



COVID-19 Supplemental Operations Guide for Resident Services

Version 1.0

Updated: March 27, 2020

INTRODUCTION	2
THE BASICS	3
CONFIDENTIALITY PROTOCOL	3
RESIDENT COMMUNICATIONS AND POSTINGS.....	3
IF STAFF ARE NOTIFIED OF A SUSPECTED CASE (E.G. NEIGHBORING RESIDENT):	4
IF STAFF ARE NOTIFIED OF AN INDIVIDUAL QUARANTINE:	4
IF STAFF ARE NOTIFIED OF A CONFIRMED CASE:.....	4
EMPLOYMENT CONSIDERATIONS	5
MEETING PROPERTY NEEDS (RESIDENTS/STAFF/BUILDING)	5
FLEXIBLE WORK ARRANGEMENTS.....	5
WORKING FROM HOME	6
EMPLOYEE RELATED PRECAUTIONS.....	7
PUBLIC TRANSPORTATION ALTERNATIVES	7
TIME OFF POLICIES.....	7
EMPLOYEE ASSISTANCE PROGRAM	7
OPERATIONAL GUIDELINES FOR SERVICES	8
OPERATIONAL PRIORITIES.....	8
1 ON 1 MEETINGS.....	10
WELLBEING CHECKS	10
FOOD	10
OUT OF SCHOOL TIME	12
APPLICATIONS ASSISTANCE / BENEFITS ACQUISITION	12
OTHER SERVICES.....	12
USE OF NON-RESIDENT VOLUNTEERS	12
ENHANCED CLEANING PROTOCOLS	13
COMMON AREAS, PUBLIC SPACES, AND RESIDENT EVENTS	14
BEHAVIORAL CONCERNS & RELATED EVICTIONS.....	14
RECRUITING AND HIRING.....	14
PROPERTY LOCK-DOWN & QUARANTINES	15
IN ADVANCE OF A PROPERTY LOCK-DOWN OR QUARANTINE:	15
IN THE EVENT OF A PROPERTY LOCK-DOWN OR QUARANTINE:	15

Introduction

To support public health officials in preventing the spread of COVID-19, Mercy Housing has adjusted various operating procedures to promote social distancing, and implement precautionary measures, for both staff and residents.

The purpose of this guide is to support employees with the ever-changing and dynamic nature of our operations and resident interactions, as circumstances surrounding COVID-19 continue to change. Included within this guide is summary information previously provided, as well as additional resources and guidance for implementation, intended to support you and your teams in your day-to-day work.

You will be notified via email as updates are made to this guide.

What is coronavirus disease 2019 (COVID-19)?

COVID-19 is a respiratory disease caused by a new virus called SARS-CoV-2. The most common symptoms of the disease are fever, cough, and shortness of breath. Most people with COVID-19 will have mild disease but some people will get sicker and may need to be hospitalized.

The following symptoms may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of Breath

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

How it's spread:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

How do I know if I was exposed?

You generally need to be in close contact with a sick person to get infected. Close contact includes:

- Living in the same household as a sick person with COVID-19,
- Caring for a sick person with COVID-19,
- Being within 6 feet of a sick person with COVID-19 for about 10 minutes, OR

- Being in direct contact with secretions from a sick person with COVID-19 (e.g., being coughed on, kissing, sharing utensils, etc.).

If you have not been in close contact with a sick person with COVID-19, you are at low risk for infection and you can continue to go to work.

What should I do if I was in close contact with someone with COVID-19 while they were ill, but I am not sick?

If you have been within six feet someone who has Covid-19 for ten minutes or more, you should monitor your health for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the sick person with COVID-19. You should not go to work and should avoid public places for 14 days.

What should I do if I was in close contact with someone with COVID-19 and get sick?

If you get sick with fever, cough or shortness of breath (even if your symptoms are very mild), you may have COVID-19. You should isolate yourself at home and away from other people. If you have any of the following conditions that may increase your risk for a serious infection—age 60 years or older, are pregnant, or have medical conditions—contact your physician’s office and tell them that you were exposed to someone with COVID-19. They may want to monitor your health more closely or test you for COVID-19.

