



# Paul G. Stewart Center

March 13, 2020



## ***Precautions for COVID-19 (Corona) Memo #2***

Dear PGS Residents:

Just like you, we are closely monitoring new developments regarding the global outbreak COVID-19 (“Coronavirus”). Again, as we stated in our memo dated March 6, 2020, the health and safety of our residents and staff are of the utmost importance. Today we are announcing a series of actions that are designed with the health and welfare of our residents and staff in mind. These decisions have not been made lightly, but only after careful consideration of all available information released by the U.S. Centers for Disease Control and Prevention (“CDC”) and the Illinois and Chicago Departments of Health.

These are unprecedented times, and your careful understanding is essential. For additional guidelines for people at higher risk, please read the insert from the Chicago Department of Public Health.

While this situation is rare, we remain grounded in our mission to provide quality housing and focused on our values of excellence and responsibility. We are committed to doing everything we can to make things comfortable and safe for all residents. As with other organizations across the country, we have decided to take additional precautions. Therefore, we have decided to raise our usual standards of cleanliness and health safety even higher.

We have implemented several new interim policies and procedures, which follow recommendations from the CDC and the Chicago Department of Public Health. **The following will go into effect Friday, March 13, 2020:**

**What We Are Doing Differently:** We are in constant communication with staff to reinforce our sanitization safety procedures in both resident-facing and non-resident facing areas. We will continue to sanitize high-traffic public areas at an increased frequency.

- Hand sanitizers are located throughout the campus. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, door handles and knobs are cleaned multiple times throughout the day.
- Surfaces such as the guest sign-in desks will be wiped more frequently.
- Public restrooms will be cleaned more frequently.

**Staff Changes:**

- All departments have implemented hand washing and sanitizing procedures to take place multiple times during the employee's shift.
- All staff members are prohibited from reporting to work sick and/or with a respiratory illness that can be transmitted to others.
- All staff has been instructed on correct hand sanitizing procedures.
- Employees are instructed to wash hands before and after eating and before returning to a work area.

**Community Spaces:** As a safety precaution for your health, we will be minimizing person to person exposures. **As a result, all community spaces across the PGSC Campus will be closed until further notice, with the exception of the laundry rooms.**

- **Resident Activities and Programs:** All programs will be temporarily postponed during this time, including resident sponsored activities that take place in the resident activity rooms.
- **Golden Diners (400 Building):** Per the City of Chicago, the dining program has been suspended based on the guidelines of the CDC for older adults. Golden Diners will continue, but with box lunches only. Once you receive your lunch, you will need to take it with you as the dining room will be closed. When the City of Chicago reinstates the regular program, we will inform you.

**Management & Service Coordinator Offices:** All PGSC Offices will be closed to foot traffic **until further notice**. During this time, we will not be opening the office to any foot traffic. We will continue to receive phone calls during regular business hours. The following services will be affected:

- **Lease Signings:** Lease signings have been postponed at this time. If you currently have a lease signing scheduled between now and the end of March, it will be rescheduled at a later date. We will send you a notice with the new date.
- **Lease Renewal/Recertification Paperwork:** If you have paperwork to submit to the office, please slide them under the office door. At a minimum, please be sure to label envelopes with your last name and apartment number.
- **Apartment Inspections:** If you currently have an apartment inspection scheduled between now and the end of March, it will be rescheduled at a later date. You will be notified once the date is rescheduled.
- **Packages:** The office will not be accepting packages during this temporary closure period. If you are expecting a package, you will need to make arrangements or plan to be home to receive them.
- **Extermination:** Extermination will continue during this time. However, if you are not home during your scheduled time you may miss your appointment and will have to be rescheduled until a later date.
- **Service Requests:** During this temporary office closure, we will accept Service Requests by phone or online only. If you have a Service Request you will need to place it by phone or online. The office will not be accepting any foot traffic. However, we will only address Emergency Service Requests during this interim office closure.

**Emergency Service Requests Only:** During this time, we will be responding to Emergency Service Requests only.

**Emergency Service Requests are considered:**

- Smelling natural gas
- No Water
- No Hot Water
- No Heat
- No Air Conditioning
- Lock-Out
- Refrigerator or Stove Stops Working
- Drain or Sewer Back-Ups
- Toilet Overflows
- No Electricity
- Plumbing Leak
- Fire

**Upcoming Election:** As you know, the 400 E. 41st Street and 401 E. Bowen Buildings are polling places. Please note both locations will be open on Election Day, Tuesday, March 17, 2020. Be sure to exercise your right to vote!

We assure you we will be attentive and vigilant and keep you updated as we monitor developments. We are asking you to cooperate and be vigilant by taking everyday preventative actions per the Chicago Department of Health.

**Please continue to read all memos for updates.**

Thank you for your cooperation.

