



March 13, 2020

Dear CHAD Residents, Housing Applicants and our Community,

In light of the ongoing National Health Emergency brought about by the Corona Viral illness, the health and safety of our residents, housing applicants, employees and community partners is of the highest concern to CHAD. Due to the growing concern over the spread of the Corona virus (also referred to as "COVID-19") we are instituting the following changes to CHAD office and maintenance policies starting **Monday, March 16, 2020**:

- a. All meetings with CHAD staff are by appointment only. Walk-in visitation to the CHAD office will not be allowed until further notice. Please call CHAD to schedule a time to renew your lease, submit a housing application, or to make your rent payment with a CHAD staff member.
- b. Please stay home if you are sick or have symptoms of being ill. If you, or someone in your household, are ill, do not schedule an appointment at CHAD's offices until the illness has passed. CHAD is committed to helping reduce the spread of the virus to you and to CHAD staff.
- c. Visits to your home by CHAD's maintenance and leasing staff will include the use of disposable gloves and cleaning wipes. If a CHAD employee observes that you, or someone present or in your household, are sick or show signs of illness, the CHAD maintenance or leasing staff are instructed to cancel the visitation and the appointment will be rescheduled to a date when no illness is present.
- d. Pay rent online if possible or mail you rent check in advance of the rent due date. Check our website at [www.chadhousing.org](http://www.chadhousing.org) for instructions on how to pay rent via credit card and bank transfers.
- e. Please know and expect that CHAD staff will ask you screening questions about the health of all members of your household prior to meeting with you at CHAD's offices or at your place of residency. If you report illness within your household or symptoms of the viral infection, a meeting at either CHAD's office or at your place of residency will not be scheduled until such time as illness or symptoms of infection are gone.

The above modified office and maintenance policies will continue until such time as local and national health agencies deem the risk of contagion by the Corona Virus to be at safe levels.

I want to thank you in advance for your understanding of CHAD's changes in policies in response to the dangers of the current viral health risk. These changes are intended to reduce the risk of illness and as a means of protecting your health and that of CHAD's staff. Attached for your review are flyers from the DuPage Health Department, the Center for Disease Control and Prevention and the World Health Organization.

Sincerely,

Brian Worth – CHAD President and Chief Executive Officer

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***Our Mission:** We are committed to delivering quality, affordable housing where individuals and families can live, work and thrive.*

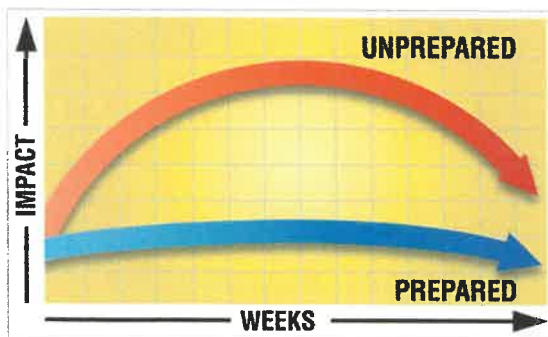
As the DuPage County Health Department (DCHD) continues to closely monitor and respond to the fast-changing outbreak of the novel (new) coronavirus known as COVID-19, we feel it's important to share this information. The following guidance is provided by the Illinois Department of Public Health (IDPH) and the Centers for Disease Control and Prevention (CDC).

**What is COVID-19?**

COVID-19 is a new respiratory illness. COVID-19 is the abbreviation of "coronavirus disease 2019". The illness is caused by a virus named SARS-CoV-2, which is part of a group of viruses known as human coronaviruses. The virus was first identified during an investigation into an illness outbreak in Wuhan, China in December 2019.

**What can you do about this illness outbreak?**

During an illness outbreak, the more educated and prepared you are, the lower the health, social and economic impacts, the lower the health, social and economic impact to your business and your community.



**What are the symptoms of COVID-19?**

A fever (100.4 degrees F), cough and shortness of breath.

**Range of illness severity**

A wide range of severity has been reported from mild to severe, including death. Illness

may result in pneumonia, respiratory failure, or multisystem organ failure.