If you do not have a high-risk condition but want medical advice, call your healthcare provider and tell them you were exposed to someone with COVID-19. Your healthcare provider can help you decide if you need to be evaluated in person or tested. There are currently no medications to treat COVID-19. If you have a medical emergency and need to call 911, notify the dispatch personnel that you may have been exposed to COVID-19. If possible, put on a facemask before emergency medical services arrive or immediately after they arrive.

Employee Illness

When you are sick or have flu-like symptoms, stay home, get plenty of rest and check with a health care provider as needed. If an employee comes to work and is sick (not just COVID-19 symptoms), they are to be sent home.

The CDC recommends that you phone a health care provider first; do not overwhelm the health care system.

THE BASICS

Confidentiality Protocol

It is extremely important that we respect the privacy of our employees and residents for health-related issues. Communications regarding COVID-19 confirmations should not include any identifying information, to include name or apartment number. This includes COVID-19 Incident Notifications, normal e-mail communications or the resident file. You may share identifying information verbally with your ADO and appropriate Mercy Housing personnel.

Resident Communications and Postings

All properties are to maintain postings and resident notifications as directed by Mercy Housing. The following posters should be displayed on your property, near entrances, at elevators and other areas accessible by residents. The following is a list of postings, which should be displayed on your property:

*Share Facts About Covid-19
What you Need to Know*

*What to do if you are Sick
Stop the Spread of Germs
Symptoms of Coronavirus Disease 2019*

These displays can be downloaded at: <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

Additionally, each property should have handwashing postings displayed in the same areas.

These displays can be downloaded at: <https://www.cdc.gov/handwashing/fact-sheets.html>

Resident notifications for *Social Distancing, Common Area Restrictions and Adjusted Operations* are to be posted at entrances, offices and common areas, as appropriate. These notifications may be located at: [Resident Notifications](#)

If staff are notified of a suspected case (e.g. neighboring resident):

If a resident or employee approaches Resident Services Staff, direct them to speak with the Property Manager. Resident Services Staff should share what you learned with the Property Manager immediately, verbally.

Response from Resident Services Staff to Residents: “Thank you for your concern. The well-being of our residents and staff is our top priority. Once we are notified of a confirmed diagnosis, we will take the appropriate measures as directed by the health department and local authorities. If you become aware of a confirmed diagnosis, please let us know and we will follow-up”.

Because the case is unconfirmed, it’s not necessary to communicate this to your Resident Service Manager unless you feel that there may be extenuating circumstances, which you would like to discuss.

If staff are notified of an individual quarantine:

If a resident discloses to you that they are quarantined, be sure to ask the following questions:

- Inquire if they are self-quarantined or is this a directive from a health care professional?
- Inquire how long are they quarantined for?

Direct the resident to also speak with the Property Manager. As noted above, the Property Manager will be taking the lead on having specific conversations about quarantines with residents. Alert the Property Manager and your Resident Services Manager. The Property Manager will lead the response and communicate with the Area Director of Operations. The ADO will then communicate with the broader leadership team including the Resident Services Manager and Director or VP of Resident Services.

If staff are notified of a confirmed case:

If a resident/employee notifies you that they have a confirmed case of COVID-19, immediately contact the Property Manager. The Property Manager will contact the ADO so that they may initiate our communication protocol to the RVP, Resident Services Director or Vice President and senior leadership. The senior team will have an immediate discussion to review the situation, including the various aspects specific to this situation. You will be instructed on next steps to take to help support the Property Management team in terms of notifications, required self-quarantines and sterilization protocols for affected areas of the property.

If it is an employee and they are at work – they will be sent home immediately. If they are already at home – they may not return to work until they have a certification from the health department, or two negative tests in a row, or meet the following criteria:

- had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)
AND
- other symptoms have improved (for example, when cough or shortness of breath have improved)
AND
- at least 7 days have passed since symptoms first appeared

[See CDC guidance for more details.](#)

Be very mindful of privacy laws; you may not disclose the identity of an employee or resident, unless it has been determined that an individual has been in contact with the positive person in question for longer than a casual encounter during a specified period of time. These guidelines will be determined by the senior leaders evaluating the situation.

EMPLOYMENT CONSIDERATIONS

Meeting Property Needs (Residents/Staff/Building)

During an extraordinary event, such as this global pandemic, it is extremely important that we are proactively communicating with residents and staff, following precautionary measures to prevent/slow the spread of the virus, and maintaining priority and essential business activities at the property on a daily basis.

