

Permanent Housing Programs

COVID 19 RESOURCE GUIDE



April 2020

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Local Ordinances

Visit austintexas.gov/covid19 for a complete list of control orders and emergency rules issued by the City of Austin and Travis County

March 6, 2020 – [Mayor of the City of Austin declares local state of disaster](#)

March 6, 2020 – [Travis County Judge declares local state of disaster](#)

March 12, 2020 – [City of Austin City Council ratifies the local state of disaster](#)

March 13, 2020 – [City of Austin suspends all utility disconnects](#)

March 17, 2020 – [Travis County Justices of the Peace orders](#) all scheduled court proceedings, except for essential court proceedings, will be reset to a date after May 8, 2020.

March 19, 2020 – [Texas Supreme Court postpones evictions except in cases of physical danger](#)

March 24, 2020 – [Mayor of Austin issues Shelter-in-Place, "Stay Home, Work Safe" Order](#). This order excludes all essential business and people experiencing homelessness.

March 24, 2020 – [Travis County Judge issues Shelter-in-Place, "Stay Home, Work Safe" Order](#). This order excludes all essential business and people experiencing homelessness.

March 26, 2020 – [City of Austin City Council implements a 60 day grace period for renters in Austin before and eviction notice is filed](#).

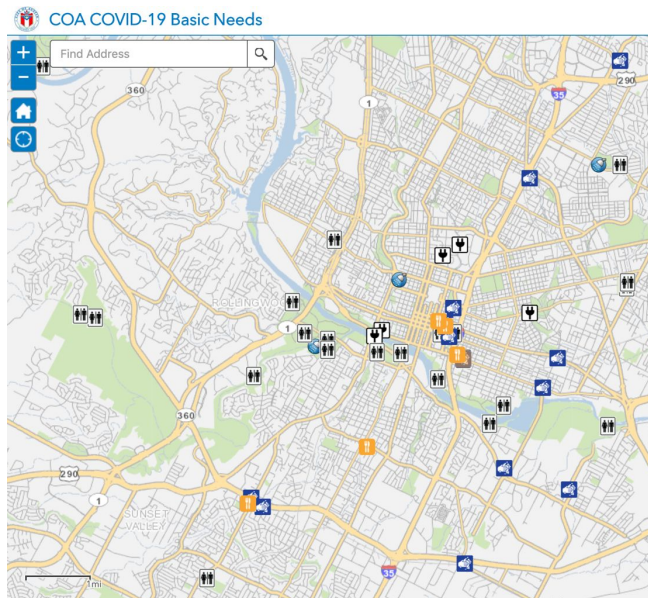
April 6, 2020 – [Travis County Judge Sarah Eckhardt and Mayor Adler issued guidance that wearing a fabric face mask outside one's residence](#)

Community Resources

Basic Needs

City of Austin

- [Map showing the locations and operations of services available to those experiencing homelessness during the Covid-19 response](#)
- [List of available resources](#)



Neighborhood Centers

- <http://www.austintexas.gov/departments/neighborhood-centers>
- All City of Austin Neighborhood Centers are closed to the public for regular services.
- Providing emergency food deliveries on a limited basis, call **512-972-5133**
- Providing rent and utility assistance to eligible individuals, call **512-972-5780**

2-1-1

- Dial 211 on your phone or visit <http://www.211.org/services/essential-needs>

ConnectATX

- <http://www.connectatx.org/>
- Online guide containing food, housing/utility, transportation, job training and education, and health resources

Internet and Computer Access

Digital Empowerment Community of Austin

- <https://cityofaustin.gitbook.io/decatx/deca-covid-19-community-resources>
- Guide includes information on options for low-cost internet access, computer access, and online learning resources

Digital Literacy Assistance : [Essential Services Provided by Austin Free-Net](#)

- Workforce Development
- Job Skills Training
- Resume
- Employment Application(s)
- Social Services Application(s)
- Other essential needs requiring computer or internet access urgently

Austin Free-Net can assist. Please call: 512-974-1463 or email: workforce@austinfreenet.net to make an appointment.

