

Memo

To: All Residents - Colonial Village Apartments (Arlington County)
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

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.

- **Food Distributions:** With the support of our community partners, food distributions are occurring at the property.
 - Youth “Snack & Study Packs”: Tue. & Thu. (11:00 – 1:00)
 - Panera: Tues. (10:00 am)

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/>

Arlington County Residents COVID-19 Symptoms & Testing

What to Do If You Are Sick

Call your doctor: If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice. While supplies of these tests are increasing, it may still be difficult to find a place to get tested.

- **If your symptoms are mild** and you cannot see a healthcare provider, separate yourself from other people in your home. This is known as home isolation.
- Stay away from others: As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- 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 of 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.

Testing for COVID-19

Call your doctor: If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice. While supplies of these tests are increasing, it may still be difficult to find a place to get tested.

MORE: CDC's information on Testing for COVID-19

Health care providers are using their medical judgement to order tests for COVID-19:

- Your doctor will review your symptoms to make a medical decision on whether to test you. For example, your health care provider will consider your symptoms, how long you've been sick, and your potential for exposure, among other factors.
- **It is important you call your doctor before going to the office and follow their instructions.** They will need to put infection control precautions in place prior to your visit.
- Your doctor will collect nose and throat swab specimens, and these specimens will be shipped to a laboratory for testing.

The Arlington County Public Health Department, along with other public health agencies in the region, **is not testing for COVID-19**. You must contact your doctor to be evaluated.

Virginia Hospital Center's Sample Collection Site

On Wednesday, March 18, 2020, the Virginia Hospital Center (VHC), in partnership with Arlington County, [opened a temporary drive-through COVID-19 sample collection site](#) at 1429 N. Quincy Street.

- Samples are being collected from Arlington residents, Arlington County Government employees and Arlington Public Schools employees, and patients of VHC Medical Staff.
- This site is only for sample collection from patients who are experiencing symptoms (fevers, chills, cough, or shortness of breath) who have received a written order for COVID-19 testing from a licensed healthcare provider.
- Physicians with symptomatic patients can send orders to the Virginia Hospital Center outpatient lab electronically in EPIC or via fax to 703.558.2448.
- **Once they have received a physician's order, patients should call the VHC COVID-19 Scheduling Line at 703-558-5766 between the hours of 8:30 am and 3:00 pm. Patients must schedule an appointment before visiting the collection site.**
- The sample collection center is open on weekdays from 9:00 am to 3:00 pm.
- The VHC collection site is designed with safety protocols specifically for individuals who are able to remain inside their own vehicle to reduce exposure. At this time, please do not visit the site on foot or using an alternate form of transportation (bike, scooter, etc.).

Arlington County's COVID-10 Hotline: 703-228-7999

Inova Urgent Care Respiratory Illness Clinics

[Inova Urgent Care – North Arlington](#), Dulles South and Tysons are staffing respiratory clinics to evaluate patients with respiratory illnesses. These clinics are open daily from 8 a.m. to 8 p.m.

What to Do After Testing

Individuals who visit the VHC collection site are encouraged to follow the instructions of their health care provider and self-quarantine while they await their results. Test results will be available to the patient within five to seven business days.

If you test positive for COVID-19, see CDC's guidance: [If You Are Sick or Caring for Someone](#). Anyone who is confirmed via lab testing with COVID-19 is investigated and monitored by the County's Health Department:

- The health department conducts a "contact investigation" to identify additional people who came in close contact with individuals in order to decrease the spread of the illness. Those close contacts will be self-quarantined and actively monitored for fever and respiratory symptoms. If close contacts start experiencing symptoms, they will immediately be tested.
- The health department routinely conducts contact investigations for other communicable diseases like measles and tuberculosis—and now, COVID-19—to determine who is at high risk for exposure to stop the spread of the disease.

Virginia Department of Health: [What to do if you have confirmed or suspected coronavirus disease \(COVID-19\)?](#)

If you test negative for COVID-19, you probably were not infected at the time your specimen was collected. However, that does not mean you will not get sick. It is possible that you were very early in your infection at the time of your specimen collection and that you could test positive later, or you could be exposed later and then develop illness. In other words, a negative test result does not rule out getting sick later.



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



- **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



- **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

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



- **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



- **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



- **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.

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

Clean all “high-touch” surfaces everyday

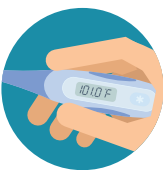
Clean high-touch surfaces in your isolation area (“sick room” and bathroom) every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.



- **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](#).

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

Current as of 03/24/2020