**What is the estimated incubation period?**

COVID-19 symptoms may develop 2 to 14 days after exposure to the virus.

**How is it spread?**

Based on what is known about other coronaviruses, it is presumed that this virus is spread primarily through close person-to-person contact (within 6 feet). Spread may occur through respiratory droplets produced when an infected person coughs or sneezes. It may be possible to spread by touching a surface that has the virus on it and then touching your mouth, nose or eyes.

**How you can prevent illness and reduce spread**

- Wash your hands often;
- Avoid touching your eyes, nose or mouth with unwashed hands;
- Avoid contact with sick people;
- Stay home while you are sick;
- Avoid contact with other people if you are sick;
- Cover your mouth and nose with a tissue when coughing or sneezing and throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

*(March 4, 2020)*

**What else can you do? Educate and prepare your employees, and communicate with your suppliers, customers and business partners.**

Review and update your business emergency operations plan; ensure your employees are aware of your emergency operations plan, especially provisions to stay home when they are sick and notifying you when they become sick. If you do not have an emergency operations plan, consider developing a plan.

For CDC downloadable planning documents, visit:  
<https://www.cdc.gov/nonpharmaceutical-interventions/pdf/gr-pan-flu-work-set.pdf>

The DuPage County Health Department has suggestions for the type of information to collect if employees become sick. This information is available for download at: <https://www.dupagehealth.org/597/COVID-19-Information-for-Businesses>

This information is intended to assist you in determining when to have well employees work from home or to temporarily close your facility.

Be sure to consider including mass gatherings or large community events in your planning (as it applies to your business) to provide protection during conferences, staff meetings, client interactions, concerts, festivals and sporting events. For CDC guidance, visit:  
<https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html>.

### **Travel questions**

For COVID-19 information from CDC for travelers and travel-related industries, visit:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.

### **Respirators (masks)**

At this time, CDC is not recommending masks in workplace settings or in the community. For more information, visit:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirator-use-faq.html>

### **Links to help you stay informed**

**The Illinois Coronavirus Hotline (800) 889-3931 and Email: [DPH.SICK@ILLINOIS.GOV](mailto:DPH.SICK@ILLINOIS.GOV)**

[www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov)

<http://dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus>

<https://www.dupagehealth.org/590/Coronavirus-Disease-2019-COVID-19-Info>

*(March 4, 2020)*

**Patients with COVID-19 have experienced mild to severe respiratory illness.**

**Symptoms\* can include**

**FEVER**



**COUGH**



**\*Symptoms may appear 2-14 days after exposure.**

**SHORTNESS OF BREATH**



**Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.**



For more information: [www.cdc.gov/COVID19-symptoms](https://www.cdc.gov/COVID19-symptoms)



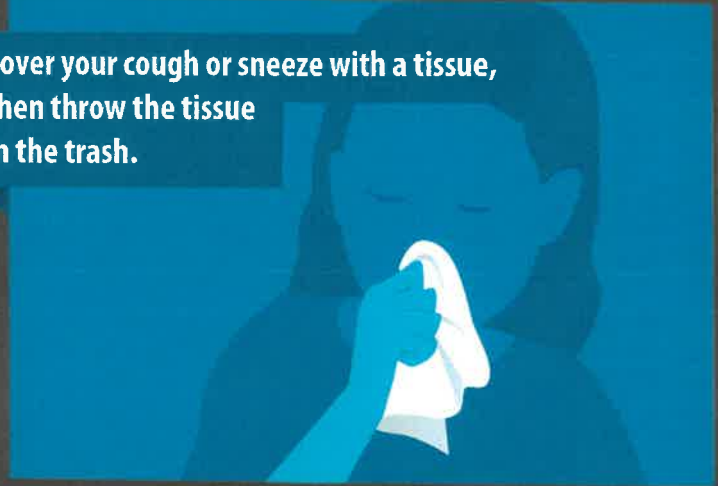
# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

