



COVID-19 Service Coordinator FAQs

We'll continue to update the FAQs below as we receive more questions and more information becomes available from federal and state agencies. HUD has also released its own extensive FAQ sheets for [Multifamily](#) and [Public and Indian Housing](#) properties. If you have questions not answered in those documents, public housing properties should email PIH-COVID@hud.gov and multifamily properties should e-mail MFCcommunications@hud.gov.

- **What should I do if a resident suspects they have COVID-19?**

Per [CDC requirements](#), the individual should immediately self-quarantine and contact his or her doctor, who may order a test. Review state information to learn other sites where testing can be done. Testing is being completed for free. Properties should contact local and state health departments if a resident is being tested for COVID-19.

- **What are the first steps to take if a resident tests positive for COVID-19?**

The property should immediately contact [local](#) and [state](#) health departments to notify them. The CDC has provided [guidance](#) on cleaning areas used by ill persons.

- **How should I notify my residents if a fellow resident tests positive for COVID-19?**

Work with your company to determine how to best communicate with residents during the pandemic.

- **Can I speak to news reporters who have questions about how the property is addressing COVID-19?** This decision is up to your company. If the employee handbook doesn't address media coverage, be sure to consult with company leaders before doing any interviews.

- **Can I work remotely during the pandemic if local, state or federal orders ban me from being on the property?**

While we believe service coordinators are essential personnel who play a vital role on properties, especially in times of crisis, it may not be possible or safe to do so in person during this time. HUD has made it clear through its [FAQs](#) (Page 1) that staff should consider use of remote working if they're required to do so. AASC has created a [tip sheet](#) for working remotely during the pandemic.