

COVID-19 updates and new operational procedures

We have adopted a Contagious, Infectious Disease Preparedness Recovery Plan for the purpose of assisting us in alleviating any severe impact that a contagious and infectious disease or pandemic may have on our mission of providing safe, decent, and affordable housing, while taking actions to protect the health and safety of all applicants, residents, participants, and staff.

CHA will strive to provide all services within the scope of its mission in a manner that is accommodating to all clients which includes: residents, applicants, contractors, vendors, collaborative partners or the general public. Methods of service delivery can be completed by phone, mail, fax, email, in person, drop box or kiosk.

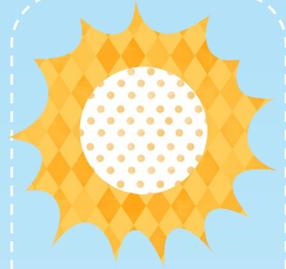
This plan can be found on our website under the policies tab. Should you have questions, please contact us at 662-328-4236. We have also provided revised guidelines and procedures for your convenience.

CHA Updated Operating Procedures:

The office is open in spite of the doors being locked.

To minimize person-to-person contact, exposure and the potential spread of any infectious and contagious disease, the front doors of the office will remain locked.

- Clients will be seen by appointment only- please call in advance to schedule one.
- After arriving at the office, please stay inside your vehicle, call the office and speak with an employee to let them know why you are there. The person providing services will return calls and inform clients when to come to the door and enter for services.
- Mask or face coverings are to be worn when receiving service inside the office. Masks will be made available if clients do not have one.
- A digital body scan kiosk has been installed to check the body temperatures of all persons entering the building for services. If the scanner detects an elevated body temperature or possible fever, the client will be informed and asked to wait a few minutes to be rescanned. If a 2nd reading confirms an elevated body temperature, client will be asked to reschedule their appointment and encouraged to seek medical attention.
- Visibly ill clients or individuals with signs or symptoms of sickness (cold, cough, fever etc.) will be asked to reschedule their appointments.
- Only the persons receiving services will be allowed to enter, except in cases where reasonable accommodations are needed.
- All persons will be asked to use hand sanitizer before and after services are rendered.
- Office spaces used while providing services along with common touched surfaces will be sanitized with disinfectants between face-to-face client appointments.
- ALL CHA employees and contractors will wear protective equipment when entering units during service calls.
- If tenants are ill at the time maintenance arrive, they may be asked to isolate themselves in a different part of their unit away from where maintenance is working,
- Tenants whose income has been affected by COVID 19 should contact the office for more information pertaining to concerns regarding rent or account balances.



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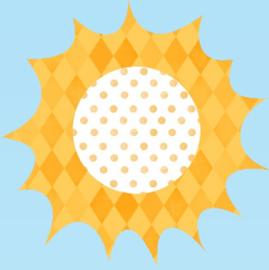
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Expanded Partnership Opens a New Window

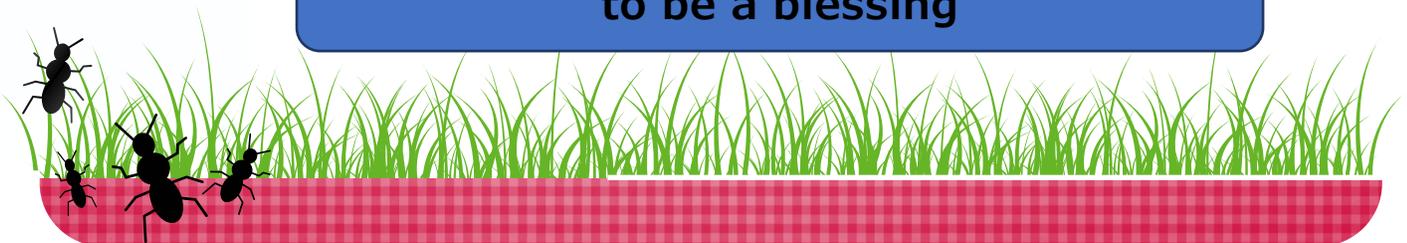
One in six children in the U.S. don't know where their next meal is coming from. In Mississippi we share many of these same needs. At the Y, we know that children who receive daily nutrition are set up to succeed. Summers are already a particularly vulnerable time for kids and families who rely on free or reduced-price meals during the school year. It is true that children who receive daily nutrition are set up to have a much higher chance to thrive. That's why we have been helping kids reach their full potential by providing free access to healthy snacks and meals. With the addition of recent COVID19 circumstances the Young Men's Christian Association, or the YMCA, wanted to do more! We have had a longstanding partnership with the Mississippi Food Network for our afterschool and summer camp programs. They reached out to us in March 2020 with the offer to partner once again and distribute Crisis Response Food Bags. Each colorful tote contains 6-7 pounds of shelf stable food and snack items that would require little to no preparation. We have focused on target audiences of children and elderly and shut -in indi-



