

**From:** [TDHCA](#)  
**To:** [Mailing List Emails](#)  
**Subject:** Important Information for Providers about the Novel Coronavirus (COVID-19)  
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In coordination with the Texas Department of State Health Services (DSHS), Office of the Governor, and the Texas Division of Emergency Management, the Texas Department of Housing and Community Affairs (TDHCA) is providing some precautionary strategies to help providers and service agencies prepare for the impact of the novel coronavirus (COVID-19) within the populations they serve.

DSHS has a website specifically about COVID-19 and TDHCA highly recommends you familiarize yourself with it. Here is the address:  
<https://www.dshs.texas.gov/coronavirus/>.

Please call your healthcare professional if you, your staff, or a Program Participant:

- Develops a fever;
- Has symptoms of respiratory illness such as cough or difficulty breathing; and
- Has been in close contact with a person known to have COVID-19, or lived in or have recently traveled to an area with ongoing spread of COVID-19.

Instead of going straight to a health care facility, call first. Tell the healthcare professional about your recent travel or contact. Your healthcare professional will work with the appropriate public health authorities and the U.S. Center for Disease Control and Prevention (CDC) to determine if you (or the person you know) needs to be tested for COVID-19.

The following guidelines are adapted from the CDC, and may assist homeless service providers:

- Take preventive actions to help prevent the spread of respiratory diseases. Avoid close contact with people who are sick. Avoid touching your eyes, nose, and mouth. Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Stay informed about the local COVID-19 situation. Monitor the CDC website, the DSHS website, and your local health department for the latest information. Make sure you know about healthcare and public health emergency planning and response activities in your community.
- Review your facility's emergency plan.
- Communicate with your staff and Program Participants. Share information about what is currently known about COVID-19, the potential for surge, and your facility's preparedness plans.
- Conduct an inventory of health and hygiene supplies, and order more if necessary.
- Separate Program Participants with respiratory illness so they are not waiting among other persons seeking assistance.

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