

Memo

To: All Residents - Lynhaven Apartments (City of Alexandria)
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.

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/>

City of Alexandria Residents If You Have Symptoms or a Diagnosis of COVID-19

- The most common symptoms of COVID-19 are coughing, fever of over 100.4 F, and shortness of breath.
- When to Seek Medical Attention
 - If you develop any of these **emergency warning signs*** for COVID-19 get **medical attention immediately**:
 - 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 to you.

- **Call 911 if you have a medical emergency:** Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.
- If you are concerned you may have COVID-19, **call your primary care physician** to ask whether you should come for an exam or test before visiting in person. View the attached resources for patients without a primary care physician or health insurance, or call an urgent care center to check their availability and to ensure they are prepared for your visit. (If you receive conflicting information from these facilities, please call the COVID-19 Information Line at 703.746.4988, weekdays from 9 a.m. to 6 p.m.)
- If you have COVID-19 symptoms or have tested positive, follow the steps outlined in the attached CDC guidelines to protect your neighbors and loved ones from infection.
- Most people who get COVID-19 recover on their own at home and do not need testing or treatment. Anyone with symptoms of respiratory illness should isolate themselves; avoid contact with other people; wash their hands frequently; and disinfect surfaces regularly.
- If you have other questions about COVID-19, call the Alexandria COVID-19 Information Line at 703.746.4988, weekdays from 9 a.m. to 6 p.m. Virginia residents can also call the Virginia Department of Health public information line, 877-ASK-VDH3, for questions about the novel coronavirus situation.
- **The Alexandria Health Department (AHD) does not provide COVID-19 diagnosis or testing.**
- If you need a letter about your health status, please contact your healthcare provider. If AHD has contacted you directly for active monitoring or quarantine, AHD can provide a letter for your employer clearing you to return to work once that is complete.

STAY HOME. STAY SAFE.
STOP THE SPREAD OF

COVID-19



WHAT TO DO IF YOU ARE SICK

COVID-19 is a respiratory illness that can spread from person to person. **SYMPTOMS can include FEVER (100.0°F/37.8°C or higher), COUGH, TROUBLE BREATHING.** Illnesses range from mild symptoms to severe illness and death. Symptoms may appear 2–14 days after exposure. Not everyone needs to be tested for COVID-19. Most people will have mild illness and can recover at home.*

Follow these instructions to prevent infecting your neighbors and loved ones.

IF YOU ARE SICK AND HAVE SYMPTOMS...



Stay home! Avoid contact with others, do not share personal items, and use a separate bedroom and bathroom, if possible.



Monitor your health. Seek medical attention immediately if you develop trouble breathing, pain or pressure in the chest, confusion, or bluish lips or face. Call ahead.



Cover your coughs and sneezes inside of your elbow; if you use a tissue, discard the tissue, then wash your hands.



Wear a cloth face cover (or bandana or scarf that covers your nose and mouth) or a surgical mask when around others.



Wash your hands often with soap and warm water for at least 20 seconds; if a sink is not available, use hand sanitizer with at least 60% alcohol.



Clean and disinfect high-touch surfaces frequently. Follow [CDC guidance on handling trash and laundry.](#)



Do not leave home until fever-free for 72 hours (without the help of medication) AND at least 7 days have passed since symptoms first appeared.



Inform close contacts. Talk to everyone who has been within 6 feet of you for more than ten minutes while you were sick, including the 48 hours BEFORE you developed symptoms. Advice for your contacts follows.

*Older adults and people of any age with serious underlying medical conditions may be at higher risk for more serious complications from COVID-19. Seek medical care early.

Learn more from the [Virginia Department of Health.](#)

For alerts, text ALEXCOVID19 to 888777

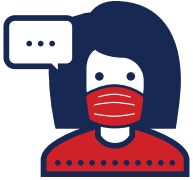
Alexandria COVID-19 Information Line: 703.746.4988 Mon.-Fri. 9am-6pm



4.6.20

For the most up-to-date information from the Alexandria Health Department, visit

ALEXANDRIA.GOV/CORONAVIRUS



IDENTIFY & TALK TO YOUR CLOSE CONTACTS

If you have symptoms of COVID-19, it is important that you alert everyone who has been within 6 feet for more than 10 minutes while you were sick and for the 48 hours BEFORE you became sick. The steps below will help you identify and talk to your close contacts.

1. Document when your symptoms began:

Day: _____ Date: _____ Time: _____

2. List all people who were in your household since becoming sick AND for the 48 hours BEFORE you became sick:

_____	_____
_____	_____

3. List your other close contacts:

(People who have been within 6 feet of you for more than 10 minutes while you were sick, including the 48 hours BEFORE you developed symptoms)

At work:

_____	_____
_____	_____

In a car:

_____	_____
_____	_____

Near your home:

_____	_____
_____	_____
_____	_____

In other places:

_____	_____
_____	_____
_____	_____
_____	_____

4. Inform Your Close Contacts

Call the contacts listed above and tell them you are sick. By sharing your information with others, you can slow the spread of illness.