viduals or disabled adults. This is a challenging time for all of us and our needs are many. At the Y, we know that we are more than just a gym! Our mission is to put Christian principles into practice that build a healthy spirit, mind, and body for all. And we keep this mission in the forefront when we execute our feeding programs. Stephanie Gibson, the YMCA Christian Mission Director, oversees these programs. The caring volunteers, donors and prayer partners make the programs possible and successful. The YMCA's Executive Director, the dedicated Leadership Team and Board of Directors enthusiastically supports all such community outreach programs.

The YMCA has also enjoyed many years of a tried and true partnership with the local Genesis Dream Center under the leadership of Pastor Darren Leech. We have worked together over the years to do outreach projects to meet community needs. Genesis has been so gracious to the YMCA and we value the ability to work together to serve Christ and do as he instructed to minister to people in love and compassion. The YMCA is thrilled to have recently expanded our partnership to include the Columbus Housing Authority. Debra Taylor along with her amazing staff and supportive Board of Directors have been truly remarkable in every way! Together we have launched designated days, times, and locations for food resources to be distributed to families who could use a little extra help during these challenging times. The recent purchase of the well-known Palmer Home facility in Columbus Mississippi, by the Columbus Housing Authority has provided the ideal location for these three partners to expand and thrive.

**We have been blessed
to be a blessing**



United Way's Golden Triangle Regional Hub provides Volunteers to CHA



Food Distribution:

Various volunteers have helped to distribute food to members in the community for the past two food distributions.

United Way Worldwide uses its Day of

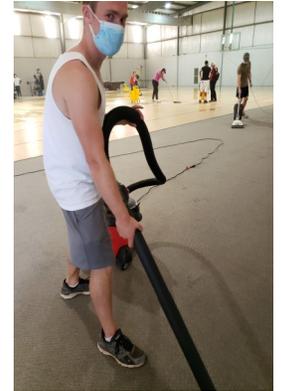
Action to get thousands of people across the globe to volunteer. For our Day of Action this year, Golden Triangle Regional Hub for Volunteers & Nonprofits, an internal program of United Way of Lowndes & Noxubee, partnered with Kingdom Vision International Church as well as other volunteers in the community to benefit CCHDO-Columbus Community Housing Development Organization, which is the non profit that purchased the



Palmer Home for Children in March of 2020.

This property will be the future home for 48 elderly individuals who are in need of housing as an alternative to prematurely going into nursing homes. Also located on the property is a swimming pool, horse stable, pre-K school and gymnasium, all of which will provide

services to community youth. On this day of Action, 36 volunteers, not including staff, came out to help with the service project, totaling approximately 112.08 volunteer hours. The project consisted of cleaning to campus buildings, one of which experienced two acts of vandalism. Both Columbus Housing and CCHDO employees were available to assist and were very grateful for all the work completed by the volunteers.



Free Gift Cards distributed within Columbus Housing



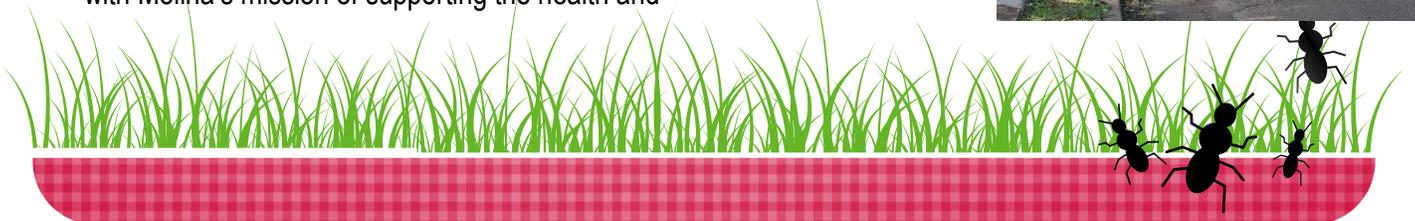
Molina Healthcare partnered with the Columbus Housing Authority and The Golden Triangle Hub to distribute \$5,000 worth of \$25.00 Dollar General gift cards to the community. At Molina we understand that the current coronavirus pandemic has caused various

hardships for families. We are dedicated to working with our community partners across the state to help address some of their needs. This event aligns with Molina's mission of supporting the health and

wellness of all those in our community.