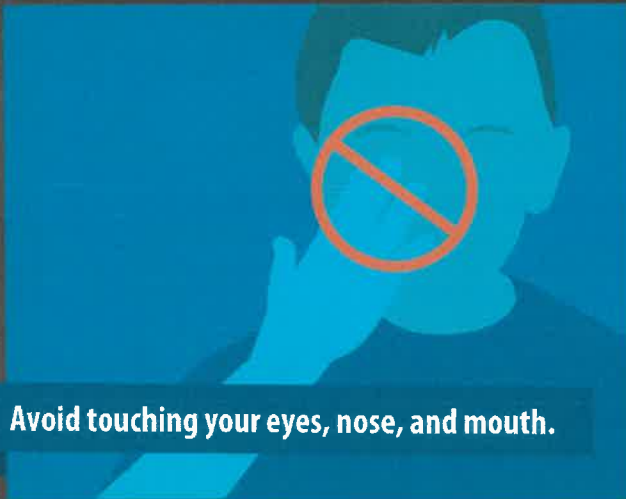
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

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## Getting your workplace ready for COVID-19

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of the 2019 coronavirus disease (COVID-19) spreading to other countries around the world.

WHO and public health authorities around the world are taking action to contain the COVID-19 outbreak. However, long term success cannot be taken for granted. All sections of our society – including businesses and employers – must play a role if we are to stop the spread of this disease.

### How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

This document gives advice on:

1. Simple ways to prevent the spread of COVID-19 in your workplace
2. How to manage COVID-19 risks when organizing meetings & events
3. Things to consider when you and your employees travel
4. Getting your workplace ready in case COVID-19 arrives in your community

1. Simple ways to prevent the spread of COVID-19 in your workplace

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors and employees.

**Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate.** They can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces.

- Make sure your workplaces are clean and hygienic

- Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
- Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
  
- Promote regular and thorough hand-washing by employees, contractors and customers
  - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
  - Display posters promoting hand-washing – ask your local public health authority for these or look on [www.WHO.int](http://www.WHO.int).
  - Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote hand-washing
  - Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
  - Why? Because washing kills the virus on your hands and prevents the spread of COVID-19
  
- Promote good respiratory hygiene in the workplace
  - Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
  - Ensure that face masks<sup>1</sup> and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
  - Why? Because good respiratory hygiene prevents the spread of COVID-19
  
- Advise employees and contractors to consult national travel advice before going on business trips.
  
- Brief your employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple

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<sup>1</sup> Ordinary surgical face masks rather than N95 face masks

medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection

- Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.
- Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business.
- Your occupational health services, local public health authority or other partners may have developed campaign materials to promote this message
- Make clear to employees that they will be able to count this time off as sick leave.

## 2. How to manage COVID-19 risk when organizing meetings & events

### **Why do employers and organizers need to think about COVID-19?**

Organizers of meetings and events need to think about the potential risk from COVID-19 because:

- There is a risk that people attending your meeting or event might be unwittingly bringing the COVID-19 virus to the meeting. Others might be unknowingly exposed to COVID-19.
- While COVID-19 is a mild disease for most people, it can make some very ill. Around 1 in every 5 people who catch COVID-19 needs hospital treatment.

### **Key considerations to prevent or reduce COVID-19 risks**

#### **BEFORE the meeting or event**

- Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.
- Develop and agree a preparedness plan to prevent infection at your meeting or event.
  - Consider whether a face-to-face meeting or event is needed. Could it be replaced by a teleconference or online event?
  - Could the meeting or event be scaled down so that fewer people attend?
  - Ensure and verify information and communication channels in advance with key partners such as public health and health care authorities.



- Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants. Have surgical masks available to offer anyone who develops respiratory symptoms.
- Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
- Make sure all organizers, participants, caterers and visitors at the event provide contact details: mobile telephone number, email and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this they cannot attend the event or meeting.
- Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise). This plan should include at least:
  - Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated
  - Have a plan for how they can be safely transferred from there to a health facility.
  - Know what to do if a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting
  - Agree the plan in advance with your partner healthcare provider or health department.