Sample text:

"Hi. I am sick with symptoms of COVID-19 (the coronavirus infection). I'm calling you because when we met you may have been exposed. Most people who get sick are able to recover at home. The Alexandria Health Department recommends that you do all of the following..."

- 1. Stay home for 14 days** since you last interacted with the ill individual. Avoid contact with others, do not share personal items, and use a separate bedroom and bathroom, if possible.
- 2. Monitor for symptoms.** Take your temperature with a thermometer two times a day and watch for fever (100.0°F/37.8°C or higher) or cough. Seek medical attention immediately if you develop trouble breathing, pain or pressure in the chest, confusion, or bluish lips or face. Call ahead to your doctor or hospital to tell them what is happening – this way they can be prepared for your arrival.
- 3. Wear a cloth face covering** (a bandana or scarf that covers your nose and mouth) or surgical mask when around other people.
- 4. Keep your distance from others** (at least 6 feet).
- 5. Cover your coughs and sneezes** inside of your elbow; if you use a tissue, discard the tissue, then wash your hands
- 6. Wash your hands often** with soap and warm water for at least 20 seconds; if a sink is not available, use hand sanitizer with at least 60% alcohol.
- 7. Clean and disinfect** high-touch surfaces frequently.
- 8. If you become sick**, stay home, keep your distance from others, and inform close contacts you are sick. Follow the guidance under "if you are sick & have symptoms" (on the previous page).

ALEXANDRIA: PREPARE. PROTECT.

STOP THE SPREAD OF COVID-19



Don't Have a Primary Care Doctor and/or Insurance? Start Here!

As of 4/3/2020

Facility Name & Address	Phone Number & Website	Accepting New Patients?	Accepting Patients without Insurance?	COVID-19 Screening	COVID-19 Testing	Tele Medicine
Alexandria Immediate Care 6020 Richmond Hwy #102 Alexandria, VA 22303	571.308.6776 allcarefamilymed.com/ alexandria-va	Yes	Yes	Yes	Yes	Yes
Alexandria VA Medical Walk-in Clinic & Urgent Care 526 N Henry St. Alexandria, VA 22314	703.348.9111 www.alexandriavaclinic.com/	No		No	No	Yes
AllCare Family Medicine and Urgent Care of Alexandria (Immediate Care) 3117 Duke St. Alexandria, VA 22314	703.751.8800 www.medgencare.com/	Yes	Yes	No	Yes	No
Blue Nile Medical Center 85 S Bragg St., Suite 100 Alexandria, VA 22312	703.845.0700 www.bluenilemedical.com/	Yes	Yes	Yes	No	Yes
Inova Alexandria Hospital 4320 Seminary Rd. Alexandria, VA 22304	703.504.3000 www.inova.org/locations/ inova-alexandria-hospital	Yes	Yes	Yes	Yes	Yes
Inova Simplicity Clinic 4700 King St. Alexandria, VA 22302	571.665.6610 www.inova.org/locations/ simplicity-health-clinic-alexandria	Yes	Yes	Yes	Yes	No
MedStar Health Urgent Care 3610 D King St. Alexandria, VA 22302	703.845.2815 www.medstarhealth.org/ mmg-alexandria/	Yes	Yes	Yes	Yes	No



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As of 4/3/2020

Facility Name & Address	Phone Number & Website	Accepting New Patients?	Accepting Patients without Insurance?	COVID-19 Screening	COVID-19 Testing	Tele Medicine
MinuteClinic 415 E Monroe Ave. Alexandria, VA 22301	703.683.4433 www.cvs.com/minuteclinic/clinic-locator/va/alexandria/1410.html?WT.mc_id=LS_MC_GOOGLE_1410	Yes	Yes	No	No	Yes
Neighborhood Health 6677 Richmond Hwy. Alexandria, VA 22306	703.535.5568 www.neighborhoodhealthva.org/	Yes	Yes	Yes	Yes	Yes
Nova Urgent & Primary Care 5249 Duke St., #100 Alexandria, VA 22304	703.658.2650	Yes	Yes	No	No	Yes
Patient First - Alexandria 6311 Richmond Hwy. Alexandria, VA 22306	703.647.6087 www.patientfirst.com/locations/washington-dc/alexandria	Yes	Yes	No	No	No
Respiratory Illness Clinic - Dulles South 24801 Pinebrook Rd. #110. Chantilly, VA 20152	703.722.2500 www.inova.org/locations/inova-urgent-care-dulles-south	Yes	Yes	Yes	Yes	No
Respiratory Illness Clinic - N. Arlington 4600 Lee Hwy. Arlington, VA 22207	571.492.3080 www.inova.org/locations/inova-urgent-care-north-arlington	Yes	Yes	Yes	Yes	No
Respiratory Illness Clinic - Tysons 8357 Leesburg Pike. Vienna, VA 22182	571.665.6440 www.inova.org/locations/inova-urgent-care-tysons	Yes	Yes	Yes	Yes	No



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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