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Date: March 18, 2020

To: NW MN Multi-County Housing and Redevelopment Authority (HRA)
Residents

From: Charity Brault, Executive Director

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. People who are at higher risk of getting very sick from this illness include older adults and people with chronic medical conditions like heart disease, diabetes and lung disease. HRA is following the situation closely and will be taking proactive measures to protect staff, residents and the community. I am sending this memo to pass along information about how our operations will be changing as well as things that you can do to protect yourself. This is a situation that is changing daily so we will provide additional communication as needed. Thank you for your understanding and patience as we navigate this public health event.

Changes to Agency Operations

The services that HRA provides are essential. Our team is committed to continue to serve you. We will be making changes to our operations in order to keep our staff and residents safe.

- Phone communication will be used with residents and the public whenever possible. In-person meetings/face to face contact will be limited to only as needed. You can reach the HRA office by calling 218-637-2431.
- Maintenance staff will not enter occupied units unless the maintenance need is urgent. Non-emergency work orders may be delayed until further notice.
- Mid to Large size gatherings at our facilities will be cancelled until further notice.
- The HRA office will continue to be open daily.
- Common areas are being sanitized and wiped down more frequently.

What residents can do

Everyone needs to play a role in preventing the spread of the coronavirus.

Here are some simple things that you can do to protect yourself and your neighbors:

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth.
- If you are sick, stay home from work or school.
- Wipe down and disinfect surfaces.
- Avoid crowds. Stay home as much as possible to further reduce your risk of being exposed.
- Stay hydrated, eat nutritious foods, get plenty of sleep and regular exercise.

COVID 19 Hotline

Symptoms of the virus are fever, cough and shortness of breath. MN has set up a COVID 19 Hotline for people to call with health questions: 651-201-3920 or 1-800-657-3903 7 a.m. to 7 p.m.

Stay Informed

More information and resources can be found at the Centers for Disease Control and Prevention website: <https://www.cdc.gov/> as well as the MN Department of Health <https://www.health.state.mn.us/#coronavirus>