Where possible, our apartment communities are to remain open for business, even when a mandated “shelter in place” has been issued, as our operations are considered an essential business and it is important for our staff to be able to be present for emergencies.

Mercy Housing apartment communities will remain open, where possible, but will post signs at the building entrance(s) and at office(s) to indicate restrictive measures, including Social Distancing, restricted office access and/or adjusted hours.

Flexible Work Arrangements

During this time, temporary flexible work arrangements may be explored. If staff can do part of their duties from home, they may request, or management may decide, to allow telework part-time. Special consideration will be given to those staff whose workstation doesn't allow for achieving a distance of at least 6' from others. We realize that many of our team members have family responsibilities that involve caring for children, parents, etc. If schools are closed, please communicate with your supervisor immediately so we can properly manage staffing needs.

If property needs are met, there may be a way to perform part of your job duties from home for at least a portion of the week. Please be present to work if you have a live-in partner or co-parent who can share these responsibilities with you, if possible. The Essential Duties for Resident Services table in the *Operational Priorities* section includes essential services as well as what duties can be completed at home. Staff should consult with their manager regarding which essential functions can be completed at home.

However, with any telework arrangement staff will need to be on property for the following duties:

- Any food distributions, e.g. school lunch, meal delivery or food pantry
- Other site-based duties as assigned.
- Support on other properties if there are staffing shortages.

Each staff should be at the properties no less **than 8 hours per week**. Individual properties may have needs that require

more onsite staff presence. Staff who cannot participate in onsite duties must take accrued PTO for that time.

In rare cases, staff may also be asked on a limited and temporary basis to support essential property management functions should property management be temporarily unable to perform them. This may include walking the property, enhanced cleaning protocols, answering the phone, and following up on emergency service requests. In very rare instances, it may also include handling rents until the ADO can collect it, covering the front desk, and notice distribution. Any request to support Property Management's essential functions MUST be approved by the Director/VP of Resident Services for your region. Please note that MHMG has also agreed to expand their support for Resident Services upon request.

If needed, please work with your Resident Services Manager to gain agreement on a flexible staffing schedule at your property for the immediate future. Once the staff and supervisor reach agreement on a work schedule, your Director or VP of Resident Services must approve, and those schedules will be shared with the MHMG RVP.

Working from Home

With our flexible work arrangements for staggered staffing as well as accommodations for individuals needing to work remotely, various staff will be working from home part time.

While working remotely, it is important that we all focus on the accomplishment of defined work tasks as given by the supervisor. This will allow the staff member to stay productive, and to keep our properties as functional as possible. The [Employee Guide for Remote Access](#) will guide you on technology considerations while working remotely. Should you not have a company-issued laptop, most programs and functions can be accessed through a personal device.

Should you be approved to work remotely and not have a personal device suited for conducting business, please contact your Resident Services Manager to coordinate the issuance of a temporary device from the company.

If you will be working remotely, you are encouraged to follow these recommended practices:

- Take your scheduled morning and afternoon breaks, in addition to your lunch break (required)
- Try to keep the same routine as you normally would as if you were going to the property. Get dressed.
- Designate a specific space for working.
- Keep your designated work area free of clutter and distractions
- Complete daily planning to help keep you focused.
- Make use of technology, such as Teams and Skype, to stay in touch with your team instead of just relying on email. You may also want to check in with a daily call.
- When it is time to end your workday, set work aside and leave it there.

Your supervisor will coordinate with you to determine the priorities around tasks and assignments.

Here are some [helpful training resources](#) for Mercy's core operational excellence . This training includes brief videos by topic and can be accessed from any device that is connected to the internet.

MercyTech will be offering multiple training sessions to supplement this online training the last two weeks of March 2020.

All Microsoft Office Products - [Use this link](#) to access training for all Microsoft Office Products. This training encompasses the following products: Outlook, OneDrive, Teams, SharePoint, Word, Excel, OneNote, Planner, Stream, Sway, Whiteboard, etc.

MS Teams – [Use this link](#) to access training for Microsoft Teams. You can also find this training within the MS Teams application by clicking on the help button in the bottom left hand corner of the Teams main menu.