About Molina Healthcare of Mississippi

Since 2018, Molina Healthcare of Mississippi has been providing government-funded, quality health care to low-income individuals. The Company serves members through Medicaid (Mississippi Coordinated Access Network/ MississippiCAN and Children's Health Insurance Plan/CHIP) and Marketplace.





Columbus Municipal School District provides sack meals Monday-Friday on all of our sites. Meals can be picked up between 9-12.

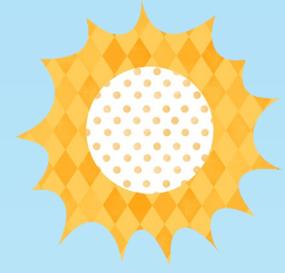
Southern Foundation provides hot breakfast from 9-11 and lunch from 12-2 Monday—Wednesday at our William Washington Site only.

Food distributions are available at our CCHDO (old our Palmer Home) location on Thursdays starting at 10:00am until supplies run out.



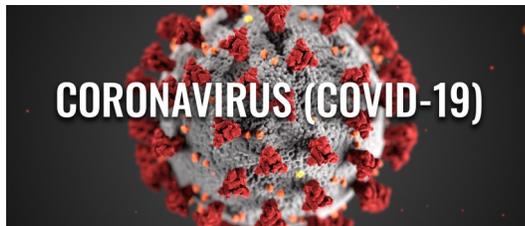
Providing for the Elderly

In an effort to help our most vulnerable populations during COVID, 19, the elderly and disabled, various organizations have partnered with Columbus Housing Authority and Friendly City Resident Council ROSS program to support and provide supplies and care packages. Alpha Kappa Alpha, Sorority, Nu Epsilon Omega Chapter, Columbus Lowndes County Alumnae Chapter and Omicron Epsilon Chapters of Delta Sigma Theta Sorority, JTW Family Services, LLC, Abundant Life Christian Church and Class Elegance and Bath & Body were among those who donated care packages, cleaning supplies, toiletries and masks.



Alpha Kappa Alpha Sorority donated and distributed care packages to the Elderly & Disabled at one of the housing locations.





Watch for symptoms of COVID-19

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



- * Large parties or gatherings are not allowed on the premises due to the health risks associated with the CORONA Virus and disturbances they cause in the neighborhood.
- * Tenants whose income has been affected by the pandemic are encouraged to call the office for more information or to discuss concerns
- * Due to safety concerns, maintenance is only entering units to make emergency repairs that involve air conditioning, appliances, electrical, gas and plumbing matters
- * Appointments are required for services at the administrative office. Please call in advance
- * Rent is due on the 1st of each month.
- * \$25.00 late fees are applied to account balances not paid by close of business on the 7th of each month.
- * Court fees in the amount of \$75.00 are applied on the 16th of each month
- * Maintenance charges must be paid in full within 30 days to avoid fees. The only exceptions are accounts in which payment arrangements have been made and written agreements are on file.
- * All wheeled trash carts are to remain behind units except on trash pick up days. Household trash carts observed on the front or at curbsides during times other than trash pick -up will result in a \$25.00 fine. Tenants with trash, items on the roofs or things on porches or lawns other than outside patio furniture will be fined \$25.00
- * Tenants who own vehicles are required to furnish proof of registration to receive a window sticker. Vehicles without CHA stickers can be towed at the owner's expense. Inoperable vehicles will be tagged for 3 days. If the vehicle is not repaired and appears to be not working after then, they will be towed at the owner's expense.
- * Washing or working vehicles is prohibited
- * Pets not approved by the office are a violation of the lease and can result in lease termination
- * Swimming pools are not allowed because of excessive water use

RECERTIFICATIONS SCHEDULED TO RESUME

During the month of July, appointments will be scheduled and notices mailed to residents who haven't already completed their annual review. When you arrive for your appointment, please call the office and let us know you are outside. An employee will call you back and tell you when to come to the door and enter for your appointment.

Only residents being served will be allowed to enter except in cases of reasonable accommodations or unless they are household members that will need to complete paperwork for the recertification.

Individuals who are visibly ill will not be allowed to enter the building. Their appointments will be rescheduled for a later time. Please be prepared to provide current written information on everyone living in your household, all income and any other changes that are required to be reported.

Due to precautions and extra measures that we are taking to ensure the safety of both employees and you as our residents, wait times may be slightly longer than previously.

We apologize for any inconveniences you may experience during this time.

**All Community Center Rentals have been
suspended until further notice**



Columbus Housing Authority
914 4th Street South
Columbus, MS 39701
Main Office 662-328-4236