# COVID-19: Guidance for People at Higher Risk

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There is an expanding global outbreak of respiratory illness called COVID-19 caused by a novel (new) coronavirus and we know that you might be worried. We at the Chicago Department of Public Health (CDPH) have been working hard for months to ensure we are as prepared as a city as we can be. While most cases of COVID-19 cause a mild illness, the virus is spreading easily from person to person and this puts entire communities at risk.

While many persons in our community may get sick, the vast majority will recover. Most cases of COVID-19 result in mild illness but people who are older and who have other health conditions are more likely to have serious illness. Everyone has a role to play in getting ready and staying healthy.

**If you are at higher risk for serious illness from COVID-19 because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease.**

## Who is at higher risk?

Those at higher risk include:

- People over 60 years of age. The risk increases significantly thereafter and escalates with age, with persons over age 80 in the highest risk category.
- People, regardless of age, with underlying health conditions including cardiovascular disease, diabetes, cancer, heart disease, or chronic lung diseases like COPD, as well as those with severely weakened immune systems.

## Get Ready for COVID-19 Now

### Practice social distancing and avoid travel

- Stay home as much as possible. Consider ways of getting food and supplies brought to your house through family, social, or commercial networks.
- Stay away from crowded social gatherings of people as much as possible such as parades, conferences, sporting events, and concerts where large numbers of people are within arm's length of one another.
  - Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are people in the crowd who are sick.
- Avoid all non-essential travel including plane trips, and especially avoid embarking on cruise ships.

### Have supplies on hand

- Contact your healthcare provider to ask about obtaining extra necessary medications to have on hand in case you need to stay home for a prolonged period of time.
- If you cannot get extra medications, consider using mail-order for medications.
- Be sure you have over-the-counter medicines and medical supplies (tissues, etc.) to treat fever and other symptoms. Most people will be able to recover from COVID-19 at home.
- Have enough household items and groceries on hand so that you will be prepared to stay at home.

*This version was released on 03/10/2020. It may be updated with new guidance.  
Please visit [www.chicago.gov/coronavirus](http://www.chicago.gov/coronavirus) to find the latest version.*

## Take everyday preventative actions

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol. When hands are visibly dirty, always wash with soap and water.
- To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something. Wash your hands or use hand sanitizer after touching surfaces in public places.
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect your home to remove germs: practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones).
- Avoid close contact with people who are sick.

## Have a plan for if you get sick

- Consult with your health care provider for more information about monitoring your health for symptoms suggestive of COVID-19.
- Stay in touch with others by phone or email. You may need to ask for help from friends, family, neighbors, community health workers, etc. if you become sick.
- Determine who can provide you with care if your caregiver gets sick.

## Watch for symptoms and emergency warning signs

- Pay attention for potential COVID-19 symptoms including, fever, cough, and difficulty breathing. **If you feel like you are developing symptoms, call your doctor.**
- If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include:
  - Difficulty breathing or shortness of breath
  - Persistent pain or pressure in the chest
  - New confusion or inability to arouse
  - Bluish lips or face.

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning*

## What to Do if You Get Sick

- Stay home, call your doctor and let them know about your symptoms.
- Tell them that you have or may have been exposed to COVID-19 and you are at higher risk of serious illness. This will help them take care of you and keep other people from getting infected or exposed.
- Know when to get emergency help; if you have any of the emergency warning signs listed above, call 911.

## What Others can do to Support Older Adults and Other High Risk Individuals

### Community Support for Older Adults and Other High Risk Individuals

- Community preparedness planning for COVID-19 should include older adults and people with disabilities, and the organizations that support them in their communities, to ensure their needs are taken into consideration.
  - Many of these individuals live in the community, and many depend on services and supports provided in their homes or in the community to maintain their health and independence.

*This version was released on 03/10/2020. It may be updated with new guidance.  
Please visit [www.chicago.gov/coronavirus](http://www.chicago.gov/coronavirus) to find the latest version.*

- Long-term care facilities should be vigilant to prevent the introduction and spread of COVID-19. [Information for long-term care facilities can be found here.](#)

#### Family and Caregiver Support

- Know what medications your loved one is taking and see if you can help them have extra on hand.
- Monitor food and other medical supplies (oxygen, incontinence, dialysis, wound care) needed and create a back-up plan.
- Stock up on non-perishable food items to have on hand in your home to minimize trips to stores.
- If you care for a loved one living in a care facility, monitor the situation, ask about the health of the other residents frequently and know the protocol if there is an outbreak.

For more information, see CDC's [Guidance for People at Risk for Serious Illness from COVID-19](#).

For more information on Chicago's COVID-19 response, visit [www.chicago.gov/coronavirus](http://www.chicago.gov/coronavirus), email [coronavirus@chicago.gov](mailto:coronavirus@chicago.gov), or call **312-746-4835**.

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# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)