How to forward your phone calls - [Use this link](#) to access step by step instructions to forward your phone calls from your office phone to another phone number (Avaya or Megapath desk phones).

Employee Related Precautions

All employees working on-site are to follow precautionary measures in their day-to-day activities and interactions with other staff and residents.

Social Distancing - All staff are to observe *Social Distancing* guidelines when completing work assignments throughout the day. *Social Distancing* is defined as the practice of maintaining a greater than usual physical distance from other people or of avoiding direct contact with people or objects in public places during the outbreak of a contagious disease in order to minimize exposure and reduce the transmission of infection. It is recommended that you maintain a distance of at least 6 feet between you and others and where possible - meet with individuals only and in a larger space, such as a community room or lobby area and well-ventilated areas.

Handwashing/Sanitizing - Staff should regularly be washing their hands and/or using hand sanitizer, whenever possible. You are encouraged to not touch your face with your bare hands.

Suspended Activities - Staff have been provided with a listing of work assignments, which should be fully or partially suspended for the time being or where limited face-to-face interaction should be observed. See *Operational Priorities* section under *Operational Guidelines*.

Public Transportation Alternatives

All employees, who use public transportation are encouraged to find alternative transportation to and from work, where possible. Should you have reliable transportation, such as a personal automobile, we would encourage you to drive your own car. Another alternative would be to carpool with other staff members if feasible. We recognize that there may be limitations around parking and/or financial considerations in select cases. Should you feel that you are not able to do so without additional support, we would ask that you reach out to your Resident Services Manager to discuss possible solutions.

Time Off Policies

In response to the growing COVID-19 (Coronavirus) pandemic, Mercy Housing continues to keep the wellbeing of our employees and families at the forefront. Recently, the Families First Coronavirus Response Act (FFCRA) was passed and provides an Expanded Family and Medical Leave that is restricted to Coronavirus (COVID-19) related childcare purposes, and COVID related paid sick leave. Please speak to your Resident Services Manager if you are interested in these programs.

Employee Assistance Program

Mercy Housing offers an Employee Assistance Program. The EAP offers a variety of services, including mental health services. Please reach out if there is a need. Contact information is as follows:

Curalinc

Ph: Toll-free 1-888-881-5462

Web www.support-linc.com

Username: mercy

Password: n/a

For additional information, follow this [link](#).

OPERATIONAL GUIDELINES FOR SERVICES

The following sections include both updated guidelines as well as considerations and best practices in various operational situations.

Operational Priorities

During this period of adjusted operations, each property is being asked to modify daily work activities to prioritize certain tasks and suspend others. In general, we have directed sites to complete as many of their tasks as possible, without coming in direct contact with residents and other staff. For tasks that are not deemed to be critical to our operations, we are suspending these tasks until we return to a normalized operating environment. However, staff have shown great innovation in creating virtual approaches to provide services. For ideas and resources, please join the [Resident Services Covid-19 Programming Microsoft Team site](#). The team is open to anyone who wants to join.

The chart below details many common resident services activities and if they are priority, essential, as needed, or should be suspended. Check with your supervisor if you have any questions about this list.

Resident Services Essential Activities					
Standard	Priority	Property Type	If Essential or Priority-Methods	Possible Alternative	By phone
Community Participation					
Community Events	Suspend	All		Conference calls. Virtual games	Yes
Resident Volunteering	Suspend/As needed	All		Maybe allowable in select circumstances	No
Community Leadership	Suspend	All			No
Family Reconciliation	Suspend	All			No
Health and Wellness					
Ind Health Coaching (by phone)	*Priority*	All	As part of wellbeing calls		Yes
Food (See new guidelines)	*Priority*	All	Food banks with Social Distancing measure in place/Support school lunches		No
Wellbeing checks (as phone calls))	*Priority*	All	Call all Senior residents daily and vulnerable Family residents		Yes
Behavioral Health Care	Essential /Suspend	PSH only		May be done If can be done virtually or if necessary, for health and safety residents	Maybe
Health Benefits Acquisition	Essential	All	Sign up for SNAP or open season		Yes
Primary Preventive Health Care	Suspend	All			No

