

# Belmont Housing Authority

59 Pearson Road. Belmont MA 02478

Phone: (617) 484-2160 | Fax: (617) 484-4862

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ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Ceci est important. Veuillez faire traduire.  
本通知很重要。请将之译成中文。  
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## **COVID-19 Update #3** **April 13, 2020**

Dear Residents,

As we continue to navigate through these unpredictable times, I want to again thank you all for your understanding of changes that have been made to our operations. I also want to thank our residents for their support of each other, and our maintenance team for working so hard to keep residents safe and for assisting with the Belmont Pantry deliveries.

We continue to closely monitor the COVID-19 situation, and will continue to provide our residents and employees with helpful tips on how to prevent or contain the spread of the virus, as provided by the CDC and local authorities.

**This weekend we were notified of our first COVID-19 positive resident at Sherman Gardens.** The guidance we provide to our residents from the the Town's Board of Health, the Commonwealth of Massachusetts and The US Centers for Disease Control (CDC) remains much the same, but please understand that this information is being provided as guidance only and you should continue to refer to the information circulated by the CDC and Belmont Board of Health for the most up-to-date information:

- Stay Home
- Minimize the number of trips you take to the store for food and medicine.
- Practice Social Distancing.
  - o Remain 6 feet apart and avoid contact with people who do not live in your household.
  - o No small gatherings (resist the urge to gather with friends to play cards, sports, have dinner, etc.) and no play dates (for individuals of any age).
  - o No sharing of childcare responsibilities with other families. Essential workers should make every attempt to stagger their schedules with partners to allow for coverage of childcare.
- Wash your hands frequently
- Wear gloves and masks in public
- Wipe down groceries and other items you bring into your home

The US Centers for Disease Control (**CDC**) is now recommending that individuals wear cloth face coverings when in public settings (i.e. grocery stores, pharmacies, etc.) where it may be difficult to safely engage in social distancing practices. This recommendation from the CDC is due to increased

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evidence of the asymptomatic spread of COVID-19. This refers to the transmission of the virus from a person who does not develop symptoms.

I want to take this time to remind residents of the protocol that is in place if you are feeling ill or if you or a family member have been confirmed positive. It is important that residents follow these steps so that the Board of Health and I are aware and can take appropriate action to help keep our community as healthy as possible.

- 1) Contact your doctor. Your doctor will work with you to determine if you should be tested.

***Testing:** If you have symptoms, and you believe that you should be tested for COVID-19, first contact your healthcare provider. They will decide whether you need to be tested, but keep in mind that there is no specific treatment for COVID-19 and people who are mildly ill may be able to isolate and care for themselves at home.*

*If your health care provider recommends that you should be tested, but their facility cannot offer the test, obtain a referral and contact one of the facilities on the Massachusetts Department of Public Health list of COVID-19 Testing Sites in Massachusetts.*

*Keep in mind that you may need to undergo an additional eligibility screening before you can be tested, and that these sites require an appointment, they do not take walk-ins.*

- 2) Contact the Board of Health (617-993-2720) to notify them that you are symptomatic, presumed positive or positive.
- 3) In an effort to keep staff safe and reduce the risk of spread, we ask that you call the main office at 617-484-2160 and leave a message with the answering service notifying us that you or someone in your unit is symptomatic or confirmed positive.

**Town of Belmont COVID information call center and email:** *For general COVID-19 questions not specific to the Town of Belmont, all Massachusetts residents are encouraged to call the Commonwealth's 2-1-1 hotline which is staffed by operators 24/7 and has translators available in multiple languages. Residents with questions can dial 2-1-1 from any landline or cellphone or use the live chat option on the on the [Mass 2-1-1 website](#).*

*The Town of Belmont has also established a **COVID-19 Informational Call Center** to allow residents to ask non-medical questions specific to COVID-19 in Belmont. The call center will be staffed Monday through Friday from 8am to 4pm the number for the call center is (617) 993-2222. Questions can also be emailed to: [belmonteoc@belmont-ma.gov](mailto:belmonteoc@belmont-ma.gov).*

