

March 16, 2020

Good afternoon,

As we continue to prioritize the health and safety of our staff, clients, and community, **PHA will be implementing the following operational decisions in keeping with the changes announced today by City of Philadelphia:**

- **Effective March 16, 2020 at 5:pm**, ALL PHA offices will be closed to the public, until **April 1, 2020**.
- **Effective Wednesday March 17, 2020**, all non-essential/non-emergency employees should remain home **until April 1, 2020**. Employees should contact their department heads to determine if they are considered an essential and/or emergency employee. **We plan to reopen our offices on Wednesday April 1, 2020**. Should this date change, we will be sure to update you with new plans.
- Employees who are exhibiting symptoms consistent with COVID-19 (running nose, cough, fever, headaches, diarrhea etc.) should **NOT** report to work regardless of their status as an essential or emergency employee.
- **Essential and/or Emergency employees are expected to report to work as normal**. Employees wishing to “work-from-home” should make such request to their department heads.
- **Effective Wednesday March 18, 2020**, PHA will only be conducting emergency service repairs, **until April 1, 2020**. However, residents with maintenance related issues should continue to call **PHA’s Call Center at 215-684-8920**.
- **Effective Wednesday March 18, 2020**, PHA’s Leased Housing Department will postpone all HCV HQS inspections, **until April 1, 2020**. Only Emergency HQS inspections will be conducted. Clients and landlords can reach the HCV Inspections Department via email at HCVinspections@pha.phila.gov or by phone at **(215) 684-3860** to schedule, reschedule or request an inspection.

While exposure and risk levels are changing daily, it is important to exercise precautionary measures to limit the spread of this virus. We understand that this is a challenging and dynamic time. We will continue to monitor the situation closely, using resources from the [CDC](#), the [World Health Organization](#) and the [City of Philadelphia](#).

We remain vigilantly open to modifying our plans as things develop or change and appreciate your continued partnership, support, and understanding as we all work to adapt to this unprecedented situation.

To ensure awareness of the resources available to youth and young adults in Philadelphia, please access updated information including:

- [Free meals and safe spaces for students while schools are closed](#)
- [Map: Where to find free meals and activities for students](#)

Free Library of Philadelphia's [digital resources](#) that you can access anywhere, including ebooks, audiobooks, movies, TV, and music, over 100 [databases](#), and the [New York Times online](#).

Sincerely,

Kelvin A. Jeremiah
President & CEO