

# St. James Parish Housing Authority Newsletter

## COVID-19 EDITION

Website Info: [WWW.STJAMESHOUSING.COM](http://WWW.STJAMESHOUSING.COM)



March 2020  
Issue I

## CORONAVIRUS 2019 (COVID19)

CENTER FOR DISEASE CONTROL AND PREVENTION



### 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 or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

### CLEAN YOUR HANDS OFTEN

- 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.

### Take Steps to Protect Yourself



### Avoid Close Contact

- Avoid close contact with people who are sick
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

### Stay Home If You're Sick

- 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 & Disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

# IMPORTANT INFORMATION ABOUT WORK ORDERS

## TEMPORARILY - DURING THE SAFETY PRECAUTION PROCESS OF CORONAVIRUS 2019

The Housing Authority has made necessary changes to the routine work-order service system. Due to the safety of residents as well as staff, work-orders will be limited to **“EXTREME EMERGENCIES”** only during office hours. The CDC–Center for Disease Control limits face-to-face contact between individuals to no less than 6 ft apart. Please continue to call staff regarding your work order, we may be able to address some issues by phone.

COVID-19 Extreme Emergencies Work-Orders	
<b>Gas Leak</b>	<ul style="list-style-type: none"> <li>*Raise up windows in your unit.</li> <li>*What area is the smell coming from</li> <li>*Check stove to make sure all knobs are OFF</li> <li>*Leave unit for safety if gas is escaping</li> <li>*Call 911</li> </ul>
<b>Electrical shorts</b>	<ul style="list-style-type: none"> <li>*Check to see if the area is sparking, smoking or burning</li> <li>*Check Breaker-box to see if a breaker is on OFF</li> <li>*Switch the Breaker ON if the switch is on OFF</li> <li>*Call 911 or 225-562-2200 if there is a fire</li> </ul>
<b>Toilets stop-up</b>	<ul style="list-style-type: none"> <li>*Be sure to have a plunger on hand or borrow one</li> <li>*Use warm water and bleach to pour down toilet</li> <li>*If maintenance is able to come out to un-stop toilets, charges will apply if something is found in the lines</li> </ul>
<b>Lock-Outs</b>	<ul style="list-style-type: none"> <li>*Purchase extra keys for family members</li> </ul>
<b>Sewer-Line</b>	<ul style="list-style-type: none"> <li>*If light is blinking call in and staff will contact Contractor to see if available to come out</li> </ul>
<b>Smoke-Alarms</b>	<ul style="list-style-type: none"> <li>*Always keep extra batteries to prevent constant beeping signal</li> <li>*If you see smoke or a fire call 911 or 225-562-2200</li> </ul>

### PLEASE KEEP YOUR UNIT CLEAN!!!

1. Your unit must be kept clean and odor free in order that staff come in to take care of the approved work orders.
2. Disinfect all areas in which staff may enter or touch.
3. If your toilet is stopped up, please make sure it is free from all bodily fluids before maintenance arrives to solve the problem. If not, maintenance will NOT be responsible for taking care of your work order.





## WATCH FOR THE SYMPTOMS OF COVID-19

The following symptoms may appear 2-14 days after exposure.\*

- Fever
- Cough
- Shortness of breath

**STAY HOME IF YOU ARE SICK**

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include\*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- Bluish lips or face



- Stay home: People who are mildly ill with COVID-19 are able to recover at home. Do not leave, 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 feel worse or you think it is an emergency.
- Avoid public transportation: Avoid using public transportation, ride-sharing, or taxis.
- Wear a face mask if you are sick or if you care for someone else that's sick
- Stay out of the company of large groups
- Wash you hands with soap and water frequently and for 20 seconds

## WHO IS AT HIGHER RISK OF GETTING THE CORONAVIRUS

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

- Older adults
- People who have serious chronic medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

If you are at higher risk for serious illness from COVID-19 because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease.

