

# Memo

**To:** All Residents - 1 Hawaii Avenue NE (District of Columbia)  
**From:** Frank Mooney, President, Wesley Property Management  
**cc:** Shelley Murphy, President/CEO, Wesley Housing; Darryl Leedom, Director of Resident Services; Lisa Davis, Regional Property Manager, Mary Owens, Regional Property Manager, Elayne Williams, Assistant Regional Property Manager, All Site Managers  
**Date:** April 16, 2020  
**Re:** COVID-19 – Update #4

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Since our last notice to our residents, there have been dramatic changes in our living and working environment. We just wanted to take a few minutes of your time to reinforce we are there for you. We are committed to continuing to provide safe and decent housing and assisting our residents with their housing and other needs.

We also wanted to express our deep appreciation for all your personal efforts and sacrifices to stay true to the guidelines established by federal, state, local, and the CDC for our collective social distancing.

As we have previously expressed, Wesley Housing has adopted significant measures to protect the health and safety of our employees and residents. In addition to addressing the housing, food and health care needs of our renters, we are:

- Regularly cleaning and disinfecting common areas and focusing on emergency repairs;
- Educating residents about public health guidance (see attached);
- Instituting social distancing among staff and residents;
- Limiting nonessential visitors;
- Staying in regular contact with local public health agencies and providers;
- Encouraging sick employees to stay home and providing staff with flexible time-off and the ability to telework.

Additionally, in our ongoing effort to assist our residents, our Resident Services division has a well trained group of staff designated to assist you in your housing stability needs, including linkage and referral.

- **Preventing evictions:** As a non-profit Wesley Housing's mission is to supply and maintain the much needed affordable housing stock in our region. As part of our plan to assist our residents in financial need during the COVID-19 pandemic,

Wesley Housing has halted evictions, consistent with local and state government policies. We will also be waiving all late fees and penalties due to late rent payments as a result of the COVID-19 pandemic. Please understand that the rent is still due. We are here for you. If you are unable to pay your rent on a current basis, we will work with each household to establish some form of acceptable, realistic payment plan so the hardship can be lessened.

We know that some of you are currently—or soon will be—facing job loss or reduced work hours and may be unable to pay your rent. It is important that you understand that we are a nonprofit organization. As we operate our properties, the income that comes from rent collections goes immediately to pay for costs to operate the properties (not back to investors like some publically traded ventures). We use the income to “keep the lights on” and provide quality housing. If we don’t receive your rent, we won’t be able to pay operating costs, such as maintenance expenses, mortgage payments, or local property taxes, and ultimately face default or foreclosure.

***If you are encountering financial hardships as a result of the COVID-19 virus pandemic, please complete the attached Resident Assistance Form and provide an explanation and verification of the hardship through a letter from your employer or other documentation. You may also complete the form online at: <https://bit.ly/2VwAiGf>. Our Resident Services staff will then be in contact with you directly to assist in determining if there are financial or other resources available to help.***

If you have any other concerns, please feel free to contact your community manager through the office phone number, answering service, email or reach out to them through the website resident portal specific to your property at:  
<https://wesleypropertymanagement.com/tenant-resources/>

## District of Columbia Residents COVID-19 Symptoms and Testing

Doctors decide on COVID-19 testing. If you experience symptoms including cough, fever, and shortness of breath, you should consult their doctor before visiting. If your doctor decides that a COVID-19 test is warranted, the doctor has the ability to swab the appropriate areas and send the swabs to a private lab for testing or to work with DC Health to send it to the District's Public Health Lab. The private lab will share results with the doctor who will share the results with you. The private lab will also alert DC Health of all COVID-19 test results, regardless of whether the test is positive or negative.

**Priority Groups for Testing:** The District has identified three priority groups for testing, which are aligned with those identified by the U.S. Public Health Service (USPHS):

- **Hospitalized patients and healthcare facility workers with COVID-19 symptoms of fever, cough, and shortness of breath.** This ensures optimal care options for all hospitalized patients, lessens the risk of healthcare-associated infections, and maintains the integrity of the U.S. healthcare system. Many of the patients in this group are currently receiving testing within hospitals and through their health systems' occupational health programs.
- **Patients in long-term care facilities with symptoms; patients over the age of 65 with symptoms; patients with underlying conditions such as diabetes, heart disease, lung disease who also have symptoms; and first responders with symptoms.** This priority ensures those at highest risk of complication of infection are rapidly identified and appropriately triaged.
- **Critical infrastructure workers with symptoms; individuals who do not meet any of the above categories but have symptoms; healthcare facility workers and first responders; and individuals in detention centers and individuals experiencing homelessness with symptoms.** This priority will allow us to test individuals, decrease community spread, and ensure the health of essential workers.