Food Assistance

Travis County Community Centers Food Pickup

- [Map and Number for all Travis County Community Centers](#)
- First, the case manager or client should call the Community Center closest to them to place an order at the pantry and arrange an appointment time for pick-up.
- If the client has already placed a pantry order and already has an appointment time for pick-up, the case manager can call that Community Center and let them know that they will be picking up on behalf of the client. No documentation is needed.
- At the time of the appointment, the pantry items will be placed on a table outside of the Community Center (locations vary, depending on the Center).
- At this time, all seven Community Centers have food, though some are running low on staples (rice and meat).
- Case managers can coordinate across agencies if desired. For example : picking up multiple orders for different residents that all live at the same property

Food Delivery (clients can use SNAP Benefits)

- <https://www.schwans.com/>
- FAQ from website:

Can I use electronic food stamps (EBT) online? ▼

You may place an order online, but you'll need to hold your order with a credit card. To use an EBT card for payment, please present it to your Route Sales Representative upon delivery. If you aren't home for your scheduled delivery, the credit card on file will be charged.

Rental Housing Information, Eviction Moratoriums, and Tax Help



- Resources to know your rights regarding COVID-19 issues related to rental housing :
 - <https://sites.google.com/bastaaustin.org/basta-covid-19-resources/home#h.1b00l31gpolv>



National Low Income Housing Coalition

The CARES Act provides a temporary moratorium on evictions for most residents of federally subsidized apartments, including those supported by HUD, USDA or Treasury (Low Income Housing Tax Credit developments) as well a moratorium on filings for evictions for renters in homes covered by federally-backed (FHA, Fannie Mae, and Freddie Mac) mortgages for 120 days after enactment.

- Multifamily Properties Subject to Federal Eviction Moratoriums :
- Contains a Map and List version of properties (not comprehensive) :
 - <https://nlihc.org/federal-moratoriums>



Foundation Communities Tax Prep

- now providing assistance digitally (tax deadline extended to Wednesday July 15th)
- <https://foundcom.org/prosper-centers/austin-tax-help/> - explains the new process
- <https://foundcom.org/prosper-centers/austin-tax-help/> - link to actual digital tax prep site

Staff Care

Self-Care Resources and Strategies

- [Mayo Clinic self-care tips](#)
- [CDC guidance around stress and coping during the coronavirus outbreak](#)
- [Safe Horizon self-care resources for COVID-19 and beyond](#)
- [Clinician Self-Care in the Time of COVID-19 webinar](#)
- [Self-Care and COVID-19: Getting Ready for the Marathon](#)
- [COVID-19: Resources for Managing Stress \(National Center for PTSD\)](#)

Employee Policy Resources

“Return to Work” Guidance

- If you feel sick, DON'T COME TO WORK!
 - Any staff that develop signs and symptoms of a respiratory infection while on-the-job, should:
 - Immediately stop work, put on a facemask, and self-isolate at home;
 - Inform the program or clinical manager of information on individuals, equipment, and locations the person came in contact with; and
 - Contact and follow the local health department recommendations for next steps (e.g., testing, locations for treatment).
- [Return to Work Practices and Work Restrictions](#) – after returning to work, staff should:
 - Wear a facemask at all times while interacting with others until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer
 - Be restricted from contact with severely immunocompromised client populations until 14 days after illness onset.
- Assess staff and volunteers for potential exposure risks. Redirect vulnerable (aging, chronic illness) staff or volunteers from higher risk positions providing prolonged close contact.

Preparedness Checklist

Preparing Site for COVID-19

Link to:

[CDC Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)

- ☐ Ensure signage is posted at the facility entrance instructing visitors and residents to alert staff if they have fever, cough, or shortness of breath.
- ☐ Check all residents daily for fever, cough, or shortness of breath. Have a separate area where residents who are ill or exposed to virus can go within the facility is needed.
- ☐ Provide designated areas
- ☐ Have a clear way for people to communicate if they are having symptoms in a safe way.
- ☐ Inform residents about COVID-19. Ensure there are educational materials available at the facility about COVID-19.
- ☐ Develop procedures for staffing needs and communication: Ensure sick leave policies allow employees to stay home if they have symptoms of respiratory infection.
- ☐ Each facility should designate a specific isolation/quarantine area:
- ☐ Designated areas should include providing restroom facilities for symptomatic individuals only; not shared by other residents.
- ☐ Prepare for meals and supplies to be delivered to residents in the designated isolation/quarantine space as needed.
- ☐ HAVE A PLAN TO SUPPORT TENANTS IN ISOLATION AND/OR QUARANTINE

Steps to Take to Lower the Risk Of COVID-19

- ❑ Prohibit or limit visitors at the facility. Only residents and staff permitted, to the maximum extent practicable.

