

Resident Update

Message from Executive Director

***Tentative
Reopen to Public***



At the Northampton Housing Authority our first priority is always safety and ensuring the well-being of our employees, residents, and the community we serve. Following the CDC, Governor Baker, President Trump, and Massachusetts Department of Health guidance to minimize exposure between employees, and also between employees and the public, our management offices are closed to the public until April 30, 2020 at which time we will reevaluate the available guidance.

Our team is available Monday through Friday between 9AM and 4PM and can be reached by calling our main line at (413) 584-4030 and selecting:

Option #2 – Section 8 Team

Option #3 – Salvo House

Option #4 – Cahill Apartments

Option #5 – McDonald House and Florence Heights

Option #6 – Hampshire Heights

Option #7 – Forsander and Tobin Manor Apartments

Drop boxes are available at all 7 of the properties listed above, monthly rent payments do not need to be hand delivered to staff. The boxes will be checked frequently and we continue to seek alternative methods to allow for digital payments. If you have concerns about paying your rent, please contact your property manager.

We have added a digital request form to our website for residents and voucher holders to complete a rent change, if you have lost your job, income, or have other changes to report to us to adjust your rent, please go to our website or call your manager at the option above.

At this time, we will not pursue “non-essential eviction actions” for as long as Gov. Charlie Baker’s declared state of emergency lasts. Non-essential cases are defined as “non-payment and cause cases that do not involve or include allegations of criminal activity or lease violations that impact the health or safety of Northampton Housing Authority residents, employees, or the general public.

DHCD has extended 2020 Annual Recertification’s due dates until 2021, those residents who received letters in March and April, do not need to send any additional information to our offices at this time.

Visit Us Online at www.NorthamptonHousing.org



Our on-call maintenance team will be available to complete any emergencies that arise but we ask residents to be aware that nonemergency work orders will not occur during this time for the safety of both our residents and employees. Our on-call teams will be following all of the latest guidance when entering units and working in common areas to minimize exposure. We ask that all residents notify our office if they are experiencing flu-like symptoms or feeling ill, especially with a fever or persistent cough, have been tested for Covid-19, or are under self-quarantine.

Members of our maintenance team have increased cleaning and sanitizing of touchpoints in common areas. Additional measures are being taken should an emergency work order occur in an apartments to ensure the safety of residents and staff.

Examples of Maintenance Emergencies

- | | |
|---|--|
| <ul style="list-style-type: none"> • Fires of any kind (Call 911) • Gas leaks or Gas odor (Call 911) • Electric power failures (800-465-1212) • Electrical hazards, sparking outlets • Broken water pipes or flooding • Lock outs • Door or Window lock failure • Trash chute clogged/backed-up | <ul style="list-style-type: none"> • No water or unsafe water • Sewer or toilet blockage • Roof leaks • No heat • No Hot water • Snow or ice storm • Dangerous structural conditions • Inoperable Smoke or CO detectors, beeping or chirping detectors • Elevator stoppage or entrapment |
|---|--|

Limiting Visitors – It's extremely important that residents follow Governor Baker's recommendations and limit out-of-state visitors. Residents should accompany their visitors at all time and limit the time spent in common areas.

Community Room's Closed/Laundry Room's Open – Based on the increasing cases in the area, we are forced to close our community rooms starting March 31, 2020 until April 30, 2020, at that time we will revisit latest guidance. Our Laundry Room's will remain open and staff will sanitize but we ask residents to limit their time in the rooms and only one person should be occupying the space at a time.

Lobby Congregating – Please limit congregating in the lobby and mailbox areas due to social distancing recommendations.

Elevator Use – Please limit one person/one household using the elevator at a time due to the social distancing.

