basis.
- Recertifications will be done through the mail and over the phone.

- **Submitting Information:** You may submit recertification packets, interims, verification documents, and any other information via US mail, fax, or email with scanned attachments or photos of the documents. When you use email, your “sent” email will be considered as your receipt. Clients may also submit documents in the Dropbox in the lobby of the Central Office, located at 721 Richardson Street, Monday – Friday, between the hours of 8:00 am – 4:00 pm. Please do not submit original personal identifiable information (PII), e.g. Birth Certificate, SS Card, Picture ID. Clients are strongly encouraged to submit copies of PII documents.
- Housekeeping inspections will be done on case by case basis.

For all workers, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.
- Recognize personal risk factors. [According to U.S. Centers for Disease Control and Prevention \(CDC\)](#), certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19.

We will continue to monitor evolving conditions about the virus using reputable sources, such as the CDC, World Health Organization (WHO), State of Tennessee, and Montgomery County Health Department websites to ensure the actions we take are comprehensive and suitable. We encourage you to use these sources for information on how to keep yourself and your family safe during this situation.

While we are always available via email/phone, we encourage you to check the CHA website ([www.clarksvillehousing.org](http://www.clarksvillehousing.org)) for operational updates. We appreciate the trust you place in us and look forward to continuing to serve our community.

Keith D. Lampkin

CHA Deputy Director