GIVE a timeframe and explain why – reduce feelings of disempowerment

- ❑ Prospective residents who appear to be symptomatic should be connected to the designated isolation space immediately. The designated space be on or off-site.

- ❑ Provide surgical facemasks and gloves for non-clinical staff and in addition have N95 masks, gowns and goggles for any clinical staff. Surgical facemasks should be available for residents as well.

- ❑ Staff interacting with symptomatic individuals should provide a facemask to the guest and put on a facemask themselves during close contact with residents. Close contact is defined as within 6 feet for greater than 10 minutes for non-healthcare workers, or greater than 2 minutes if providing healthcare.

- ❑ Practice good infection control.

- ❑ Hand hygiene stations (sinks with antibacterial soap and alcohol gel products) should be readily available throughout the facility, especially at the entrances of the facility. Make sure tissues are available and any sink is well-stocked with soap and paper towels for hand washing.

- ❑ Ensure employees clean their hands according to CDC guidelines (<https://www.cdc.gov/handhygiene/providers/index.html>), including before and after contact with residents, after contact with contaminated surfaces or equipment, and after removing items such as masks, gloves, and gowns.

- ❑ Educate and remind residents to perform hand hygiene throughout the day, particularly after using the restroom and prior to eating their meals.

<input type="checkbox"/> Position a trash can near the exit inside any sleeping areas to make it easy for employees to discard items such as gloves, masks and gowns.
<input type="checkbox"/> Increase the frequency of environmental cleaning being done with EPA approved healthcare disinfectant consistent with recommended wet contact time.
<input type="checkbox"/> Reducing overall bed inventory may be needed.
<input type="checkbox"/> Ensure there are no shared utensils, cups, or linens and residents are requested to wash their hands prior to eating meals.

Steps to Take if There Are Residents in the Facility with Respiratory Illness Symptoms

<input type="checkbox"/> Any residents with fever, cough, or shortness of breath should be confined to their room, designated isolation/quarantine space, or a separate area at least 6 feet away from others. Symptomatic residents may be placed with other symptomatic individuals and away from asymptomatic individuals.
<input type="checkbox"/> Meals and supplies should be delivered to residents in the designated isolation/quarantine space as needed.
<input type="checkbox"/> Again, designated areas should include providing restroom facilities for symptomatic individuals only; not shared by other residents. If symptomatic individuals must travel to other areas of the facility, they should first practice hand hygiene and put on a facemask. <input type="checkbox"/> In programs with only one bathroom, all clients and staff should use masks while in the bathroom. If possible, stagger shower times, ensuring that bathroom ventilation fans run for at least 20 minutes between all showers and leave the window open to facilitate clearing of droplets.
<input type="checkbox"/> If symptoms are severe, contact your local hospital or ER. <input type="checkbox"/> People experiencing COVID-19 symptoms who are uninsured and do not have an established doctor can call the COVID-19 Hotline at 512-978-8775 for guidance
<input type="checkbox"/> If you plan to transfer the guest to a higher level of care due to worsening respiratory status, notify EMS or local hospital that the guest has an undiagnosed respiratory infection.

- ☐ If multiple residents in your facility become newly sick with fever and respiratory symptoms, notify Austin Public Health.

Strategies for building a compassionate and prepared community

- ☐ Program staff should work with the resident's mental health or primary care provider to secure enough nicotine replacement therapy (NRT) to help eliminate nicotine withdrawal and the desire to leave their room to smoke.

- ☐ Community spaces
 - ☐ I know how important these spaces are for our population.

- ☐ Staff
 - ☐ Modeling behaviors

- ☐ Provide Tenants with PPE and cleaning supplies
 - ☐ it provides a different tone of seriousness
 - ☐ Links :
 - ☐ [PPE Clients Can Make at Home: CDC Face Coverings Notice– DIY Make Your Own Mask Instructions \(sew & no-sew options\):](#)
 - ☐ [Youtube Video – No Sew T Shirt Mask](#)

- ☐ Communication

- ☐ Cleaning protocols

- ☐ Create a sense of Community
 - ☐ Posters – make fun and informational posters
 - ☐ Make your own poster
 - ☐ Hashtags to use:
 - ☐ #stayhome
 - ☐ #withme (help save lives with me)
 - ☐ #StayHome and help save lives #WithMe
 - ☐ #quarentineandchill
 - ☐ #flattenthecurve

- ☐ Help others know what to do and say when someone else isn't adhering to recommended practices.
 - ☐ Go back to room
 - ☐ "I am really trying to follow the guidelines because I'm worried about getting sick. I hope that you can respect my space and wishes."

