

March 16, 2020

Dear SLHA Residents Living in High Rise Communities:

The St. Louis Housing Authority (SLHA) cares about the health of our residents, staff and partners, and we are taking the novel Coronavirus (COVID-19) pandemic very seriously. To help protect you and your families, we are monitoring the recommendations from the Center for Disease Control (CDC) to ensure that our decisions are informed by the best and most up-to-date information.

Currently, SLHA has not closed its headquarters at 3520 Page. However, we are reducing the number of hours open to the public. Starting Tuesday, March 17, our headquarters will be open to the public Monday through Friday, from 10:00 a.m. to 2:00 p.m. On the advice of public health professionals, we are asking everyone that we work with to call, email or use our website whenever possible, rather than visit our offices in person. During this time, staff will be in the office from 9:00 a.m. to 4:00 p.m. and will respond to residents and the public by email and phone.

The following actions are being taken to help keep our residents, staff, partners and communities safe:

COVID-19 Task Force

- A dedicated task force of SLHA staff has been established to assess information from the CDC and state and local public health agencies and make key decisions related to operations during the COVID-19 pandemic.
- The task force has been equipped to handle emergencies as they arise

Staying Home If Ill

- SLHA has instructed all staff who are ill, or have an ill family member, not to come to work until they have been symptom-free for at least three days.
- Residents should also follow the same guidance when deciding whether to visit the SLHA or management office.

Sanitation

- SLHA has instructed staff on additional personal sanitation practices.
- SLHA is cleaning common areas of its corporate office at least daily, sanitizing door handles, railings, bathrooms, elevator buttons and other frequently touched surfaces twice a day.
- The management company has also increased the frequency of disinfecting common spaces, elevators, and offices to sanitize surfaces in high rise buildings to inhibit the spread of the virus.

Social Distancing

- SLHA is postponing all non-essential meetings and encouraging staff to conduct meetings as much as possible by telephone or online.



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- Due to the large elderly and disabled population in your building, we need your cooperation and understanding as we implement preventative measures for COVID-19. This includes implementing the following CDC guidance for senior living facilities at all high-rise developments (guidance subject to change as new circumstances arise):
 - Closing of All Common Areas: Effective immediately, SLHA is closing all common areas and community rooms in all residential developments (not including hallways and laundry rooms).
 - Limiting of Visitors: Residents are **strongly encouraged** to limit visitors to caretakers, chore workers, and to those providing medical care, supplies and groceries. Visitors with risk factors will be directed to not enter the building.
 - Delivering Food/Groceries: Deliveries (except for Meals on Wheels and other federally funded meals programs) must be accepted outside of the main entrance. Delivery drivers will not be allowed to enter the building.
 - Mail and Package Deliveries: All mail and package delivery (except for pharmacy and medical supplies) will be limited to the lobby.

Depending upon the circumstances, health officials might recommend or enforce additional measures to protect the public health. SLHA would support and comply with these measures.

Additional Information

Please continue to contact the management office for information related to your apartment. In addition, we have set up a dedicated hotline and email address to answer questions related to general SLHA operations during the pandemic. The hotline number is (314) 286-4249 and the email address is COVID-19@slha.org.

The CDC continues to be the best source of information on COVID-19. Please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. Please also visit the links below:

- [What you need to know about Coronavirus Disease 2019 \(COVID-19\)](#)
- [Stop The Spread of Germs](#)
- [Symptoms of Coronavirus Disease 2019](#)
- [What to do if you are sick with coronavirus disease 2019 \(COVID-19\)](#)

Updates and additional information will be forthcoming, as it becomes available, via the SLHA website (www.slha.org). In the meantime, please know that we are taking this situation very seriously and are committed to doing everything we can to ensure the health and well-being of our residents, clients, partners and staff. Thank you for your understanding and cooperation.

Sincerely,



Alana C. Green
Executive Director