Standard	Priority	Property Type	If Essential or Priority-Methods	Possible Alternative	By phone
Health Education Seminars	Suspend	All			No
Physical Activity	Suspend	All			No
Senior Assessments	Suspend	All			Maybe
Financial Stability					
Financial Benefits Acquisition	Essential	All	Virtual support to connect residents with unemployment and other benefits		Yes
Financial Stability workshops and Coaching	Essential/As Needed	All	Virtual support as needed		Yes
EITC	Suspend	All			No
Employment Readiness	Suspend	All			No
Housing Stability					
Eviction Prevention	Essential	All	Virtual Support		Yes
Rental Assistance	Essential	All	Virtual Support		Yes
Lease Education	Essential/As Needed	All	Virtual Support		Yes
Inspections	Suspend	All			No
Housing options	Suspend	All			No
OST					
Provision of remote learning	Essential	Family			Maybe
Regular Programming	Suspend	Family			No
Other					
Application assistance	Essential	All	If in support of benefits acquisition and can be done virtually		Yes
Technology	Essential	All	If can be done with social distancing		No
Administrative					
Responding to Resident Calls	*Priority*	All			Yes
Coordinating with partners	* Priority*	All			Yes
Coordinating for food banks	* Priority*	All			Maybe
Virtual Meetings with PM	*Priority*	All			Yes
Enter services into Mercy Measures	Essential	All			Yes
Online Trainings	Essential	All			Yes

1 on 1 Meetings

In your day-to-day work, we want you to conduct as many of your activities as you can through telephone, e-mail, Teams, Skype and/or written notifications. There are, however, situations where it is difficult not to have an in-person interaction to complete a task, particularly food distribution.

In situations where you are looking to potentially meet with an individual face-to-face, either through their request or yours, we ask that you first try to screen the individual by **asking the following questions** over the phone or through e-mail: (Note: It is understood that at times a resident may simply walk to your office, at which time you should schedule an appointment)

1. Have you traveled overseas recently? If yes, is it to a country with [CDC level 3 restrictions](#)?
2. Have you been told by a public health official that you may have been exposed to coronavirus (COVID-19)?
3. Have you been in contact with someone known to have coronavirus (COVID-19)?
4. Are you experiencing any of the following symptoms? A fever, A cough, Runny nose, Sore throat?

If the answer is 'yes' to any of these questions, you are not to meet with them face-to-face but by phone.

Wellbeing Checks

At senior properties and PSH properties, it is recommended that staff conduct a well-being checks by phone with all residents each workday. For family properties, you can target more vulnerable residents. This is a great activity for teleworking. Suggested questions include:

- How are you doing overall?
- Do you need food or other resources (this is a great time to do signups for food bank appointment-see below)
- If you found yourself needing resources or assistance with anything, who would you call?
- Do you need support signing up for benefits, e.g. SNAP, Unemployment, health insurance?
- (If they have school aged children), how is home schooling going? Do you need any resources?
- Do you need any other assistance?

Here is a [sample script](#) you can use. Dial *67 before the phone number to keep personal phone numbers confidential. Best Practice is to leave a message and call back in 5 minutes so that individuals screening will know to answer.

Food

Right now, a priority service is food distribution. This could be through regular, expanded or pop-up food pantries or by supporting summer lunch while school is out. This service must be maintained as food insecurity is likely to increase among our residents, particularly seniors and residents who are recently unemployed.

Food Banks and Distribution Guidance

Below are the current best practices for food distributions. Please communicate with your communities the changes. In times of uncertainty, ample communication is necessary to make sure everyone hears the information. As always, if you have questions please reach out to your supervisor. Note, additional resources have been put in place to support food distribution. If more resources are needed to stock your food pantry, talk to your RSM.

If purchasing food:

- Purchase nutrient rich food. Beans, whole grains, rice, canned protein, veggies, nuts and nut butters preferred. Skip Top Ramen or Cup O' Noodle types of foods.

- Consider purchasing in bulk pre-packaged items.
- Contact local foodbanks to see if you can leverage your funding and expand partnerships.

Pre-Bagging Food

- All food should be **pre-bagged** for resident pick up. To promote social distancing, residents will not be able to select their own food. This will create the least amount of face-to-face interaction time and ensures everyone has access to the same food opportunity.
- When pre-bagging, use the following precaution:
 - Wear gloves when handling food; for your protection as well as for the residents.
 - Wash your hands **Before and After!**
 - If more than 1 person is participating in bagging, make sure that you are at least 6 feet apart and working at separate workstations/tables. Avoid passing items to each other.

