

18 March 2020

Dear Resident,

Thank you for taking a moment to read this communication on the Coronavirus (COVID-19).

The purpose of this communication is to provide you with Estes Park Housing Authority's (EPHA) response to the concerns around the Coronavirus (COVID-19) as well as provide you with information and resources. Below you will find a status of our operations and instructions how to obtain updates. Also included is a resource page to assist you in obtaining information.

Since, there is a lot of information available from a variety of sources, I recommend when you are looking for information, don't rely on hearsay. Instead, go directly to the original source to get current and accurate details. As that relates to EPHA, you can find current information regarding our operation on our webpage, EstesHousing.org or our Facebook page, Estes Park Housing Authority.

We remain available to serve you. Our hours continue as 8:00am to 5:00pm Monday through Friday. As we are acting on suggested social distancing practices as well as considering community and staff health, we have decided to close our offices until further notice. We will be available to you electronically and ask that you call or text if you need our assistance. Email is also an acceptable avenue for communication, although keep in mind a call or text may be the most responsive. Annual re-certifications (lease renewal) will be handled as much as possible electronically and as needed by appointment only.

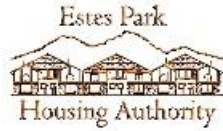
While continuing to ensure we provide safe and secure homes to our residents, we are modifying our maintenance practices. Staff will refrain from entering individual homes as much as possible over the next several weeks. We are deferring all routine maintenance and will only enter as needed by urgent or emergency matters. If you are unsure whether your concern falls in an urgent or emergency category, call us. We will communicate how we will proceed.

If you experience an impact to your household, whether it be income or health, please keep us informed. Begin by reaching out to your community manager and/or reaching us at EPHA@estes.org. We are working on procedures to assist our residents and staff through the challenges that may lie ahead, including **keeping our residents housed**. As this situation evolves and new effects occur, we are committed to being flexible to our community's changing needs and concerns. *Again, if you are experiencing an impact, please communicate with us as soon as possible.* Listed below is our contact information:

EPHA Main Office:	970 591 2535	epha@estes.org
Talons Pointe and Lone Tree:	Mariann 970 203 5470	Joe 970 372 8552
Pines, Cleave, and Peak View:	Duncan 970 586 8407	Nancy nmclemore@estes.org
Falcon Ridge:	Scott or Amanda 970 308 7905	

We remain available to you, so please don't hesitate to reach out with your concerns or comments.
Stay safe and be well,

Naomi Hawf
Executive Director
970 699 9585



COVID-19 Updates and Resources

Centers for Disease Control and Prevention (CDC) website, www.cdc.gov/coronavirus. This page has accurate and up to date information. Here you can learn more about the virus, symptoms, and what you should do if you are sick.

As of March 18th, alphabetically listed below is information from local organizations:

- **Bank of Colorado** Lobby is open by appointment only. Use the drive-thru. 970 586 8185
- **EV Community Center** is closed. 970 586 8191
- **Crossroads Ministry** lobby is closed. 970 577 0610
Appointments will be available, contact Crossroads to arrange.
Food distribution will take place in the parking lot.
Easter Blessing Food Distribution will take place on Friday April 3rd.
Meals on Wheels will continue to be delivered. Call 970 480 1082 to place an order.
- **DMV** in Estes is by appointment only. Call 970 498 7878 option 5.
- **EV Investment in Childhood Success (EVICS)** open 12p-2p. 970 586 3055
- **Larimer County Department of Health and Environment** has a link to current county information on the virus at [Larimer.org/health](https://larimer.org/health), click on [Coronavirus Information](#). Call 970 498 5500 or Text 970 999 1770
You can also text COVID19LC to 888777 to receive the latest Larimer County COVID-19 information
- **Larimer County's Brodie office** has extended hours to Monday – Friday 8:00am to 5:00pm
- **EV Learning Place** is working remotely. 970 577 0020
- **EV Library** is closed until April 1. 970 586 8116
- **EP Health** asks you to call 970 577 4400, instead of coming to the hospital if you are exhibiting symptoms
- **The Health Department in Estes** closed. Family planning call the nurse line 970 498 6709
- **Mountain Top Childcare** is closed. 970 586 6489
- **Safeway** beginning 3/19 Tuesday and Thursday 7:00am to 9:00am will increase staffing to support vulnerable patrons. 970 586 4447
- **EP Schools** are closed until April 6. 970 586 2361
- **EP School Meals** are available for any child from 0-18 is eligible to receive free meals through the district's food service program during the emergency closure. Students do NOT have to qualify for the Free & Reduced Meals Program. A drive-thru pick up in the lower parking lot behind the elementary school (1605 Brodie Ave) will be available Monday's, Wednesday's and Friday's from 8:30am to 11:00am.
- **SummitStone** will use virtual and telehealth platforms. To receive mental health crisis support, call 970 494 4200 ext. #4 or text TALK to 38255
- **Via** shuttle services remain open. Call 303 447 2848 or 303 444 3043

Practice self-care! Healthy eating, staying well hydrated, exercise and regular sleep can build emotional and physical resilience. Taking care of yourself first benefits all those around you and those you care for. Please take the time to pay attention to your individual needs.

Estes Park Housing Authority hopes you find this information helpful. Please let us know if there are additional ways we may be of assistance.