Supportive Services Resources

Technical Assistance

SAMHSA

<https://www.samhsa.gov/sites/default/files/training-and-technical-assistance-covid19.pdf>

Corporation for Supportive Housing

<https://www.csh.org/resources-search/?c=COVID19>

Technical Assistance Collaborative

<http://www.tacinc.org/knowledge-resources/covid-19-resources/>

HUD

<https://www.hud.gov/coronavirus>

National Alliance on Mental Illness

<https://www.hud.gov/coronavirus>

United States Interagency Council on Homelessness

<https://www.usich.gov/covid-19/>

National Alliance to End Homelessness

<https://endhomelessness.org/coronavirus-and-homelessness/>

Recreation Resources

Activities	Links
Jigsaw puzzles	<ul style="list-style-type: none"> • https://www.jigsawplanet.com/
Books	http://library.austintexas.gov/press-release/virtual-resources-austin-public-library-745432 <ul style="list-style-type: none"> • Get an Austin Library card https://library.austintexas.gov/mylibrarycard • Get a Houston Library card https://houstonlibrary.org/my-link-library-card-registration • Hoopla https://www.hoopladigital.com/my/hoopla • Kanopy (video streaming) https://austinpl.kanopy.com/ • NewsBank (news papers) http://library.austintexas.gov/database/newsbank-american-news • National Emergency Library https://archive.org/details/nationalemergencylibrary
Virtual Museum Tours	<ul style="list-style-type: none"> • https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours
Animal webcams	<ul style="list-style-type: none"> • Georgia Aquarium https://www.georgiaaquarium.org/ • Monterey Bay Aquarium https://www.montereybayaquarium.org/animals/live-cams
Tour a Museum	<ul style="list-style-type: none"> • https://www.metmuseum.org/art/online-features/met-360-project • http://collection.blantonmuseum.org/
Stationary Card and stamps	<ul style="list-style-type: none"> • https://www.therapistaid.com/worksheets/gratitude-letter.pdf
Journal	<ul style="list-style-type: none"> • https://psychcentral.com/blog/30-journaling-prompts-for-self-reflection-and-self-discovery/ • Creative writing prompts https://blog.reedsy.com/creative-writing-prompts/ ; https://writingprompts.tumblr.com/
Board Games	<ul style="list-style-type: none"> • Monopoly, Rummikub, Card games,

Coloring books	
Knitting	<ul style="list-style-type: none"> Free knitting patterns https://www.yarn.com/categories/free-knitting-patterns
Magazines	
WhatsApp	
Pen Pals	<ul style="list-style-type: none"> https://writeaprisoner.com/ https://www.globalpenfriends.com/
Learn a new language	<ul style="list-style-type: none"> https://www.rypeapp.com/blog/apps-like-duolingo/
Gentle trauma-informed yoga	<ul style="list-style-type: none"> https://www.youtube.com/watch?v=V1OtxPbFAec https://www.youtube.com/user/yogawithadriene
Live Stream Yoga	<ul style="list-style-type: none"> Donation Based Livestream Yoga Classes (BlackSwan)
Meditation Apps	<ul style="list-style-type: none"> Headspace (free and subscription content) Calm (free and subscription) ntimind (Spanish language, free and subscription) Liberate (free content created by and for people in the Black and African diaspora)
	<ul style="list-style-type: none"> Gratitude Log
Call a hotline when feeling lonely or need support	<ul style="list-style-type: none"> SAMHSA's Disaster Distress Helpline Toll-Free: 1-800-985-5990 (English and español) SMS: Text TalkWithUs to 66746 SMS (español): "Hablamos" al 66746 TTY: 1-800-846-8517 Website (English): http://www.disasterdistress.samhsa.gov Website (español): http://www.disasterdistress.samhsa.gov/espanol.aspx

CSH Enhancing Social Connectedness in times of Physical Distance	<ul style="list-style-type: none"> • https://d155kunxf1aozz.cloudfront.net/wp-content/uploads/2020/03/EnhancingSocialConnectedness_COVID19_3_25_20.pdf
Fun Online Group Games	<ul style="list-style-type: none"> • https://www.jackboxgames.com/were-giving-away-drawful-2-for-free-for-three-weeks/

