



HOUSING AUTHORITY of the County of Butte

(530) 895-4474  
FAX (530) 895-4459  
TDD/TTY (800) 735-2929  
(800) 564-2999 Butte County Only  
WEBSITE: [www.butte-housing.com](http://www.butte-housing.com)  
2039 Forest Avenue • Chico, CA 95928

March 20, 2020

## COVID-19 Response

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### For You to Know Right Now:

The Governor of California has implemented a “shelter in place” order, where citizens are asked to stay at home and avoid contact with others, particularly those who are sick. This applies to all citizens, except employees of “essential services”. While the Housing Authority is considered an essential service, our service delivery will change during this pandemic.

Effective immediately, our offices will be physically closed to the public. We will continue our services by means of telephone, e-mail, mail, etc.

Following guidance from the Butte County Public Health Department and the federal Center for Disease Control, the Housing Authority of the County of Butte, implements the following – *canceling or postponing large community events; conducting most business via email, telephone, and mail; prioritizing emergency and urgent work orders; and postponing routine repairs, especially in homes with one or more ill persons.*

### Why We Are Doing This:

We are working with our public health and city/county/community partners to take precautions to help prevent the spread of COVID-19, as well as other infectious diseases, including influenza. While the Public Health Department has yet to report active cases of COVID-19 in the County, precautions are warranted because of extraordinary health risks. Approximately two thirds of those served by the Housing Authority have an elderly and/or disabled person as head-of-household, a population that is at particular risk during this pandemic event. The steps we are taking are to help protect individual and community health and minimize the risk of spreading the illness in our communities.

Read more on the Housing Authority of the County of Butte’s website, including information from the Center for Disease Control (CDC) at:

<https://www.butte-housing.com>

<https://www.cdc.gov/coronavirus/2019-ncov/community/get-your-household-ready-for-COVID-19.html>

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*The Housing Authority is an equal opportunity employer and housing provider.*



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### **Strategies We are Implementing:**

#### **Work Orders, Repairs, Inspections:**

- When calling in or emailing about a work order, you will be asked if anyone is sick;
- Prior to entering a unit, the staff person will also ask if anyone is sick;
- If someone is ill or has been exposed to COVID-19 within the last 5 days, the work order will be rescheduled unless it is an emergency or urgent item. If staff will enter the unit, they will enter using personal protection equipment.
- Routine work orders will be postponed at least through March 31, 2020.

#### **Property Management:**

- Regular interactions with the public and clients will be restricted to phone, e-mail, facsimile, and mail;
- Documents will be accepted via e-mail, phone, mail, or local drop box;
- Move out processes from units may be done via alternative methods – check with your Specialist/Property Manager for more information.

#### **Housing Assistance/Vouchers:**

- Same protocols as for Property Management, with your Specialist, or for Inspections.

### **Strategies you Can Use to Help Protect Yourself:**

Guidelines we have received from the County include strategies everyone can do to help plan, prepare for and respond to this emerging public health concern. Here are some simple and easy techniques or steps:

- Wash your hands with soap and water for at least 20 seconds;
- Avoid touching eyes, nose or mouth with unwashed hands;
- Avoid close contact with people who are sick;
- Clean all “high touch” surfaces everyday, including doorknobs, bathroom fixtures, light switches, phones, cell phones, keyboards, tablets;
- Use a CDC approved product for COVID-19:  
<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- Change your clothes after work;
- Stay away from work, other people, or school if you are sick with respiratory symptoms like cough or have a fever;
- Do not smoke or vape any products;
- Follow guidance from public health officials.



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**If you think you or a member of your household are sick:**

- Let your Housing Authority contact know of any sick household members;
- Call a health care provider – they can give you guidance on if/when you should go to the doctor and what precautions you should take;
- Stay home until you have no fever or other symptoms for at least 24 hours and preferably 72 hours;
- If you are sick, wear a facemask around other people or pets or before entering a healthcare providers office. The CDC does not recommend that people who are well wear a facemask to protect themselves if they are not sick.

Thank you for working with us to help our families, senior and disabled residents healthy!