*Please **call 9-1-1 in the event of an emergency**. Calls should not be made to 9-1-1 to obtain information about COVID-19*

DHCD has provided guidance through a public housing notice (PHN) 2020-11. Per this guidance, we **continue to limit visitors at senior sites**. Visitors of senior sites are limited to essential visitors - such as medical personnel (visiting nurses), food programs, crucial homemaking and related services. We will continue to keep residents updated and revise

procedures as necessary for the safety of all. Our highest priority is resident health and safety. We must work together to minimize the impact to our community.

**The main office and community rooms remain closed to the public until further notice. Staff is available by phone or email. All appointments are cancelled.** Residents can drop off rent payments, paperwork for annual or interim changes in the mailbox attached to the main office. **We have added a secure encrypted file share option to our website. The link can be found on the main page, as well as under the ‘current residents’ section of our website.** We encourage residents to notify us of requests for interim changes at [Office@belmontha.org](mailto:Office@belmontha.org) and to submit paperwork electronically when possible.

**Maintenance will continue to be onsite in order to handle emergency workorders, vacant unit turn over and grounds maintenance only.** There will be no routine work orders done during this time, and outside vendors are limited to emergency responses only. The maintenance team is cleaning community rooms and wiping down common entry ways and hand railings at the Sherman Gardens and Waverley Oaks developments regularly.

### **Maintenance Emergencies as defined in PHN 2020-11.**

Maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures. (See Property Maintenance Guide (PMG) page 1--10). Below is the minimum list of emergencies that should be called out to maintenance for immediate repair:

Fires of any kind (Call 911)	Door or Window lock failure
Gas leaks or Gas odor (Call 911)	No heat
Broken water pipes or flooding	No hot water
No water or unsafe water	Snow or ice storm
Sewer or toilet blockage	Dangerous structural conditions
Roof leaks	Inoperable Smoke or CO detectors, beeping and chirping detectors
Lock outs	Elevator stoppage or entrapment

**Food Pantry /Bender Bus.** It is our understanding the next two food pantry days are **April 18<sup>th</sup> and May 2<sup>nd</sup>.** **If you are a senior and food was delivered to you on Saturday April 6<sup>th</sup>, you are on our list and we will again deliver to your unit unless we hear otherwise from you.** If you are a senior and want to participate in the food pantry delivery, **please notify the office by noon Wednesday April 15<sup>th</sup>.** Family residents can participate in the drive-up food pantry located at the town hall between 8:30am and 10am. For more information on the Belmont Food Pantry please check the town notices and food pantry website (<https://sites.google.com/site/thebelmontfoodpantry/>).

**Senior Meals thru the Council on Aging.** Please contact the Council on Aging at (617) 993-2970 if you are interested in their daily mail program. The hot lunches have been suspended, but they are operating and providing bag lunches! Delivery may be available if you qualify under their guidelines.

**The BHA notified all residents in the March 16, 2020 Covid-19 letter that they must have access to the [www.belmontha.org](http://www.belmontha.org) website and asked residents to update any changes in contact information for the One Call Now system. Updates going forward will be provided electronically through the BHA website and One Call Now system through the pendency of the State of Emergency. If you do not have access to the**

**internet, please reach out to a family member or friend and ask that they regularly check our website ([www.belmontha.org](http://www.belmontha.org)).**

***Please reach out to neighbors and plan to call or email regularly to check in on each other, practice social distancing, and wash your hands often!***

If you need to update your contact information for our ‘One Call Now’ mass communication system (email, text and phone calls) or have any questions, please call the office at (617) 484-2160.

Sincerely,

A handwritten signature in cursive script that reads "Jaclyn M. Martin".

Jaclyn M. Martin, Esq.  
Executive Director