



CHICAGO HOUSING
AUTHORITY

Conducting Business with CHA during COVID-19

Frequently Asked Questions | Revised June 11, 2021

NEW City of Chicago Reopening on June 11th!

Now that the City of Chicago is fully reopened, what does that mean for my building?

CHA continues to exercise caution in its buildings. This includes:

- Residents and visitors must wear face masks in indoor common areas. This will be enforced by Property Management, Front Desk Monitors and Security personnel
- Continue to practice social distancing in common areas such as hallways, lobbies, laundry rooms, etc. (Keep 6 feet apart!)
- Indoor community rooms remain closed until there is no longer an emergency order in place (as required by City Ordinance).
- Continue to clean common areas three times daily
- Continue to promote respiratory and hand hygiene
- Continue to promote vaccines for all eligible

Reminder: All outdoor spaces are open with no limitation on gathering size. However, we do encourage social distancing and mask wearing.

Vaccinations

All Chicagoans who want the vaccine can get it at **no cost**. If you still need a vaccine:

- Contact zocdoc.com
- People 65+ or 12+ living with a disability can request an in-home vaccination! Call 312.746.4835

Once I get vaccinated can I stop wearing a mask?

As Chicago and the State re-open vaccinated people are not required to wear a mask everywhere. Do what is comfortable for you. However, please remember that masks are still required in indoor common areas and CHA offices.

To learn more visit the Chicago's Vaccine [page](#)

IS COVID-19 GONE?

The number of positive cases has significantly decreased; however, it is still possible to get the virus. It is up to all of us to do our part to continue to stay safe.

CHA Housing and Services

Throughout the pandemic, CHA remained open. We will continue to provide virtual services for most of your housing needs. However, in-person meetings are available, by appointment only. Appointments can be made by calling 312.935.2600 for HCV and 312.913.7400 for PH Occupancy.

Wellbeing Check-ins (Senior Buildings Only)

Reminder: Under the City's new Ordinance, CHA is required to check on you twice each week. Someone will be calling you or knocking on your door to say hello. If you wish to not receive a wellbeing check, please opt out by telling your Resident Services Coordinator and completing an OPT OUT form. Once the declaration of the pandemic is lifted, the COVID-19 wellbeing checks will stop.

Will the Golden Diners program continue? (select senior buildings only)

The Golden Diners program is serving lunch through a grab and go model. The City is planning to resume congregate meals within the next several weeks!

In person meetings

One on One in person meetings should be scheduled with your RSC or FamilyWorks coach, or Property Manager. There will also be some virtual meetings scheduled as well for groups. Meetings at your Local Advisory Council are also by appointment only. Office hours are posted.

Will the Client Center re-open?

The client center located at 60 E Van Buren will be open for appointments only. Appointments can be made by calling 312.935.2600 for HCV and 312.913.7400 for PH Occupancy.

All services to residents are in operation, with limited in-person meetings. Be sure to check the resident services website pages for opportunities for you and your family.

IMPORTANT REMINDER

Please be sure to update your contact information!

It is important that you provide updated contact information including mobile and telephone phone number and email address as another means of receiving important updates. Having an active email address will also allow you to participate in virtual activities and events during the time where large groups are prohibited. Please update with your property manager. If you are unsure as to how to establish or update your email address, please contact your FamilyWorks Coach or RSC.

cha-hcvevents.eventbrite.com.