

# Memo

**To:** All Residents - Madison Ridge Apartments (Fairfax 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.

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/>

## Fairfax County Residents If You Have Symptoms or a Diagnosis of COVID-19

The symptoms for coronavirus are similar to those of influenza or other respiratory illnesses and include:

- Fever
- Cough
- Difficulty breathing

These symptoms may appear in as few as 2 days or as long as 14 days after exposure to the virus. Currently, those at elevated risk of exposure are:

- Close contacts of persons with COVID-19
- Healthcare workers caring for patients with COVID-19
- Travelers returning from affected international or domestic locations where community spread is occurring also are at elevated risk of exposure, with level of risk dependent on where they traveled

The Fairfax County government recognizes the capacity for testing is not currently meeting demand, and the challenges to COVID-19 testing in the Fairfax Health District are similar to those being experienced across the country.

So, here is what they recommend people do right now:

**1. If you have symptoms of COVID-19 and you are concerned you've been exposed, you should call your doctor.** Your doctor will evaluate your health and determine if you need testing. The Health Department is NOT offering COVID-19 testing as we are not a primary health care service. DO NOT go to your doctor's office unannounced. Very specific infection control protocols must be in place prior to your arrival. And, if your doctor facilitates a test for you at a lab or hospital, you must follow their directions specifically so that infection control protocol is appropriate.

Additionally, three Inova Urgent Care (UCC) locations will staff Respiratory Illness Clinics to evaluate all patients with respiratory illness symptoms. Before visiting any Inova Respiratory Illness Clinic, [please read this blog post for important instructions.](#)

Kaiser Permanente is offering COVID-19 testing and diagnosis at no cost to member. Additional information is provided below.

**2. If your health care provider declines to test you for COVID-19,** it may be because they don't believe testing is warranted in your situation based on their best clinical judgment. Your health care provider may also decline testing because they do not have the materials to do such testing in the office. In that case, ask your provider if they can refer you to one of their affiliated health care facilities where they will complete an assessment and you may be tested.

**3. If you are sick with symptoms of COVID-19 (fever, cough or shortness of breath) and either have a positive lab test or have been directed by your health care provider to isolate at home, please continue self-isolation at home until:**

- At least 7 days have passed since your symptoms first appeared **AND**

- You have had no fever for at least 72 hours (three full days with no fever and no use of medicine to reduce fever) **AND**
- Other symptoms have gone away or improved

You should NOT go to any emergency room unless it is an emergency, for example, you are having difficulty breathing. If you need to go to the ER, and you have symptoms plus a known exposure, you must call ahead to ensure proper infection control protocols are in place prior to your arrival.

As commercial labs provide more test supplies, and additional laboratories provide testing, these challenges are likely to decrease. In the meantime, we will continue to perform the critical role of reducing the spread of infection in high-risk settings such as facilities for older adults, to provide support and guidance to the health care community, and to facilitate planning and implementation of mitigation strategies that will reduce the impact of the pandemic in the community.

We'll also continue to approve testing to be done at the Virginia Department of Health laboratory based on criteria established by VDH that is designed to identify COVID-19 among individuals who have severe infections or who pose a particular risk to public.

### **Resources for the Uninsured**

If you do not have an insurer nor primary care physician, and you are concerned that you have symptoms of COVID-19 that need to be addressed, you can contact Herndon Health Works (703-443-2000). A member of their team will talk to you via phone and determine if your symptoms warrant testing. If you have symptoms, and you are not already using Herndon Health Works as your primary care provider, the person you talk with on the phone will guide you about the appropriate next step you should take. It might be to have a test, or it might be to contact your local emergency room for further advice. Remember, Herndon Health Works is a primary care provider with current patients and limited capacity. It is essential to call first and follow their directions.

Neighborhood Health offers COVID-19 testing at several of its locations in Fairfax County. See the [testing guidance under COVID-19 Testing](#).

Healthworks is also offering testing for their patients and others under certain conditions as capacity allows. Learn more [at COVID-19 Testing](#).

**Fairfax Health District has many low-cost health care resources for individuals who lack health insurance.** See: [Coronavirus \(COVID-19\): Health Care Options for the Uninsured](#)

You can also call our **Coordinated Services Planning service at 703-222-0880, TTY 711** (Monday - Friday, 8:00 a.m - 4:30 p.m.) to talk with someone about your needs and receive advice on services available to you.