### Drive-thru/Walk-up Currently Operating

#### Children's National Health System

To reduce the number of visits by families to emergency departments for COVID-19 testing, Children's National Health System opened a drive-thru/walk-up location where primary care doctors in the region can refer young patients for COVID-19 specimen collection and testing. The site location, donated by Trinity Washington University in Northwest DC, can safely test children and young adults through 22 years of age who have been identified by their pediatrician or other primary care doctor as having symptoms of COVID-19. The specimens are collected and sent offsite to the program's laboratory partner, Quest Diagnostics, for testing.

#### *Referral needed?*

Yes. Community pediatricians and other primary care doctors use their clinical judgement to determine who they refer to the drive-thru/walk-up location. They may choose to refer patients who are either at an increased risk for developing severe symptoms due to the child's underlying medical condition or because the child has an immediate family member who is in a high-risk category. All referred patients receive the necessary paperwork and directions to access the drive-through and walk-up site from their referring physician. When arriving at the site, photo identification and the referral form are required to enter. All results are communicated back to the family by the referring doctor within three to five days.

**Kaiser Permanente**

Kaiser Permanente has established a walk-up/drive-thru COVID-19 testing site in Washington, DC near their Capitol Hill Medical Center, which is located at 700 2nd Street, NE. They also have five (5) additional drive-up clinics in the mid-Atlantic region.

*Referral needed?*

Yes. All Kaiser Permanente testing sites are for their members and require a doctor's order and appointment.

**Coming Soon****George Washington Hospital**

The George Washington University Hospital plans to offer a drive-thru testing system that will focus on the symptomatic community requiring non-emergent testing. The hours for this testing site will be 10 a.m. to 4 p.m. Additionally, they plan to coordinate another drive-thru in the East End in the coming weeks.

**GW and UMC Collaboration**

The District of Columbia Government will be launching a drive-thru testing site on the campus of United Medical Center in the coming weeks.

The leadership of United Medical Center has offered the use of substantial space on their campus that can be used without disruption to their operations and patient care, including emergency services. District government will partner with a local health system to provide the clinical support. The DC Government will provide testing through the District's Public Health Lab.

**e-Visits****Medstar Health**

The MedStar Health e-Visit is a faster, easier way to see a medical provider for basic express care needs. The service is a virtual/video visit with a medical provider offering consultation, diagnosis, treatment, and even prescriptions when appropriate. MedStar e-Visit is available 24/7 and is open to anyone in the MedStar service area which includes Washington, DC. This service can be accessed via the MedStar e-Visit app on a smartphone or tablet, or on a PC by going directly to [MedStarhealth.org/eVisit](https://www.MedStarhealth.org/eVisit). You do NOT need to be a MedStar Health patient to access an e-Visit provider. In other words, this platform is open to residents of the District of Columbia. Based on the outcomes of the e-Visit, patients may be referred for COVID-19 testing from an e-Visit provider to one of MedStar Health's testing sites with a physician's order.

MedStar Health also has two urgent care facilities in the District of Columbia: one on Capitol Hill and one in Adams Morgan. Both facilities are open seven (7) days a week from 8am-8pm and offer testing for COVID-19 if indicated with a doctor's order. MedStar also has 12 additional urgent care centers in the Washington, DC/Baltimore areas.



# TESTING FOR COVID-19

## Public Testing Sites

- 1 United Medical Center (UMC)**  
For an appointment, call 1-855-363-0333.
- 2 GW University Medical System**  
For an appointment call, 202-741-2765.
- 3 Children's National Health System**  
For an appointment, visit [bit.ly/childrensnationaltesting](https://bit.ly/childrensnationaltesting)
- 4 All Care Family Medicine & Urgent Care**  
For an appointment, call 202-787-1979.
- 5 Mary's Center**  
For an appointment, call 1-844-796-2797.
- 6 Unity Health Care**  
For an appointment, call 202-469-4699.
- 7 Whitman-Walker**  
For an appointment, call 202-745-7000.



## Additional Member Specific Testing Sites

- 8 One Medical**  
**Location: 1690 36th Street, NW**  
For an appointment, call 202-695-7576.
- 9 Medstar Health**  
**Location: Capitol Hill (228 7th Street, SE) and Adams Morgan (1805 Columbia Road, NW)**  
For an appointment, visit [MedStarhealth.org/eVisit](https://MedStarhealth.org/eVisit).
- 10 Kaiser Permanente**  
**Location: 700 2nd Street, NE**  
For an appointment, call 202-346-3000.

# Steps to help prevent the spread of COVID-19 if you are sick

**FOLLOW THE STEPS BELOW:** If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

## Stay home except to get medical care

- **Stay home:** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.



