



## **CORONAVIRUS RESPONSE PLAN**

**March 2020**

The Boley Centers Housing Department is working diligently to address the current social and economic effects of COVID-19. The safety of our residents, staff and the public are our top priority as we work through this national health crisis. At this time, our Administrative Building, The Hays Center's doors are closed to the public as of 8am on Wednesday, March 18th, 2020. Boley Centers is closely monitoring the rapidly changing situation regarding spread of the COVID-19 virus. In recent days, the World Health Organization designated COVID-19 as a pandemic, a national emergency has been declared, the Governor declared a state of emergency, and Pinellas County and surrounding counties have declared a local state of emergency. Boley Centers is currently closely following guidance from the Department of Housing and Urban Development (HUD) and the Centers for Disease Control and Prevention (CDC).

### **Coronavirus Response Plan**

#### **1. Pinellas Affordable Living Inc. and Boley Centers Inc. Owned and Managed Affordable Housing (Public Housing, Scattered Sites, PBRA); Resident Services**

##### **Applicant Interviews**

- All in-person intake appointments are cancelled and will be reschedule when the crisis subsides.

##### **Resident Hearings**

- All in-person denial hearings are to be cancelled. and will be reschedule when the crisis subsides.

##### **Lease Signings for New Tenants**

- Lease signings and Move-Ins will continue for consumers who have already met with Housing Specialists and initiated that process. No new Move-Ins or annual recertifications shall be scheduled or performed at this time.

##### **Inspections and Accessing of Units**

- All routine annual inspections will be postponed until further notice.
- Life and Safety inspections will be conducted by staff as needed.



## **Transfers**

- Reasonable Accommodations/Emergency Transfers will continue as usual.

## **Rent Calculations/Certifications**

- Re-Exam staff will continue work on completing income changes. Income changes reported by the resident will now be done by US Postal Service, email, fax or phone.
- With supporting documentation, a resident may request a financial hardship exemption (Minimum Rent Emergency Waivers). Requests must be made by mail, email, fax or phone.

## **2. Pinellas Affordable Living Inc. and Boley Centers Inc. -Owned and Managed Affordable Housing (Public Housing, Scattered Sites, PBRA); Maintenance**

- All Preventative Maintenance and housekeeping inspections will be postponed until further notice. Residents may request air filters by calling the management office to arrange to pick one up from the office.

## **Resident Work Orders**

- Currently, we are completing emergency workorders inside units only. If an emergency workorder is called in, the resident will be asked a series of health screening questions via phone to verify they are not sick before maintenance staff enters the unit.
- If a sick resident calls in an emergency workorder, a contractor will be called to complete the workorder. Each call will be evaluated on a case by case basis to determine the level of urgency and a determination will be made based upon the facts presented.
- Maintenance requests will only be accepted via phone or email at each management site.

## **Cleaning and Sanitation supplies**

- Waterless anti-bacterial hand sanitizer is available in public spaces so residents can be encouraged to use it to ensure they are not unintentionally transferring the virus.
- As supplies become more difficult to obtain, emergency purchasing procedures will be utilized to obtain cleaning supplies and personal protection equipment.

## **Construction**

- Construction work will continue based upon the scope of the work.
- Residents will have the option to postpone non-essential construction in their units to alleviate any concerns of additional people being in their units.



### **3. Privately-owned PHA assisted affordable housing (Section 8, Housing Choice Voucher HCV) program**

#### **Actions affecting on going case management of current participants**

- All in-person appointments are suspended until further notice.
- Mailings will include a return checklist as a reminder of all the documents needed and will also encourage participants to return via email, mail, or fax to limit contact.
- Staff will contact existing appointments to cancel any in-person appointments and to request return of documents by mail, fax, or email.

#### **Inspections of assisted units**

- Inspections for participants moving to a new unit and/or entering our program for the first time will continue. These are needed in order to begin housing assistance.
- Annual inspections already scheduled, which can be delayed, will be delayed for 30 – 90 days. Landlords can self-certify repairs completed on any nonlife-threatening deficiencies items.
- Participants can request annual inspections if needed. Any annual inspection already scheduled during this time that can be delayed will be delayed for 30 – 90 days.
- All Annual HQS Inspections will be completed via self-certifications by the landlords for the next 90 days. Re-Inspections of these self-certified units will resume once it is safe to do so.
- Safety screening are conducted prior to any inspection.

#### **Resident Communication**

- Staff has posted signage provided by the Center for Disease Control on the control of infectious disease in the common areas of all sites and made available to all residents.
- As of March 18, 2020, staff has posted notices that Hays Center offices are closed to walk-ins. Residents have been notified of operational modification. Staff will continue to work during regular business hours and will communicate with residents via email and telephone until further notice. Program participants will turn in paperwork via U.S. mail, email or fax or use the drop box located outside the Hays Center offices.



## **Resident Informational Links and Community Resources**

Pinellas County Emergency Management:

[www.pinellascounty.org/emergency/covid19/default.htm](http://www.pinellascounty.org/emergency/covid19/default.htm)

Florida Department of Health:

[www.floridahealth.gov/diseases-and-conditions/COVID-19/](http://www.floridahealth.gov/diseases-and-conditions/COVID-19/)

The Center for Disease Control:

[www.cdc.gov](http://www.cdc.gov)

The World Health Organization:

[www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)

The National Institutes of Health:

[www.nih.gov/health-information/coronavirus](http://www.nih.gov/health-information/coronavirus)

HUD Page on COVID-19:

<https://www.hud.gov/coronavirus>