May you all stay-well, Cara Leiper, Executive Director

Resident Update

Resident Services

We  our
Residents™



Our Resident Service Team is here to help! If you need help obtaining any of the resources contained in this section or on our website, please contact:

Netanya Ortiz – Family RSC – (413) 326-4063

Email: RSC2@NorthamptonHousing.org

Danielle McColgan – Elderly/Disabled RSC – (413) 341-5672

Email: RSC@NorthamptonHousing.org

Life as we know is changing and if you are experiencing more than normal amount of anxiety, fear, or depression, it can be beneficial to seek out a support group or call the SAMHA Hotline at 1-800-985-5990 or text TalkWithUs to 66746 to get connected with a mental health professional.

If you are or have been advised by a medical professional to self-quarantine, isolate, or be tested for the Coronavirus, we urge you to notify the management office to make us aware of your situation and so we can assist you in any way possible.

Remember we are all in this together! Everyone's effort in keeping from spreading sickness is extremely important at this time.

When 'i' is
replaced By 'we'

Even
'illness'
Becomes
'Wellness'

B.INSPIRED

Resident Check-In Request



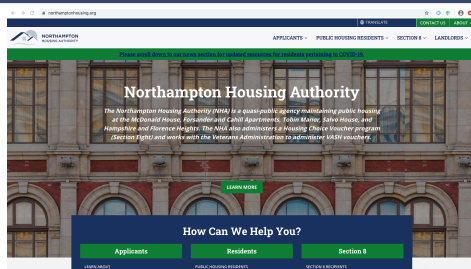
Our team will now be calling residents a few times a week to check-in but we need your help! During Normal Business Hours (9AM to 4PM), please call (413) 584-4030 and press option #9, tell us your Name, the property you live at, and best phone number to reach you so that we can contact you! If you do not want a call, but want to make sure we have the most up-to-date phone number, please call our main line and select the option for your property so that your manager can update our system.

**CALL US
NOW!**



On Your Computer, Phone, or Tablet:
www.NorthamptonHousing.org

*Our News Section / Residents Resources
Are Being Updated Daily*



Resident Update

Resources

Food Resources

Project Bread Hotline – 800-645-8333 and Food Bank of Western Mass - (413) 247-9738.

Manna Community Kitchen - 413-584-1757

Healthy Hampshire – Crimson and Clover Farms (SNAP ELIGIBLE) - 413-320-4799 x 104

Elderly – Call Highland Valley at (413) 586-2000 - <https://www.highlandvalley.org/>

Families – NPS will be at a new time at Florence Heights and Hampshire Heights on **Tuesdays and Thursdays from 11AM-12pm** providing breakfast and lunches to those 18 and under.

Grow Food Northampton may also have upcoming deliveries, please contact Netanya.

Grocery Delivery Services from Instacart.com

- Order and receive groceries at your doorstep from your favorite stores such as Big Y.
- State Street Fruit Store - \$5 Delivery – 413-584-2301

Special Hours for those over 60 or with compromised immune systems at the following stores:

- Stop and Shop: 6am-7:30am
- Big Y: 7am-8am
- Walmart: Senior Shopping hour from 6am-7am every Tuesday

*****Food resources are constantly changing due to the pandemic,
please call Netanya or Danielle if you have trouble locating food.*****

Computer/Internet/Phone Discount Offers

- Internet Essentials from Comcast (855)846-8376
 - Offering 2 months free of high-speed internet then services \$9.95 per month + tax.
 - Also offering laptops and desktops for \$149.99 for those who qualify.
- Metro PCS – Discounts/up to 2 months free - 413-471-3938

Learning Resources for Children

www.switcheroozoo.com www.funbrain.com www.kids.nationalgeographic.com www.starfall.com
www.reading.ebc.org www.suessville.com www.storylineonline.net www.abcya.com

Additional Resource Help



The Look4Help website provides a free searchable listing of supportive local resources, and includes detailed, up-to-date information from non-profit organizations, government agencies, health and human services, medical and mental health providers, and others.

<https://www.look4help.org/> or Call: 413-774-2318

Resident Update

Resources

DO THE FIVE

What are the "Do the Five" steps?

1

Have an annual checkup at a Hemophilia Treatment Center (HTC).

- Receiving care at an HTC improves overall health and well-being.

2

Get vaccinated.

- Hepatitis A and hepatitis B are preventable!

