

UPDATE FOR RESIDENTS







Site Office and Lobby Closures

As the situation involving COVID-19 virus progresses, we'd like to keep our residents informed about our operational changes which have been made to prioritize resident and employee health and safety.

- Beginning March 17, 2020 the Agency will be closing our lobbies and site offices to the public through March 31, 2020.
- Staff is still working to provide critical services to our residents and if you need to speak to a staff person, you can set up a phone appointment by calling (541) 682-3755.
- Please continue to call in your maintenance needs, however staff will only be completing Urgent or Emergency Work Orders at this time. To avoid clogged toilets, please refrain from flushing any paper towels, baby wipes or other materials down the toilet.
- On-site food programs such as Senior Grocery and Extra Helpings will continue but staff will modify operations to minimize exposure. If you are feeling ill, please contact your coordinator to see if home delivery is an option.
- We understand the financial strain this situation is putting on families and will do what we can to minimize the impact on your housing. Remember to update your housing specialist if there has been a change in your income so we can adjust your rent accordingly. For paperwork, please see your options below:

4 WAYS TO SUBMIT PAPERWORK

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|  <p>MAIL PAPERWORK CAN BE MAILED TO OUR OFFICES:</p> <p>177 DAY ISLAND RD EUGENE OR, 97401</p> <p>300 W FAIRVIEW DR. SPRINGFIELD OR, 97477</p> |  <p>DROP OFF PAPERWORK CAN BE DROPPED OFF IN PERSON THROUGH THE MAIL SLOTS AT EACH OFFICE BUILDING</p> <p>177 DAY ISLAND RD EUGENE OR, 97401</p> <p>300 W FAIRVIEW DR. SPRINGFIELD OR, 97477</p> |
|  <p>EMAIL PAPERWORK CAN BE EMAILED TO:</p> <p>PAPERWORK@HOMESFORGOOD.ORG</p> |  <p>FAX PAPERWORK CAN BE FAXED TO:</p> <p>(541) 682-3411</p> |

As we learn more, we will continue to update you on what we are doing to keep our properties welcoming and safe for your.

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RESOURCES FOR YOU



We recognize that this situation might be stressful for many of our residents and we want to make sure you know what resources are available to you to learn more about this virus and access help to meet your basic needs. Please see the attached resources for more information and please contact us if you have questions.

Lane County Community Call Center

Lane County has set up a call center for non-emergency calls related to COVID-19 and helping connect to needed resources from 9:00 a.m. to 4:00 p.m., Monday-Friday. The phone number is 541-682-1380.

Food Resources

See attached for area food box/meal sites

Local school districts are providing To Go Breakfast & Lunch

Check with your local school for pick up sites.

Laughing Planet is providing free meals to kids during school closures

Utility Crisis Relief

EWEB and other local utilities have suspended power and water shut offs due to nonpayment and have increased Customer Care assistance credits and late fee waivers. Call your utility for more information about resources available during this time.

Internet Service Provider Resources

Comcast is offering free internet services for 60 days to low income families so you can stay up to date. Contact them for more information at 1-855-846-8376.

Educational Resources

See the attached flyer with lots of links to free activities for kids while they are out of school and for everyone while you are self-isolating.

Health and Mental Health Resources

Local agencies are working to coordinate for additional health related needs such as medicine delivery, counseling support and other health needs. Contact your provider, the community call center or Resident Services if you need assistance in finding appropriate resources.

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