Resources for Participants with Substance Use Disorders

On-line AA Meetings:

- <http://aa-intergroup.org/directory.php>
- <https://www.aaonlinemeeting.net/>

Online NA Meetings:

- <https://www.na.org/meetingsearch/textresults.php?country=Web&state&city&zip&street&within=5&day=0&lang&orderby=distance>

Communities for Recovery – Virtual Meetings

- <https://www.facebook.com/communities4recovery/>

Virtual Case Management

- Free video tutorial about telehealth etiquette
 - <https://learntelehealth.org/telehealth-etiquetteseries/>
- MidAtlantic TeleHealth Resource Center resources on TeleBehavioral Health
 - <https://tbhcoe.matrc.org/>

Harm Reduction Supplies for Clients

- Texas Harm Reduction
 - call **512-580-0580**
 - visit the center if supplies are needed (1909 E. 38th 1/2 St. Suite C).
- Austin Harm Reduction Van Schedule – Only Fridays & Saturdays –
 - link for locations & times <http://www.austinharmreduction.org/>

Graphics



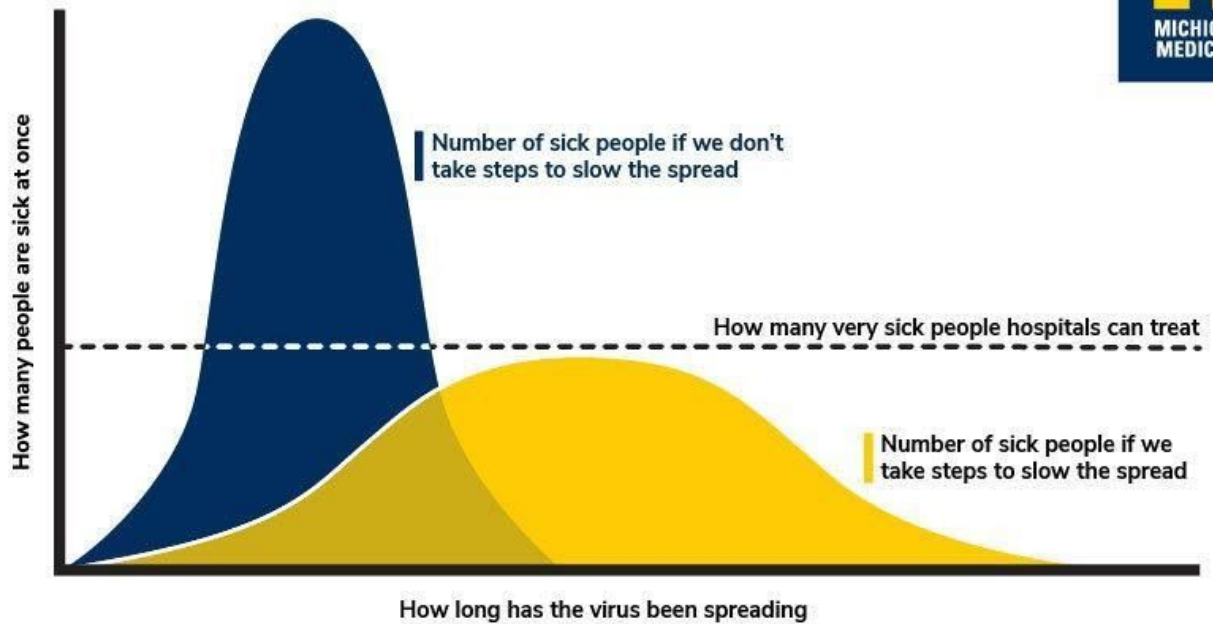


DISTANCE MAKES US STRONGER



#StopTheSpread

#FlattenTheCurve



Adapted from the CDC

FEDERAL EVICTION MORATORIUM

For tenants in Low-Income Housing Tax Credit properties, public housing, Section 8 (Housing Choice Voucher and project-based), and other housing supported by U.S. Dept. of Housing and Urban Development and U.S. Dept. of Agriculture.*

 FROM MARCH 27 TO JULY 25, 2020

1

No New Late Fees



Landlords cannot charge fees, penalties, or other charges related to nonpayment of rent.