3

Treat bleeds early and adequately to help prevent long-term damage.

- Centers for Disease Control and Prevention (CDC) and the National Hemophilia Foundation (NHF) recommend treating a bleed within one hour.

4


Exercise and maintain a healthy body weight.

- Exercise strengthens your muscles—strong muscles help protect your joints.

5

Get tested regularly for bloodborne infections.

- Blood products are safer than ever; keeping a watchful eye on them helps ensure continued safety.



Stay informed.

Text **COVIDMA** to **888-777**



THE OFFICIAL CORONAVIRUS RESOURCE FOR THE STATE OF MASSACHUSETTS

COVID-19 ALERT

► buoy.com/mass

1

Self-diagnose
for COVID-19

2

Get testing
information

3

Access
telemedicine

DO THE FIVE

¿Cuáles son los pasos de "5 consejos para vivir de manera saludable"?

1

Hacerse un chequeo anual en un Centro de Tratamiento de Hemofilia (HTC)

- Recibir atención en un HTC mejora la salud y el bienestar en general.

2

Vacunarse.

- ¡La hepatitis A y la hepatitis B se pueden prevenir!

3

Trate las hemorragias rápidamente y de manera adecuada para ayudar a prevenir el daño a largo plazo.

- Los Centros para el Control y la Prevención de Enfermedades (CDC) y la Fundación Nacional de Hemofilia (NHF) recomiendan tratar una hemorragia en la siguiente hora.

4

Ejercicio y mantener un peso corporal sano.

- El ejercicio fortalece sus músculos; los músculos fuertes ayudan a proteger sus articulaciones.

5

Hágase pruebas con regularidad para las infecciones de transmisión sanguínea.

- Los productos de sangre son más seguros que nunca; mantener una supervisión cuidadosa de ellos garantiza la continua seguridad.

STAY HOME

**only for food, medicine
or to get medical attention**

HOW CAN I PROTECT MYSELF

- ✓ Wash your hands thoroughly and often with soap and water for at least 20 seconds.
- ✓ Avoid touching your eyes, nose, or mouth with unwashed hands.
- ✓ Cover your mouth when sneezing or coughing.

**MAINTAIN
SOCIAL
DISTANCING**



**WASH
YOUR
HANDS**

If you have lost your job or closed your business
please file for unemployment benefits at 877-626-6800

Hot Line at 2-1-1

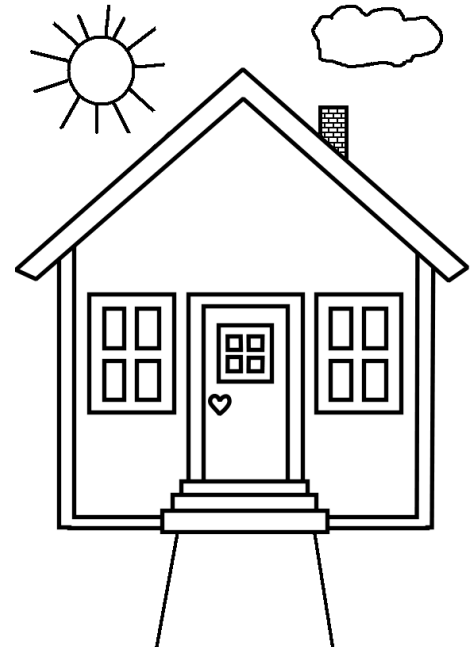
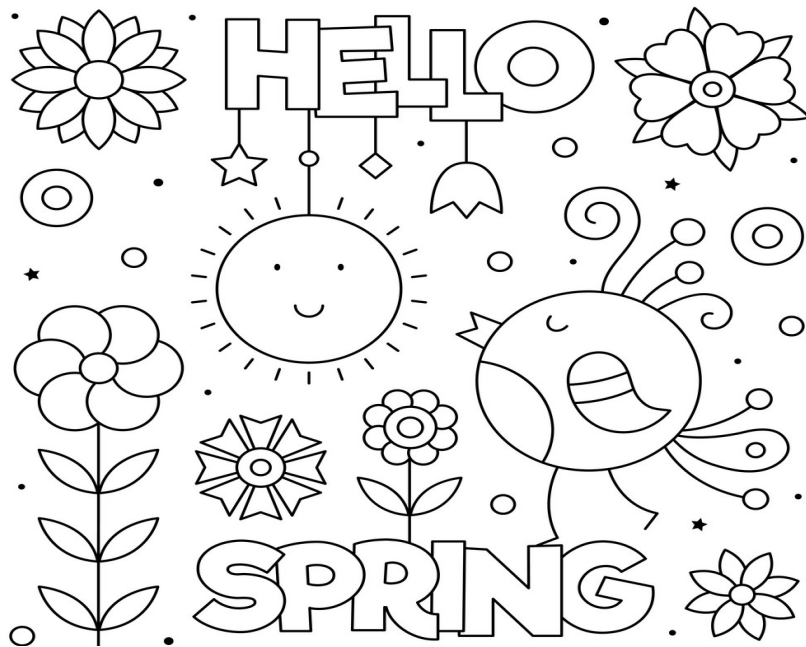
STAY HOME  **STAY HOME**