### **Fairfax County Health Department**

Fairfax County provides Public Health COVID-19 testing in certain cases following guidance by the Virginia Department of Health. All requests for public health testing need to be submitted electronically. **Requests can only be made for patients by their health care provider.** Requests will be reviewed seven days a week, 9 a.m. to 5 p.m., by public health staff. Find more information.

### **Neighborhood Health**

Call 703-535-5568 prior to accessing services so patients can be screened over the phone. Neighborhood Health is only offering COVID-19 testing for current patients. Neighborhood Health is



accepting a limited number of new patients at this time, with priority going to patients with symptoms consistent with COVID-19. Uninsured individuals who wish to become new patients and use the sliding scale discount will undergo a streamlined financial eligibility process after they call the main number.

1. Individual must call main Neighborhood Health number: 703-535-5568.
2. Patient (new or current) will receive a video or telehealth visit with a medical provider to assess symptoms.
3. If applicable, the medical provider will order a COVID-19 lab test and provide patient with date, time and location to get tested.
4. Patient must attend the testing location at the assigned day and time, remain in their car, and follow all instructions from the testing team on-site.

**Casey Health Center – TELEHEALTH AND LIMITED SCHEDULED APPOINTMENTS; NO WALK-IN VISITS**

1200 North Howard Street  
Alexandria, VA 22304  
703-535-5568

**Merrifield Center – TELEHEALTH AND LIMITED SCHEDULED APPOINTMENTS; NO WALK-IN VISITS**

8221 Willow Oaks Corporate Drive, Fairfax, VA 22031  
703-237-3446

**Richmond Highway – TELEHEALTH AND LIMITED SCHEDULED APPOINTMENTS; NO WALK-IN VISITS**

6677 Richmond Highway  
Alexandria, VA 22306  
703-535-5568

**HealthWorks**

Call 703-443-2000 prior to accessing services so patients can be screened over the phone. HealthWorks is primarily offering COVID-19 testing for their patients. HealthWorks is not able to provide testing to individuals who already have another primary doctor. As capacity allows, HealthWorks will enroll as a new patient someone who is low income, uninsured, has no other primary health care provider, and has symptoms indicating they may need COVID-19 screening and testing.

**Herndon – OPEN; NO WALK-IN VISITS**

1141 Elden Street, Third Floor, Herndon, VA 20170  
703-443-2000

**Inova Urgent Care Centers**

Starting Wednesday, March 25, Inova Urgent Care (UCC) offers three locations below, which will staff Respiratory Illness Clinics to evaluate all patients with respiratory illness symptoms. The three clinics will also be able to collect samples for COVID-19 testing via physician ordered vehicle-side appointments.



1. Contact your regular physician for evaluation. For assistance with recommendations, to arrange for a physician appointment, or if you do not have a primary care physician, call 1-855-IMG-DOCS.
2. Your regular physician should evaluate your symptoms to determine if testing is needed based on COVID-19 testing criteria, provide a testing order, and coordinate your referral to the Inova Respiratory Illness Clinic for evaluation.
3. Upon arrival at the Inova Respiratory Illness Clinic, a clinician will greet the patient at their vehicle to collect samples for a physician-ordered test, or escort the patient into the respiratory clinic for evaluation.
4. For patients who undergo COVID-19 testing, an Inova nurse will contact those whose results are negative. For patients with positive results, an Inova nurse will coordinate with the patient's regular physician for notification and further instructions. Patients who are tested can expect results in roughly 4-7 days.

**Dulles South – OPEN**

24801 Pinebrook Rd, #110  
Chantilly, VA 20152  
703-722-2500

**Tysons – OPEN**

8357 Leesburg Pike  
Vienna, VA 22182  
571-665-6440

**North Arlington – OPEN**

4600 Lee Hwy  
Arlington, VA 22207  
571-492-3080

**Kaiser Permanente**

COVID-19 testing and diagnosis are available at no cost to Kaiser Permanente members. And as of April 1, 2020, there are no out-of-pocket costs for COVID-19 treatment, including hospital stays. To schedule services, call 1-800-777-7904 (TTY 711). [See more Kaiser Permanente COVID-19 updates.](#)

**Tysons Corner Medical Center – OPEN**

8008 Westpark Drive  
McLean, VA 22102  
703-287-6400

**Woodbridge Medical Center (Prince William County) – OPEN**

14139 Potomac Mills Road  
Woodbridge, VA 22192  
703-490-8400





# 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

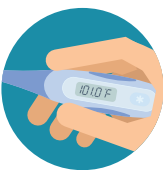
Clean high-touch surfaces in your isolation area (“sick room” and bathroom) every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.



- **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