2

No Eviction Notices for Nonpayment



Landlords cannot give Notice to Vacate or Notice to Terminate (the written notice before filing eviction case in court).

3

No Eviction Filings for Nonpayment



Landlords cannot file legal action in court to evict tenant for nonpayment of rent or fees/charges.

4

Other Reasons for Eviction

Moratorium does NOT affect eviction cases filed before March 27, 2020, or evictions based on another reason besides nonpayment of rent or fees/charges.

Utilities & Eviction Assistance



- If you get a Notice to Vacate or Notice that your lease will be terminated, call Texas State Bar Referral Service at 1-800-252-9690.
- If you're having trouble paying utilities, contact the provider on your bill to ask about a deferred payment plan. Many are providing assistance to people who cannot pay due to COVID-19.

 AFTER JULY 25, 2020

5

Extended Notice



Landlords must give at least 30 Day Notice to Vacate before filing eviction.

*Source: Coronavirus Aid, Relief, and Economic Security Act, "CARES Act," signed into law 03/27/2020.
Created 04/03/2020 for educational purposes only. Look out for updates to the dates listed above.

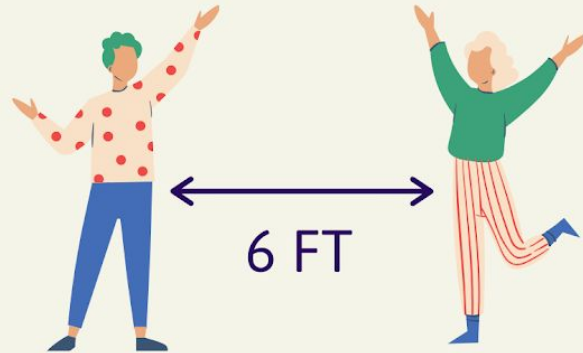


STOP THE SPREAD



WASH YOUR HANDS FREQUENTLY

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.



MAINTAIN PHYSICAL DISTANCING

Maintain at least 1 metre (6 feet) distance between yourself and anyone who is coughing or sneezing.



AVOID TOUCHING EYES, NOSE AND MOUTH

Hands touch many surfaces and can pick up viruses.

Once contaminated, hands can transfer the virus to your eyes, nose or mouth.



IF YOU HAVE A FEVER, COUGH AND DIFFICULTY BREATHING, SEEK MEDICAL CARE EARLY

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.

Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



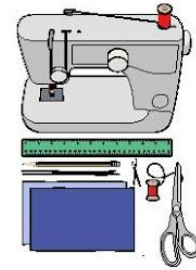
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cdc.gov/coronavirus

Sewn Cloth Face Covering

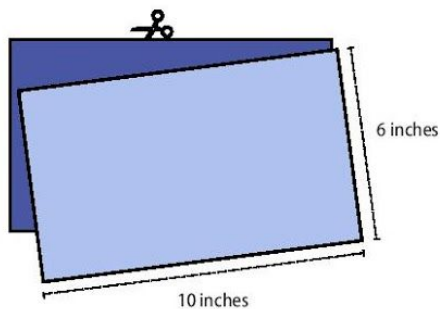
Materials

- Two 10"x6" rectangles of cotton fabric
- Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

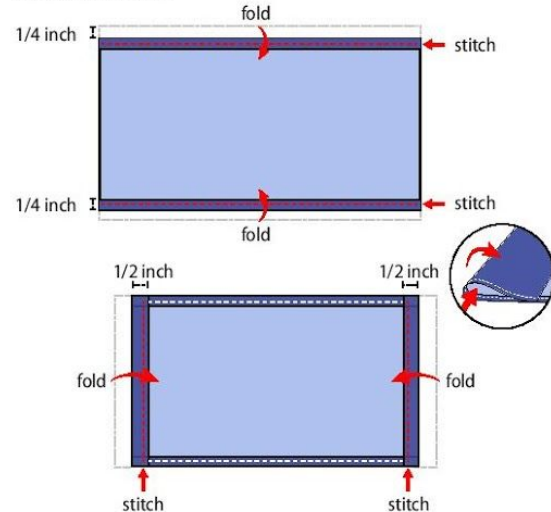


Tutorial

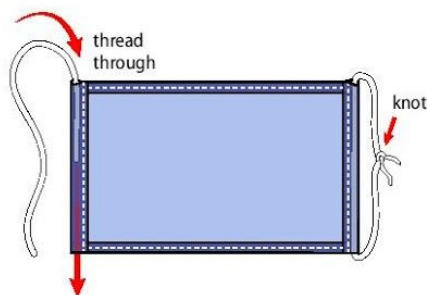
1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the cloth face covering as if it was a single piece of fabric.