## Separate yourself from other people in your home, this is known as home isolation

- **Stay away from others:** As much as possible, stay away from others. You should stay in a specific “sick room” if possible, and away from other people in your home. Use a separate bathroom, if available.
  - See COVID-19 and Animals if you have questions about pets. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



## Call ahead before visiting your doctor

- **Call ahead:** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor’s office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.



## If you are sick wear a facemask in the following situations, if available.



- **If you are sick:** You should wear a facemask, if available, when you are around other people (including before you enter a healthcare provider’s office).
- **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then as their caregiver, you should wear a facemask when in the same room with them. Visitors, other than caregivers, are not recommended.

**Note:** During a public health emergency, facemasks may be reserved for healthcare workers. You may need to improvise a facemask using a scarf or bandana.

## Cover your coughs and sneezes

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Clean your hands often

- **Wash hands:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Hand sanitizer:** If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water:** Soap and water are the best option, especially if hands are visibly dirty.
- **Avoid touching:** Avoid touching your eyes, nose, and mouth with unwashed hands.



## Avoid sharing personal household items

- **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash thoroughly after use:** After using these items, wash them thoroughly with soap and water or put in the dishwasher.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)



## Clean all “high-touch” surfaces everyday

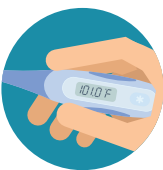
Clean high-touch surfaces in your isolation area (“sick room” and bathroom) every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.



- **Clean and disinfect:** Routinely clean high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
  - If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**
- **Household cleaners and disinfectants:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
  - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
  - Most EPA-registered household disinfectants should be effective. A full list of disinfectants can be found [here](#).

## Monitor your symptoms

- Common symptoms of COVID-19 include fever and cough. Trouble breathing is a more serious symptom that means you should get medical attention.
- **If you are having trouble breathing, seek medical attention, but call first.**
  - Call your doctor or emergency room before going in and tell them your symptoms. They will tell you what to do.
- **Wear a facemask:** If available, put on a facemask before you enter the building. If you can’t put on a facemask, cover your coughs and sneezes. Try to stay at least 6 feet away from other people. This will help protect the people in the office or waiting room.
- **Follow care instructions from your healthcare provider and local health department:** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**.

Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

**Call 911 if you have a medical emergency:** If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

## How to discontinue home isolation

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
  - **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
    - You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
    - at least 7 days have passed since your symptoms first appeared
  - **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
    - You no longer have a fever (without the use medicine that reduces fevers) AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
    - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.



**In all cases, follow the guidance of your healthcare provider and local health department.** The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.

More information is available <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>.

Additional information for healthcare providers: [Interim Healthcare Infection Prevention and Control Recommendations for Persons Under Investigation for 2019 Novel Coronavirus](#).

# How to Protect Yourself and Others

## Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
  - » Between people who are in close contact with one another (within about 6 feet).
  - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

## Everyone should

### Clean your hands often

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- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

### Avoid close contact

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- **Avoid close contact** with people who are sick.
- **Stay at home as much as possible.**
- **Put distance between yourself and other people.**
  - » Remember that some people without symptoms may be able to spread virus.
  - » This is especially important for **people who are at higher risk of getting very sick**. <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)



## Cover your mouth and nose with a cloth face cover when around others

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- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example to the grocery store or to pick up other necessities.
  - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

## Cover coughs and sneezes

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- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

## Clean and disinfect

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- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.

## RESIDENT REQUEST FOR ASSISTANCE

Date: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Gender: ☐ Male ☐ Female

Property Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail address: \_\_\_\_\_

What time works best for you?

☐ Morning ☐ Afternoon ☐ Evening

What services are you interested in? ☐ Housing (rental assistance) ☐ Food ☐ Food Stamps

☐ Employment ☐ Unemployment Benefits ☐ Utilities ☐ Clothing ☐ Supplemental Security Income (SSI)

☐ Social Security Disability Insurance (SSDI) ☐ Medical ☐ Mental Health ☐ Other

Please describe your issue:

Language(s) spoken at home: \_\_\_\_\_ Other Languages \_\_\_\_\_

Number of people in household: Under 18 \_\_\_\_\_ Age 18-54 \_\_\_\_\_ Over 55 \_\_\_\_\_

Are there any members of your family age 60 or older? ☐ Yes ☐ No

Are there any household members disabled? ☐ Yes ☐ No

List All Household Members	Birth Date	Gender	Employed	School	Relationship
1.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		Self
2.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
4.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		
5.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No		

\*\*Please deposit this form in the property Rent Drop Box or email it to [housingstability@whdc.org](mailto:housingstability@whdc.org)\*\*

Current as of 03/24/2020