#### **DURING the meeting or event**

- Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.
  - Build trust. For example, as an icebreaker, practice ways to say hello without touching.
  - Encourage regular hand-washing or use of an alcohol rub by all participants at the meeting or event
  - Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in.
  - Provide contact details or a health hotline number that participants can call for advice or to give information.
- Display dispensers of alcohol-based hand rub prominently around the venue.
- If there is space, arrange seats so that participants are at least one meter apart.

- Open windows and doors whenever possible to make sure the venue is well ventilated.
- If anyone who starts to feel unwell, follow your preparedness plan or call your hotline.
  - Depending on the situation in your area, or recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.
- Thank all participants for their cooperation with the provisions in place.

#### **AFTER the meeting**

1. Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
2. If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
3. If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.
4. Thank all the participants for their cooperation with the provisions in place.

### 3. Things to consider when you and your employees travel

- **Before traveling**

- Make sure your organization and its employees have the latest information on areas where COVID-19 is spreading. You can find this at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
- Based on the latest information, your organization should assess the benefits and risks related to upcoming travel plans.
- Avoid sending employees who may be at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease) to areas where COVID-19 is spreading.
- Make sure all persons travelling to locations reporting COVID-19 are briefed by a qualified professional (e.g. staff health services, health care provider or local public health partner)
- Consider issuing employees who are about to travel with small bottles (under 100 CL) of alcohol-based hand rub. This can facilitate regular hand-washing.

- **While traveling:**

- Encourage employees to wash their hands regularly and stay at least one meter away from people who are coughing or sneezing
- Ensure employees know what to do and who to contact if they feel ill while traveling.
- Ensure that your employees comply with instructions from local authorities where they are traveling. If, for example, they are told by local authorities not to go somewhere they should comply with this. Your employees should comply with any local restrictions on travel, movement or large gatherings.

- **When you or your employees return from traveling:**

- Employees who have returned from an area where COVID-19 is spreading should monitor themselves for symptoms for 14 days and take their temperature twice a day.
- If they develop even a mild cough or low grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (one meter or nearer) with other people, including family members. They should also telephone their

healthcare provider or the local public health department, giving them details of their recent travel and symptoms.

#### 4. Getting your workplace ready in case COVID-19 arrives in your community

- Develop a plan of what to do if someone becomes ill with suspected COVID-19 at one of your workplaces
  - The plan should cover putting the ill person in a room or area where they are isolated from others in the workplace, limiting the number of people who have contact with the sick person and contacting the local health authorities.
  - Consider how to identify persons who may be at risk, and support them, without inviting stigma and discrimination into your workplace. This could include persons who have recently travelled to an area reporting cases, or other personnel who have conditions that put them at higher risk of serious illness (e.g. diabetes, heart and lung disease, older age).
  - Tell your local public health authority you are developing the plan and seek their input.
- Promote regular teleworking across your organization. If there is an outbreak of COVID-19 in your community the health authorities may advise people to avoid public transport and crowded places. Teleworking will help your business keep operating while your employees stay safe.
- Develop a contingency and business continuity plan for an outbreak in the communities where your business operates
  - The plan will help prepare your organization for the possibility of an outbreak of COVID-19 in its workplaces or community. It may also be valid for other health emergencies
  - The plan should address how to keep your business running even if a significant number of employees, contractors and suppliers cannot come to your place of business - either due to local restrictions on travel or because they are ill.
  - Communicate to your employees and contractors about the plan and make sure they are aware of what they need to do – or not do – under the plan. Emphasize key points such as the importance of staying away from work even if they have only mild symptoms or have had to take simple medications (e.g. paracetamol, ibuprofen) which may mask the symptoms
  - Be sure your plan addresses the mental health and social consequences of a case of COVID-19 in the workplace or in the community and offer information and support.



- For small and medium-sized businesses without in-house staff health and welfare support, develop partnerships and plans with your local health and social service providers in advance of any emergency.
- Your local or national public health authority may be able to offer support and guidance in developing your plan.

**Remember:**

Now is the time to prepare for COVID-19. Simple precautions and planning can make a big difference. Action now will help protect your employees and your business.

**How to stay informed:**

Find the latest information from WHO on where COVID-19 is spreading:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

Advice and guidance from WHO on COVID-19

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.epi-win.com/>