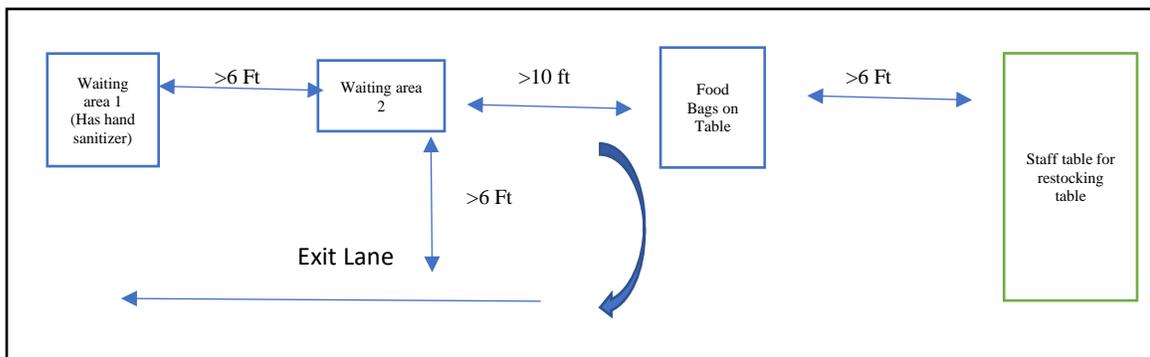
Drop Off Option: **Preferred Method**

- Best practice is to find out via phone which resident would like food and then drop off pre-bagged food at the residents' door.
- We should just knock on the door and walk away to maintain social distancing.
- Remind residents to dispose of the bags and to wash hands after receiving.



Pick-Up Option: (Not preferred)

- If it is not possible to deliver the pre-bagged food, it should be pre-bagged and set out for residents to pick up.
- Ask residents to make an appointment, so that they pick up times at different time slots. Do not have more than 2 residents at any time slot.
- If possible, this distribution **should be outside**. Putting a table in front of a door and placing food out for residents to pick up. A canopy could be used to cover the table as well.
- Ask residents to wash hands prior to picking up food.
- Surfaces where food is left out should be cleaned prior and periodically during the distribution. At the end of distribution, cleaned again.
- Let residents know to dispose of the bag and to wash their hands when returning home. This is for their safety.
- Using gloves where possible to handle food, where possible, is a best practice. Disposing of the gloves immediately after use is also important.
- Social distancing measures should continue to be in place. Residents and staff should not come within 6 feet of each other. Limit the amount of people in the food distribution. Use cones/tape to mark where residents should stand in line, 6 feet apart. See example configuration below. The waiting areas are marked with tape and there are two waiting areas in case residents come early. The staff has a table where they place a food bag for each resident as they come in and resupply off a larger table in the back. Be sure to have an "exit" lane so that residents stay 6 feet apart when leaving.



School Feeding Programs

Where Mercy Housing is serving as a distribution point for school feeding programs, similar efforts to maintain social distancing as described above apply. Staff should deliver the meals directly to families; when that is not possible, put in place a pickup system as described above.

Out of School Time

If schools are closed, OST should also be suspended so that we don't undermine social distancing. In the meantime, you are encouraged to provide remote learning resources for residents. You can do things such as busy bags, age appropriate worksheets and sharing other online resources. Make sure to maintain social distancing with any interaction. For ideas and resources, check out the OST channel of [Resident Services Covid-19 Programming MS Team](#)

You can enter these remote learning services into Mercy Measures. Please use the "closure" tab of the OST Participant Summary.

Applications Assistance / Benefits Acquisition

A key service that can be potentially done remotely is benefits acquisition and application assistance. Due to changes at the federal and state level, residents may need support applying for the following benefits:

- Unemployment Benefits- You can find state-level unemployment insurance information [here](#).
- Expanded SNAP benefits
- Health insurance- Several states have reopened the health insurance exchanges so that citizen can purchase health insurance. This includes:
 - [California](#)
 - [Colorado](#)
 - [Washington](#)
 - This list will be expanded if and when states change their policies

These services can be supported remotely for residents. They can be entered into Mercy Measures as health benefits acquisition (SNAP and Health insurance) and Financial Benefits acquisition (Unemployment insurance).