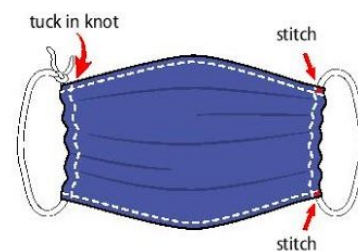
2. Fold over the long sides $\frac{1}{4}$ inch and hem. Then fold the double layer of fabric over $\frac{1}{2}$ inch along the short sides and stitch down.



3. Run a 6-inch length of $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the cloth face covering. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the cloth face covering behind your head.



4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the cloth face covering on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

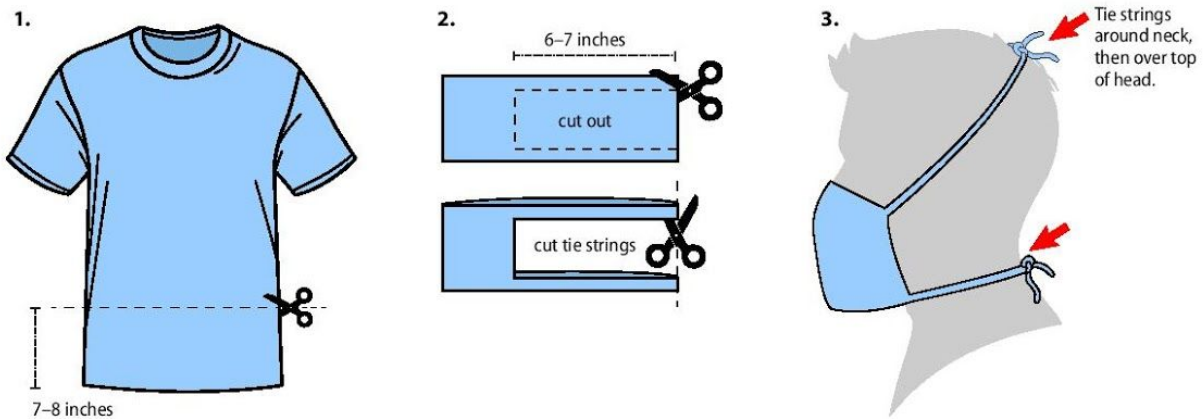


Quick Cut T-shirt Cloth Face Covering (no sew method)

Materials

- T-shirt
- Scissors

Tutorial

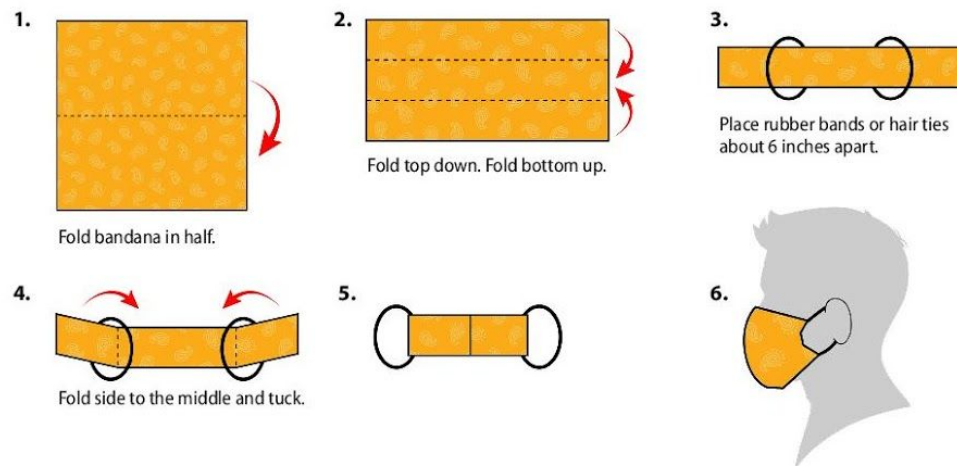


Bandana Cloth Face Covering (no sew method)

Materials

- Bandana (or square cotton cloth approximately 20"x20")
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)

Tutorial



Things I Can Control BINGO

