



34 Everett St.
Concord, Ma 01742
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www.concordha.org

August 3, 2020

Dear CHA Residents:

We have received guidance from DHCD on their recommendations for **re-opening**. Each HA may adopt what makes sense for the size, staffing and budget of their particular authority. Please read below for the changes that will take place at the CHA beginning **Monday, August 10**.

1. **Office-** The CHA Office will be open to the public by call ahead and appointment only. The entrance will now be through the back parking lot only unless you require HC access. Anyone on a walker or in a wheelchair may access through the front of the building. The front door will remain locked but staff will unlock the door when you arrive. The new entrance waiting area is small and it is not possible for visitors to distance. Staff will be available through a sliding glass window. Masks are required at all times. The HA will also have masks and hand sanitizer available.
2. **Units-** Routine work orders and unit inspections (Health and Safety ONLY) will resume with the following safety protocols:
 - All Staff will wear masks, practice social distancing, and hygiene protocols
 - Staff will verbally screen resident for any symptoms of illness prior to entering unit
 - Windows may be opened to increase air flow
 - Request that residents wait outside or in a separate room with door closed while work is being performed and not return to area for one half hour
 - CHA Staff will sanitize any touch points when finished
 - Ensure that all contractors adhere to above precautions

CHA Staff will conduct **Health and Safety Inspections only** until 2021. Health and Safety deficiencies such as inoperable fire alarms, blocked egresses, pest infestation and housekeeping issues that present a health and safety hazard are some of the items staff will be looking for. The CHA **will not** use an outside inspector for these inspections.

The CHA will move forward with SOME capital projects in family units where there is minimal impact with additional safety standards in place.

Leasing up and move-ins in elderly units will resume. Only two people other than the resident will be allowed to facilitate the move-in. The hours of the move-in will be defined and neighbors will be notified.





3. **Common Areas-** The Community Room at PBT will re-open. Only three residents at a time will be allowed in the room. Masks must be worn while in the room and continue to be worn at all times in all common areas of PBT and Everett Gardens. All visitor restrictions have been lifted, however, we would encourage outdoor visits if you are able and the weather cooperates.

The CHA will develop a contingency plan in the event of resurgence that will parallel the Governors measures to scale back.

If you have any questions or comments regarding these changes, please feel free to contact me.

Thank you to everyone for your continued compliance and vigilance as we move into this next phase.

Marianne

There are still masks available in the CHA Office if you need any.

