

To: All Brookline Housing Authority (BHA) Residents

Fm: BHA Property Management Department

Re: BHA Responses to Coronavirus

Dt: March 12, 2020

This memo and attachments are to inform you about the steps that the Brookline Housing Authority is taking to help keep the community safe during the coronavirus situation.

Please read this whole memo and the attachments very carefully.

The BHA office at 90 Longwood Ave. is closed to the public until further notice. You can contact the office at (617) 277-2022 or visit our website www.brooklinehousing.org to communicate with us on important topics of concern to you and your apartment.

The BHA ongoing work and responses at this time include:

- We are continuing to respond to time-sensitive and urgent work orders in resident apartments. If you have important work orders, please submit them to the maintenance department in the same way as always: By calling 617-277-1884 during work hours or 617-277-2022 for after-hours emergencies or via the BHA website.
- Please continue to make your monthly rent payments. As always, residents can drop off rent payments at the drop-box at 90 Longwood Ave. **The BHA Finance Department office is not taking any rent payments in person at this time.**
- Maintenance Department staff are rotating around the BHA properties to sanitize the main touch points in community and common areas such as door handles, faucets, elevator buttons, and community room computers, televisions, etc. The first priority buildings for frequent sanitizing are 90 Longwood Ave. and the other seniors properties, although all properties are being sanitized.
- Many BHA resident activities and programs have been postponed at this time including: All activities in the seniors buildings, the hot lunch at 90 Longwood Ave., the Family Learning Centers afterschool hours at Trustman and High Street Veterans, ESL classes, and the free tax preparation program.

- The Springwell care coordinators are continuing their usual office hours in the seniors buildings. The Brookline Food Pantry remains open and is providing pre-packaged grocery bundles in order to minimize contact. The “backpack” program for school children to take food home for the weekends continues. Meals on Wheels deliveries continue. Beyond the BHA, the Town of Brookline has cancelled all non-essential public meetings throughout the Town until at least April 30.
- **We strongly encourage all residents, staff, and visitors to the BHA to practice so-called “social distancing”. This means, avoiding group gatherings and keeping 3-6 feet distance from other people except for immediate family members.**
- Some non-essential BHA staff are not working in the office for now, to achieve as much social distancing as possible. Essential BHA staff including Maintenance and Property Management staff remain at work as well as the senior staff.

BHA residents can help by taking other precautions to stay healthy themselves. The following are strongly recommended by health officials:

- **Stay home if you are experiencing a fever, cough, or difficulty breathing, or if you think you may have been in touch with someone who may have coronavirus. In either case, contact your medical provider or health authorities. Also, please inform your property manager. *Please note that coronavirus-related testing and treatment will NOT be subject to deductibles or copays for insurance carriers in Massachusetts.***
- **Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.**
- **If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.**
- **To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something.**
- Avoid touching your eyes, nose, and mouth.
- Avoid contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes.
- **Please do not use BHA community rooms and avoid crowds, public spaces, and close contact with others.**
- Make sure you have an adequate supply of prescription medications on hand, as well as personal hygiene, apartment cleaning supplies, and groceries.

The Brookline Department of Public Health is also monitoring the situation. Urgent information related to Brookline will be posted on the Town of Brookline website www.brooklinema.gov/covid-19, communicated through the town's reverse 911 program, and updated on the Health Department Information Line (617-730-2295).

Sign up to receive alerts at www.BrooklineMA.gov/Alerts

The Massachusetts Department of Public Health has updates at <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>

We appreciate your teamwork and support as we work together to manage this challenge.