**WFHA General Pandemic Policy**

Wichita Falls Housing Authority (WFHA) is committed to ensuring a safe, healthy environment for all staff, residents and visitors. In an effort to support public health officials in preventing the spread of a contagious disease, the WFHA has developed a plan to help prevent and respond to a pandemic. As a general rule the prevention policy will be enforced as the situation warrants.

**Stage 1:**

***Office: Social Distance guidelines & Critical Job Duties***

Rent, Payroll and Bill payments

* Staff and residents will be notified if the office will be closed for only emergency type situations. Face book, website, phone contact sheet, flyer and contact the news to have the information on their web site.
* Avoid social contact – Residents and staff will be encouraged to communicate by phone, email and internet.
* The payment drobox will be set up in the lobby and residents can drop off payments during work hours and a receipt will be mailed

***Maintenance calls we will cover during stage one pandemic.***

* Fire / Ambulance
* Heater Problem (no heat) only during the days it is 40° or below outdoors (winter only)
* A/C Problem (no cool air) only during the days it is 90° or above outdoors (we will not come out for this issue between the hours of 10pm to 8am)
* Smoke Alarm
* Stopped up Sewer
* Refrigerator stops working
* Stove (both stove top and oven) not working
* Major water leak (not dripping water)
* Stopped up toilet (only if you have one bathroom)
* Hot Water Heater (only if leaking)
* Roof Leak
* No Electricity
* Break In
* Broken window or Entrance door (will secure only)
* Broken Entrance door lock (broken or will not lock) (secure only)
* Exposed Electrical lines
* Loose ceiling (about to fall in)

***Please be advised our employees will be dressed in a white suit with a mask, gloves and goggles.***

Dear Residents:

In an effort to assist you in preparing for the expected pandemic flu/coronavirus -19 in our region, we ask that all residents please read the following information thoroughly and be properly prepared in the event of an outbreak.

You are encouraged to contact the local Emergency Preparedness Division or local Red Cross Chapter to verify the needs of your household.

# *Please be advised that WFHA staff may not be remaining on the property once an outbreak in the area has been reported. We encourage all residents to*

***take responsibility for themselves and their families just as we have advised our employees. In the event of an emergency, please call local law enforcement or fire officials.***

## When an outbreak is announced:

Listen to the County Warning System or Public Health Officials on the radio or television. Do exactly as advised, including staying home if you are ill, keeping children home, etc.

* Follow these precautions:
* Wash your hands frequently for at least 20 seconds, especially after sneezing or coughing. Alcohol-based hand cleaners are also effective.
* Avoid close contact with those who appear unwell and have a fever and cough.
* Cover your mouth and nose with disposable tissues when coughing or sneezing. Cough or sneeze into your sleeve if a tissue is not available.
* Avoid touching your eyes, nose, or *mouth*
* Get enough sleep, eat nutritious foods, and keep physically active.
* If you feel unwell, stay home from work or school, and avoid crowds as

much as possible Rest, drink plenty of fluids and seek help for chores that require contact with other people.

Stock up on daily necessities. Items such as the following are recommended: non-perishable food, bottled water, first aid kits, blankets, manual can opener, batteries, battery powered radio, prescriptions, diapers, baby food, extra eye glasses, hearing aids, and battery powered lanterns. Back up batteries for each item requiring a battery are also recommended.

* Fill all vehicles with gas. In the event of loss of power, the gas pumps will not operate.

## During the outbreak:

* Continue to listen to the County Warning System or Public Health Officials on the radio or television. Do exactly as advised by the announcer.
* Stay indoors. Contact with others is to be avoided.
* **Do not run generators or propane tanks inside the apartment.** Carbon monoxide fumes will spread throughout the apartment and will cause serious health issues and/or death. Additionally, generators require a well-ventilated area.
* Avoid public contact until the official "all clear" is given from the County Warning System or Public Health Officials on the radio or television.

## After the outbreak:

Should maintenance repairs be required, please contact the office. A schedule will then be prepared to complete the necessary repairs. All life-safety issues will be responded to accordingly.

We hope these steps will assist you in preparing for any such occurrences. Please contact our office should you have any questions.