NORTHAMPTON
HOUSING AUTHORITY

Resident Update

Fun for All



Spring Word Search

C H I C K E J U N E G R W O W
H P U D D L E M A P R I L H S
I B L O H B U N N Y E B O M E
B A S E B A L L T T E U M A E
S U M A M A T C H A N T F R D
H O T S P R I C I N G T L C S
N E S T T A P I H E A F O H O
E G S G E T R A I N B O W L R
E G S S Y R E W S O L Y E E A
A S E H B U F N N S O L R S I
E G R O W O F L L Y O Y S S N
A N U W E F M A Y Y M V R O C
S A N E R A N B O W S H E S O
U M B R E L L A E A S T E R A
T H A S P R I N G P U D D E T

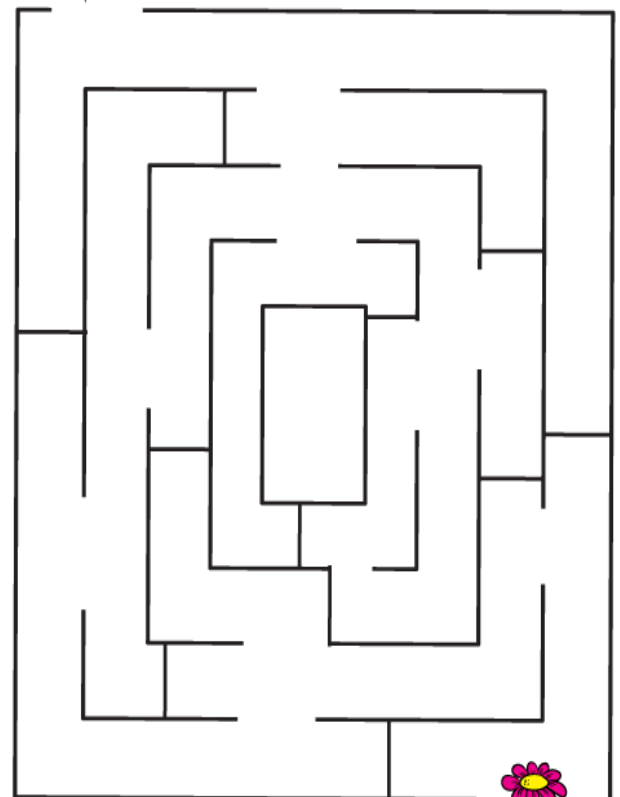
APRIL
BASEBALL
BLOOM
BUNNY
BUTTERFLY
CHICK
EASTER
EGGS

FLOWERS
GREEN
GROW
HATCH
JUNE
MARCH
MAY
NEST

PASSOVER
PUDDLE
RAINBOW
RAINCOAT
SEEDS
SHOWERS
SPRING
UMBRELLA



Help the bee fly to the flower!



10 MINUTES OF
QUALITY TIME