



State of Illinois
Illinois Department of Public Health

COVID-19 Testing Guidance

Anyone with COVID-19-like illness or symptoms can get a test, even without a doctor's order.

As testing capacity expands, testing is now available for people who:

- Have COVID-19 symptoms (cough, shortness of breath and fever) **AND**
- Have a risk factor, such as
 - Contact with someone confirmed to have COVID-19
 - A compromised immune system or a serious chronic medical condition

Testing is also available for those with or without symptoms who:

- Work in a health care facility
- Work in correctional facilities, such as jails or prisons
- Serve as first responders, such as paramedics, emergency medical technicians, law enforcement officers or firefighters
- Support critical infrastructure, such as workers in grocery stores, pharmacies, restaurants, gas stations, public utilities, factories, childcare and sanitation

A list of testing sites can be found online at coronavirus.illinois.gov/s/testing-sites or dph.illinois.gov/covid19/covid-19-testing-sites.



Questions about COVID-19?
Call 1-800-889-3931 or email dph.sick@illinois.gov
Illinois Department of Public Health - www.dph.illinois.gov
Printed by Authority of the State of Illinois • 4/23/20 IOCI 20-673



Neighbors

FROM THE DIRECTOR'S DESK

During the Coronavirus (COVID-19) Pandemic our office will be closed until further notice.

Can I get help in Person During the Coronavirus (COVID-19) Pandemic?
No. We cannot accept walk-in visitors at this time; we've suspended face-to-face service to the public until further notice. This decision protects you and our employees during the COVID-19 pandemic.

How can I get help during this time? We will provide service via phone and email while we focus our efforts on serving people most in need.

- **By Phone:** Call 217-854-8606 and leave a message. We will be checking our messages every couple of days.
- **By email:** This is the **BEST** way to reach us with the quickest response. Please see the list of staff emails on Page 3 of this newsletter.

We now have a drop box located right outside the office door for you to drop off any mail correspondence since we are currently closed to the public. Please do not put any cash in the drop box. All payments need to be made to your designated bank.

In the meantime, please start picking up your lawn as you will start seeing mowers out. Keep all outside toys up against the unit and occasionally move them so the mowers can get under them and next to your unit too.

Toys from the playground need to be picked up when the children leave the playground. If one of our maintenance staff sees any toys or bikes of any kind, we will pick it up and hold the items at the office for 30 days. If you call to request to pick it up you will be charged.

Stay Safe and Stay Healthy!



CEO, Peg



Address:
P.O. Box 226
760 Anderson St.
Carlinville, IL 62626
(217) 854-8606
Fax: (217) 854-8749
Toll Free:
1-866-363-5142
Office Hours:
Monday & Tuesday
8am-4:30pm
CLOSED WEDNESDAY
Thursday & Friday
8am-4:30pm
Emergency Work
Order Number:
(217) 827-2100
EMERGENCIES INCLUDE:
♦ Gas leaks
♦ Broken water pipes
♦ Exposed electrical wires
♦ No heat (if the outside temperature is 45-degrees or lower)
♦ Sewer line stoppage (not drain line)- this includes a clogged toilet
♦ CO/Smoke detector beeping or chirping
Also fire, flood, or anything that threatens life, safety or property damage.

Due to the Coronavirus (COVID-19) Pandemic we have suspended all Preventative Maintenance (PM) and Uniform Physical Condition Standards (UPCS) Inspections until further notice. If your development was scheduled for an inspection this month, it will be rescheduled at a later time and you will be notified by letter or through the newsletter.



In the meantime, we do ask that you continue to keep your home according to standards at all times and call us with any work order needs as they arise.



Macoupin County Public Transportation

112 S. Macoupin St. Gillespie, IL 62033

Call 217-839-4132 to reserve your seat

Our Maintenance Department will only be completing Emergency Work Orders during this time. Please continue to call **ALL** work orders into the office immediately. We will document your work order and for now, all routine work orders will be completed at a later date, emergency work order will be completed immediately.

Please let staff know when they show up to do a work order if you are sick or have been exposed to the COVID-19 virus.

Also, our staff may be wearing extra Personal Protection Equipment (PPE) when they come out such as gloves, masks and/or Tyvek suits. Please don't let this alarm you. This is for the protection of both the staff and our tenants.

During this pandemic and Stay at Home Order the Governor has placed for Illinois residents, this is a good time to complete your 2020 Census form. You can do this by going to the Census website: 2020census.gov. It is very important that you get counted to ensure that our area continues to get funding for things such as hospitals, fire departments, schools, roads and other resources!

A frequently asked question has been:
Do I still have to pay my rent during this time?

The answer is **YES!**

Rent is still due on the 1st of the month. You can still pay at the bank. While most lobbies are closed to the public, drive-thru service is still open. Please do not mail any cash to the office!

We will be completing all recertifications through the mail until further notice. If you have a recertification that is coming due, we will mail you out the paperwork and ask that you fill it out completely and send it back in with all necessary required documentation.

If you have a change in income or household composition during this time, you can provide necessary documentation via email (please see list below), fax (fax #: 217-854-8749) OR mail.

Staff Email Addresses:

Margaret (Peg) Barkley, CEO:

peg1@teamhousingcenter.com

Dionne Wyatt, Deputy Director:

dionne@teamhousingcenter.com

Jennifer Smith, Housing Programs Manager:

jennifer@teamhousingcenter.com

Stephanie Sloan, Assistant Housing Programs Manager:

stephanie@teamhousingcenter.com

Amanda Bracher, Assistant Housing Programs Manager:

amandak@teamhousingcenter.com

Dan Sanson, Director of Technical Services:

dan@teamhousingcenter.com

Jess McKee, Maintenance Supervisor:

jess@teamhousingcenter.com