Other Services

Based on the needs of the property, other services may be required such as behavioral health care and primary preventive care. If there is a service that you think is necessary for your property and it can be done with social distancing in mind, talk to your supervisor.

Use of Non-Resident Volunteers

In the spirit of social distancing, the use of non-resident volunteers should be limited to only essential services on properties. Volunteers are permissible to support our onsite food banks, lunch distribution, and food pantries. However, extra precautions must be put in place to keep both our volunteers and our residents safe.

1. Screening volunteers

First, prior to coming on the property, please ask them to confirm that they answer negatively to the following questions either by phone or by email:

1. Have you traveled overseas recently? If yes, is it to a country with [CDC level 3 restrictions](#)?

2. Have you been told by a public health official that you may have been exposed to coronavirus (COVID-19)?
3. Have you been in contact with someone known to have coronavirus (COVID-19)?
4. Are you experiencing any of the following symptoms? A fever, A cough, Runny nose, Sore throat?

If the answer is 'yes' to any of these questions, they should not be allowed to volunteer.

2. Social Distancing

Volunteers should **wash their hand immediately** upon entering the property and on leaving. If a volunteer looks in any way ill, please ask them to go home.

If possible, volunteers should **be limited in their interactions with residents**, and the volunteer should never be **within 6 ft of a resident or staff member**. In the case of food distribution, require volunteers wear gloves and give them tasks that limit in person to person interactions with residents and staff such as packing the food, calling residents to schedule appointments, or leaving food bags on resident's doorstep. Take every precaution to make sure that surfaces are cleaned before and after a volunteer has touched them.

Enhanced Cleaning Protocols

Preventive Cleaning

Resident Services should follow the preventive cleaning protocols addressed in the March Safety Meeting as follows:

- Sanitize surfaces frequently touched, at least twice a day. These include doorknobs, elevator buttons, sliding windows, remote controls, etc.
- Have hand sanitizer (at least 60% alcohol) available in the office. Wash hands with soap and/or use hand sanitizer before using any office equipment, including computer, printer, telephones, etc.
- Have hand sanitizer available in common areas/lobbies for resident use if possible.
- Work with the PM team to see that the property is properly stocked with soap, cleaning supplies and nitrile gloves (in several sizes).

Wipe desks, phones, printers, and computers daily. It is important to keep common work surfaces and areas clean. Please use sanitizing wipes, soap & water, a bleach & water solution or other products (EPA-approved) to wipe down work surfaces, such as phones, chair arms, desks, computer keyboards, door handles, doorknobs, etc. before use. Always follow the directions on any product labels.

When Cleaning:

- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with an ill person.
 - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- **Additional key times to wash hands** include:
 - After blowing one's nose, coughing, or sneezing.

- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.

How to Clean & Disinfect:

Clean - Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect - Use diluted household bleach solutions if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. To make a bleach solution, mix: 5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water.

You may also use Alcohol solutions with at least 70% alcohol and/or Household cleaners and disinfectants: Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping the surface wet for several minutes to ensure germs are killed.
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

Common Areas, Public Spaces, and Resident Events

At this time, your common area spaces should not be open to residents and the public. This includes community rooms, computer centers, kitchens, fitness centers, party rooms, playgrounds and additional spaces that may be at your community. At this time, laundry facilities are to remain open for resident use.

All resident events (even resident-organized) should be cancelled for March and April. No group gatherings at this time.

Behavioral Concerns & Related Evictions

- It is important to note that any eviction during a time such as this, should be avoided unless not proceeding would potentially put our residents and/or staff at risk of harm.
- For any lease violation, the Housing Support Plan will be followed.
- Unless otherwise prohibited by local restrictions, legal notices will be served, as is standard, for violations of house rules, including behavior deemed to be egregious/violent/disruptive.
- Each situation will be evaluated individually by the RVP, RSD and GBC President to determine the appropriate course of action, up to and including initiation of eviction.
- For residents currently under an eviction proceeding and/or stipulated agreement for behavioral reasons/house rules violations, the RVP, RSD and GBC President will review each case to determine an appropriate course of action.

