



March 13, 2020

Dear Tribal Administrators:

Aleutian Housing Authority (AHA) has been closely monitoring and keeping up to date with the evolving coronavirus (COVID-19) situation. In an effort to maintain a safe environment for our employees, their families, our residents, tenants, and communities AHA is making the necessary plans to ensure that we will be able to continue to operate in the safest manner possible. We ask for your patience as we plan and implement measures to operate from remote locations, if necessary. We are making every effort to limit the adverse effects these plans may have. We will provide updates on any changes made to keep those we employ and those we serve, safe as we all deal with this global situation.

AHA has already put in place wellness protocol based on guidance from Alaska's Department of Health and Social Services (DHSS) and the Centers for Disease Control (CDC).

#### **Continuation of Operations**

We are working on AHA's continuity of operations plan in preparation for high levels of absenteeism of office, facility staff, or field crews. Any plan will incorporate processes and procedures to provide continued customer service and access to AHA staff. This will include maintaining communications via phone and email; and the processing of housing applications and payments for clients, personnel, and vendors. We are testing these processes to make sure that, when rolled out, they will work and meet our needs. We will communicate changes as they occur to ensure that you will know what and how this might impact services we provide during a high rate of absenteeism.

#### **Preparation for Residents and Staff**

We are also taking the necessary precautions and working closely with our local partners to ensure that the residents of our senior facilities are kept safe. This means that AHA will have to restrict access for the general public and limit gatherings normally held at our senior facilities, and in following guidance from state, local, and federal officials.

#### **Resident or Tenant Concerns**

AHA is prepared to work with residents or tenants that may have concerns with meeting obligations due to the repercussions of COVID-19. Families that have a concern should contact AHA. We will handle each concern on a case-by-case basis to ensure residents and tenants have reduced housing related impact because of COVID-19.

We hope by sharing this information, and instituting the wellness protocol we can keep our team members and families safe while providing services to our regional members. Working together in partnership, we will be able to handle the necessary changes in our operations with professionalism while maintaining our customer service goals.

Please feel free to contact AHA at 907-563-2146 or 1-800-478-5614 with any questions or concerns.

Additionally, for after hours, please contact:

Melissa Robbins – 907-277-2048, or [melissa.robbs@ahaak.org](mailto:melissa.robbs@ahaak.org)

Erin Wilson Potter – 907-406-8912, or [erin.wilson@ahaak.org](mailto:erin.wilson@ahaak.org)

Viola Yatchmeneff – 907-244-6230, or [viola.yatchmeneff@ahaak.org](mailto:viola.yatchmeneff@ahaak.org)

Sincerely,



Viola Yatchmeneff  
Executive Director