- Take everyday precautions to keep space between yourself and others.
- When in the public, keep away from others who are sick, limit close contact and wash your hands often.
- Avoid crowds as much as possible.
- Avoid cruise travel and non-essential air travel.

**During a COVID-19 outbreak in your community, stay home** as much as possible to further reduce your risk of being exposed.



## **ATTENTION ALL RESIDENTS**

**UNTIL FURTHER NOTICE**, OUR OFFICES WILL REMAIN LOCKED DURING OUR NORMAL WORKING HOURS, TO PROMOTE SOCIAL DISTANCING DUE TO COVID-19 (CORONAVIRUS). WE WILL OPEN THE DOORS ON A LIMITED BASIS FOR THOSE WITH APPOINTMENTS TO TAKE CARE OF PAPERWORK THAT CANNOT BE HANDLED OVER TELEPHONE. WE WILL NOT BE ABLE TO ASSIST ANYONE WHO IS SICK OR SHOWING SIGNS OR SYMPTOMS OF SICKNESS AT ANY TIME, NO MATTER THE SITUATION AND RESERVE THE RIGHT TO DENY OFFICE ACCESS OF SERVICE TO PROTECT OUR EMPLOYEES IN ORDER THAT THEY ARE ABLE TO CONTINUE TO PROCESS YOUR BENEFITS.

### **IMPORTANT INFORMATION FOR RESIDENTS**

1. PLEASE PLACE YOUR RENT IN THE DROP BOX AND A RECEIPT WILL BE MAILED TO YOU.
2. PLACE COMPLETED PAPERWORK AND FORMS FOR RECERTIFICATION AND INTERIMS IN THE DROP BOX AND YOUR SPECIALIST WILL CALL YOU WHEN THEY RECEIVE IT (BE SURE TO PUT YOUR CURRENT TELEPHONE NUMBER ON THE PAPERWORK)
3. PLEASE CALL IN ONLY YOUR EMERGENCY WORK ORDERS. (**MAINTENANCE WILL ENTER UNITS FOR EMERGENCIES ONLY UNTIL THE CORONA VIRUS PANDEMIC IS UNDER CONTROL**).



### **SJPHA TELEPHONE STAFF AVAILABLE FOR YOUR QUESTIONS**

Shamika	Work Orders	Ext. 1
Tamika	Rent/Accounts Payable	Ext. 2
Jessica	Vendors/Contractors	Ext. 3
Lydia	Housing Supervisor	Ext. 4
Shannon	East Bank-Recerts, Interims & Applications	Ext. 5
Ali	West Bank-Recerts, Interims & Applications	Ext. 6
Charlene	East Bank Property Manager	Ext. 7
Nikeia	West Bank Property Manager	Ext. 8
Roxie	Resident Community Questions	Ext. 9

### **RENT PAYMENT INFORMATION**

Until further notice, our office is closed to promote social distancing due to COVID-19, rental payments are now being accepted at the local banks. However, the lobbies are closed so you will have to pay through the drive thru window. The bank balances will include late fees and they are only going to accept what is showing on the books. If you choose not to pay at the local banks, make sure your rental payments are dropped off at the main office and placed in our afterhours drop-box. **Anyone that has not paid rent by the end of the month will be sent to the JP for non-payment.**

### **BANK LOCATIONS:**

<b>Regions Bank</b>	<b>First American Bank</b>	<b>First American Bank</b>
<b>1980 W. Main St.</b>	<b>2161 LA-3125</b>	<b>2785 Hwy. 20 West</b>
<b>Lutcher, LA 70071</b>	<b>Lutcher, LA 70071</b>	<b>Vacherie, LA 70090</b>

**Main Office:**  
**225-869-3278**  
**Emergency Line:**  
**225-268-7274**  
**Fax No.**  
**225-869-8552**

St. James Parish Housing Authority  
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*A PHONE CALL IS BETTER THAN A VISIT, LET'S HELP TO LESSEN THE SPREAD OF COVID-19*