Recruiting and Hiring

Recruiting and hiring should continue for key positions most vital to the operations of the property. For these positions, try to have interviews done virtually. Use Skype, Face Time or another video meeting technology to conduct these interviews where possible. If you are sure that the candidate is a solid choice, screen them for potential in-person

interaction and should you feel comfortable, conduct a face-to-face interaction prior to making a job offer.

On-boarding should be done electronically and through overnight mail, to the degree possible, including new hire paperwork. On the employee's first day, on-boarding activity should be completed observing social distancing measures. Consider setting up periodic check-ins during the day.

If a new employee in their first 90 days is required to self-quarantine, there may be an opportunity to have them spend a few days completing online training and reviewing Operational Excellence. This should be limited to a reasonable amount of time, such as a few days.

Property Lock-Down & Quarantines

If your property is required by the local health department/authorities to close the office or lock-down the building during a quarantine, the following guidelines will go into effect for daily operations:

Follow all instructions and recommendations given by the public health department. The following guidelines should be observed as long as they are not in contradiction to any instructions or recommendations from the public health department.

In advance of a Property Lock-Down or Quarantine:

Resident Telephone Numbers & E-mail Addresses - If you do not have a current way to contact a resident through telephone or e-mail communication, please work with Property Manager and your residents to obtain updated information, wherever possible. If there are several residents who have not provided this information, you should distribute a notification asking residents to call or e-mail with updated contact information.

Community Resource List - Each property is to maintain an active and updated [Community Resource List](#). This form includes contact information for Emergency Services, Local Area Emergency Rooms, Mercy Housing Staff, Local Area Services, and Vendors/Contractors. The form also identifies the location of emergency support documentation on the property. The Property Manager and the Resident Services Coordinator is to keep this list printed in the office and provide a copy to all On-Call Staff. During this time, all staff should maintain a copy at their residence, as having it available during a lock-down will be important.

First Responder Resident Listing - Each property is to maintain an active and updated list of residents who have requested assistance, in writing, from first responders during an emergency or crisis situation. The form, [First Responder Resident Listing](#), can be found on Mercynet, in the Forms Library. Please work with the Property Manager to ensure that your property listing is updated with any new requests that have been received and that all staff have a copy. During this time, all staff should maintain a copy at their residence, as having it available during a lock-down will be important.

Resident Notification - MHMG have developed a [notification](#), which lets residents know that the office is closed and/or the property has been quarantined by the health department. MHMG will print copies of this notice, in advance, to have ready and available to post in common areas and distribute to residents, where possible. In the event of a lock-down, there may not be a lot of notice or time to coordinate closing site operations and quarantining staff members. Additionally, having them pre-printed would allow any employee, located at the property, to post and distribute them quickly without unnecessary effort. MHMG may ask that you assist in the distribution of the notice.

In the event of a Property Lock-Down or Quarantine:

Forwarding Office Telephone Lines - If at the property when notified or a property closure/lock-down, Resident Services Staff should forward their main telephone line to a number where they can receive calls. If not at the property when notified, know the proper procedures for retrieving messages and changing the outgoing message from a remote

location. If additional costs are incurred by staff to use personal communication devices, the company will reimburse for those costs.

Working Remotely - The same guidelines for working remotely, not during a lock down or quarantine, will go into effect. For positions that cannot complete their work remotely, they have options available to them, in terms of time off policies. (See Time Off Policies). For employees that may complete work remotely, please refer to that section in this guide (See Working from Home). Your Resident Service Manager will work with the you to determine who may continue their work from home and then staff will be notified of the go-forward plan.

Communicating with Residents & Staff - In addition to any administrative work and property coordination that you may be able to conduct during a lock-down, we ask that staff working remotely set-up a schedule to routinely contact residents to check in and see how they're doing. Property Management and Resident Services should each take a group of residents to contact. It is recommended that you reach out weekly, however if you have a vulnerable population and time allows, multiple times per week can be very impactful to our residents, especially those who might feel isolated and not have someone else to talk to during this time.

Handling Emergencies - As each situation may be different and there may be varying levels of allowed access to a property, each team will have to do their best, given stated restrictions. Should staff not be allowed or available to be at the site during an emergency situation, over-the-phone coordination with emergency contractors/first responders may be the best that we can do. Residents will need to call 9-1-1 in the event of an emergency.