

**TorCHA**  
**HCV Program Participant Letter COVID-19**

October 28, 2020

Dear HCV Program Participant,

We imagine you are as tired of this Covid19 pandemic as we are, however, PLEASE note that this virus is still active and going through communities and getting people sick.

We ask all program participants in helping to prevent the spread of germs and infection. The best way to protect yourself and your family from COVID-19 is to avoid being exposed and take preventative health measures.

In light of the current circumstances, the following actions will take effect until further notice:

- The office lobby will be closed to the public starting on October 28, 2020. Office staff will continue to work and be available by phone and email. While we do our best to respond to all calls / emails within 24 hours, PLEASE be patient and understand that sometimes we are subject to the mercy of technological glitches.
- The HCV program specialist will continue to work processing interim and annual recertifications by contactless means or if absolutely necessary in a manner with the most minimal amount of contact.
- All routine unit inspections and non-essential inspection requests will be temporarily postponed until further notice.

We urge that if you have guests, you inform them of the safety advice of the CDC. We strongly discourage frequent guest visits and group gatherings.

If you suspect that you or a recent guest has contracted the COVID-19 virus, we urge you to contact your healthcare provider for assistance and follow the guidance of the CDC.

**REMINDER – REMEMBER – if you have had a change in status (job loss, less hours worked etc.) contact your program manager so they can help get your rent reduced!**

While there is still an active eviction moratorium for non-payment of rent, Remember that rent is still due.

**Please stay safe and healthy!**