



August 5, 2020

Dear MPHA Resident,

MPHA has continued to address emergency work orders throughout the COVID-19 pandemic. As we resume non-emergency work orders in our units, we thank you for your understanding and patience. MPHA is committed to addressing all of the work order repairs that accumulated during the difficult past few months.

As we resume this process, we have instituted safety procedures to protect the health of residents and staff. Here is what you need to know about our *non-emergency work order protocols*:

1. When you call in a work order, MPHA staff will ask you a few questions about how you are feeling and possible exposure to COVID-19. Our call center team might ask you these questions, or you might receive a call prior to your appointment. If we have been unable to reach you, our staff will ask outside your door before entering.
2. For the health of our staff and your neighbors, please answer truthfully. If the answers indicate someone in the household could be ill, we will return to perform the work order after 10 days. If you are feeling unwell at any point prior to your work order visit, please call the maintenance or office staff.
3. Residents should correctly wear a mask and keep a minimum of six (6) feet from MPHA staff who enter the apartment to perform work.
4. MPHA staff will come prepared wearing standard Personal Protective Equipment (PPE). Items will include protective eyewear, disposable gloves, and masks.
5. All tools and equipment will be disinfected before and after the repairs are completed.

As always, you can report non-emergency work orders by calling (612) 342-1515. The work order department is open Monday through Friday from 8:00 a.m. until 4:30 p.m. If you are calling during a non-workday, weekends, or holidays your call will be taken by an answering service that will direct your call to an MPHA staff member on-call.

Thank you,

*Minneapolis Public Housing Authority*

**English:** This information is important. If you do not understand it, please call your MPHA representative for free language assistance.

**Somali:** Halkan waxaa ku qoran war ama akhbaar aad u muhim ah, haddii aad fahmi kari weydo, fadlan ula tag wakiilka hay'adda MPHA si aad tarjumaad bilaash ah uga hesho.

**Hmong:** Yog koj tsi to taub txog cov nqi lust seem ceeb no, thov hu mus rau ntawm tsev luam qhov chaw ua hauj lwM MPHA peb yuav pab ntshais rau nej

**Oromo:** Beeksifni kun hedduu barbaachisaa dha. Yaadni isaa hoo isiniif hin galle ta'e, bakka bu'aa MPHA akka afaan isiniif hiikamu gargaarsa tolaa gaafacilaa.

**Spanish:** Esta informacion es importante, si usted no lo entienda, por favor póngase en contacto con MPHA para asistencia linguistica gratuita.

**Amharic:** ይህ መረጃ በጣም አስፈላጊ ነው። ምን እንደሚል የማይገባዎ ከሆነ፣ ከዚህ MPHA (የሚንያፖሊስ የመንግስት የመኖሪያ ቤቶች ባለስልጣን) ወኪል ጋር ተገናኙተው በገጻ የሚሰጥ የቋንቋ[ማሰተርጎም] እርዳታ እንዲሰጥዎ ይጠይቁ።

**Laotian:** ຖ້າຫາກວ່າທ່ານບໍ່ເຂົ້າໃຈໃນຂໍ້ຄວາມສໍາຄັນນີ້, ທ່ານຕ້ອງໄຫ້ໂປ່ງຫາຄັງ ຫ້ອງການເຮືອນສາວຈຽງ MPHA ຫາກເຮົາຈະຊ່ວຍຂະແໜງທ່ານໄດ້.



5 Agoosto 2020

Deganayasha Sharaftha Mudan,

MPHA waxa ay si joogta ah wax uga qabanaysay codsiyada dayactirka ee xaaladaha degdegga ah inta lagu jiray COVID-19. Innaga oo bilaabayna *codsiyada dayactirka ee xaaladaha aan degdegga aheyn* ee guryaheena, waxaanu idinka mahad celineynaa sida aad noola shaqeyseen iyo dulqaadkiina. MPHA waxaa ka go'an in ay wax ka qabato dhamaan codsiyada dayactirka ee ururuy mudadii adkeyd ee dhawrkii bilood ee ina dhaafay.

Innaga oo dib u bilaabayna nidaamkan, waxaanu dajinay nidaam lagu ilaalinayo amaanka iyo caafimaadka deganayaasha iyo shaqaalaha. Waxyaabaha la doonayo in aad ka *ogaato nidaamka dayactirka waxyaabaha aan xaaladda degdegga aheyn*.

1. Marka aad u soo wacdo codsi dayactir, shaqaalaha MPHA waxa ay kuw eydiin doonaan dhawr su'aalood oo ku saabsan sida aad dareemeyso iyo haddii aad la kulantay qof uu ku dhacay COVID-19. Shaqaalaha xarunta telefoonada waxaa laga yaabaa in ay ku weydiiyaan su'aalahaas, ama telefoon lagu soo diro xilliga balanta ka hor. Haddii aan lagugu helin telefoonka, shaqaalaha ayaa ku weydiinaya marka ay albaabkaaga soo gaaraan ka hor inta aysan gelin guriga.
2. Caafimaadka shaqaalahayaga iyo kan deriskaaga dartiis, fadlan su'aalaha si daacad ah uga jawaab. Haddii jawaabahaaga laga garto in qof qoyska ka tirsan uu xanuunsan yahay, waxaanu soo noqoneynaa 10 cisho ka dib si hawsha loo qabto. Haddii aad dareemeyso in caafimaadkaaga uusan wanaagsaneyn xilliga shaqada la qabanayo kahor, fadlan soo wac xafiiska shaqaalaha dayactirka.
3. Deganayaashu waa in ay si sax ah u xirtaan af daboolka oo ka fogaadaan ugu yaraan 6 dhudhun shaqaalaha MPHA ee gala guryihiina si ay dayactir ugu sameeyaan.
4. Shaqaalaha MPHA waxa ay idiin imanayaan iyaga oo soo diyaar garoobay oo xiran Qalabka Badbaadada (PPE). Waxyaabaha ay xiranayaan waxaa ka mid ah indho gashi, gacmo gashi mar kaliya la isticmaalo, iyo af dabool.
5. Dhamaan qalabka ay isticmaalayaan waa la nadiifinayaa ka hor iyo ka dib marka ay dayactirka sameeyaan.

Sida caadiga ah, waxa aad soo wici kartaa dayactirka aan degdegga ah aheyn (612) 342-1515. Waaxda codsiyada dayactirka waxa ay furan tahay Isniinta ilaa Jimcaha 8da aroornimo ilaa 4:30 galabnimo. Haddii aad soo wacdo maalmaha aan la shaqeyneyn, fasaxa todobaadka, ama ciidaha waxaa telefoonka ka jawaabaya dad loo xilsaaray oo kugu xiraya shaqaalaha MPHA ee heeganka ku jira.

Mahadsanidiin!

*Maamulka Guryaha Dadweynaha Ee Minneapolis,*