Dear Residents, Staff, Landlords, Funding Sources, Elected Officials and Partners:

This is a second update of our Covid-19 (“VIRUS”) actions as many initial responses were launched approximately two weeks ago and we now have added many more.

As background, the Housing Authority of the City of Salt Lake City (HASLC) is proudly involved in some unusual roles as a direct landlord; fiscal agent for over 2,000 other private landlords; operators and administrators of complex programs; and as direct ‘houser’ of very vulnerable populations at this time including seniors and persons coming out of homelessness. Note also that as a landlord that is-in-fact a public agency, the expectations from our residents to assist are rightly increased compared to private, market-rate landlords. HASLC will remain open for business as much as possible during this national health crisis to continue to house people in need.

As such our staff of over 100 are somewhat divided into two distinct roles: those providing hands-on property management, maintenance and supportive services; and those in office jobs managing and supporting these complex programs that are primarily federal in nature.

We did launch our virus response somewhat early in the process as evidenced by our regular virus update communications with staff, the ordering of related supplies over three weeks ago, and the tracking and training from experts nationally and regionally.

We have implemented the following since that time:

**COMMUNICATION**

- We provide consistent messaging to our residents and staff guided and directed by professionals such as the Center for Disease Control (CDC), the U.S. Department of Housing and Urban Development (HUD), local health departments, Salt Lake County officials, the Salt Lake City Mayor and City Council, industry groups, and others.
- Exercising our existing ‘telecommute’ program on a large scale for office workers to work from home, including the purchasing of laptops when needed (completed) and assurance that technology such as virtual networks are in place.
- Consistent e-mail contacts with our Commission, internal management, HUD, the Salt Lake City HAND department, elected officials, local HA’s, community partners, off-site resources, etc.

**DISTANCING**

- Switching many systems to telephonic, e-mail or web conferencing
- Canceling group activities
- Canceling any and all job-related travel
• Directing our staff to stay home if symptoms are present, or if care of others is omnipresent - while extending sick time if needed
• Emphasizing and directing the importance of everyday preventive actions to help prevent the spread of respiratory diseases
• Severely limiting public entry into offices and denser housing environments (with technology to assist...)
• Offering staggered work cycles for staff
• Eliminating face-to-face meetings and interactions except in critical virus-related planning or response

STAFF ACCOMODATIONS

• Temporarily reducing the overall scope of activities at HASLC to focus on core activities that are responsive to our residents (see Attachment A).
• Offering job incentives such as part-time to full time, cross job duties, overtime and special pay - recognizing that staff shortages will exist.
• Allowing all parents wherein schools have closed to remain at home if needed
• Directing certain staff categories to remain at home (62 and over; persons with certain confidential health issues) for their own safety and the comfort of their family
• Additional 10 days of sick pay time added to all employee benefit banks
• Full, regular pay to employees at home who can and will telecommute
• Full system set-up and cost reimbursement for telecommuting
• Supplemental pay for non-able telecommuters (home bound) after sick and vacation pay exhausted
• Protocol responses for reports of positive tests, quarantines, shelter-in-place and related

RESIDENT SUPPORT

• Cease evictions (with extreme exceptions such as major violence...)
• Formation of a mobile maintenance team focusing on critical items - with salary incentives
• Door-to-door checks on a weekly basis for all senior sites
• Regular written communications
• Free protection equipment when available
• Cross-assigning and training staff to cover basic needs

CLEANING

• Regular disinfecting of common areas beginning with senior sites, offices, and homeless sites.
• Contracting exclusive janitorial services
• Waiver of procurement requirements
• Aggressive ordering of supplies and contracting assistance

LONG TERM PLANNING/RESPONSE

• Creating a pool of set-aside financing for response
• Pre-emptive claims to our insurance carriers, FEMA and others - while tracking related expenses separately
• New hiring and training program to recruit laid-off staff from other industries
• Analysis of HVAC and portable air cleaner upgrades for our mid-rise senior and homeless population buildings (in case of longer term...)
• Central control (one or two persons) on tracking specific costs - and tracking personnel locations, contact info, payroll status, etc.
• Tracking, analyzing and assisting staff with any federal, state or local relief regarding employment pay

REGIONAL ASSISTANCE

• Exercising our (Board pre-approved) disaster housing measures including by-passing of wait lists if needed for virus-related circumstances
• Programming a new site (100 units) for virus-related housing (pending many approvals)
• Sharing job responsibilities and functions with the County Housing Authority when needed.

MEDICAL

• Health concerns? Call Utah Department of Health COVID-19 hotline at 1-800-456-7707, amongst other resources.
• Importantly, the outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children, especially when other stresses are present. Resources are available to help - as an example HASLC contracts with two Employee Assistance Programs (EAP) for confidential assistance for staff: Reliant Behavioral Health at 866-750-1327 and Lincoln Employee Connect 888-628-4824.

Our primary focus is assistance to our vulnerable populations - and staff - in order to avoid transmission as much as possible while we continue to serve our 10,000 + residents and 2,000 landlords.

Please rest assured that we have progressive and caring leaders in our Board of Commissioners, Mayor, Council members, local and national HUD, Governor and other elected officials who expect and demand our assistance to residents while initiating flexibility and approving resources to do so.

If you have any questions at all please contact me at dnackerman@haslcutah.org, or 801-428-0560, or 801-403-8357 cell.

Sincerely,

Daniel J. Nackerman

Daniel Nackerman
Executive Director