



COVID-19 Supplemental Operations Guide

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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.

Mercy Housing has developed a [Sharepoint Page](#) dedicated to issues related to COVID-19. This guide is posted on the page and will be updated as guidance changes. You will be notified via email as updates are made to this guide.

COVID-19

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. You can continue to go to work and school but should monitor your health for 14 days since the contact and stay away from others if you get sick.

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

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 or school 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 Considerations

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 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):

The Property Manager is the only employee who should be having these conversations with staff or residents. If you are not the Property Manager and a resident or employee approaches you, ask them to speak with the Manager and notify your PM immediately.

Response from Property Managers 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.

It is not necessary to communicate this to your Area Director, unless you feel that there may be extenuating circumstances, which you would like to discuss.

If staff are notified of an individual quarantine:

As noted above, the Property Manager is the only employee who should be having these conversations. Questions to ask resident or employee:

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

Communicate to Area Director.

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 your Area Director, so that they may initiate our communication protocol to the RVP, RSD 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 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 – send them home immediately. If they are already at home – they may not return to work until they have been cleared by the health department.

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

A staggered staffing schedule should be implemented at properties that have more than one office employee. One person should work from home, while the other should work at the property, in a locked office.

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 at all possible.

As maintenance and desk clerk tasks are completed almost exclusively at the site, we will not be able to accommodate maintenance and desk clerk staff working remotely, unless there is an assignment or project that needs to be completed off-site.

Please work with your Area Director to gain agreement on a Flexible Staffing Schedule at your property for the immediate future.

Working from Home

With our flexible work arrangements for staggered staffing as well as accommodations for individuals needing to work remotely to cover childcare, various staff will be working from home one or more days per week.

While working remotely, it is important that we all focus on what we **can** do, in order 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 Area Director 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. It doesn't necessarily have to be a room; even if it is just a corner.
- 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 workforce tools. This training includes brief videos by topic and can be accessed from any device that is connected to the internet.

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 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.

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*.

Working in Occupied Apartments - At this time, we are limiting work completed in occupied apartments to [Emergency Situations](#) Only.

- Staff should wear disposable nitrile gloves when performing service in an occupied apartment home.
- ALWAYS wash hands well after completing any service; Vendors should follow the same protocol.
- Anyone entering an occupied apartment should use shoe covers to minimize tracking in dirt/germs.
- Take a couple of towels with you should you need to kneel down on the floor or wipe your brow. If you use the towels, they may not be used again in another unit until they are washed. This is to avoid spreading germs.
- Once you have worn a pair of nitrile gloves or shoe covers in an occupied apartment, they should be disposed of immediately as you exit the apartment.
- Before and after using tools inside of an occupied apartment, wipe them down with antiseptic wipes or a disinfecting agent to remove germs.

Screening for Potential In-Person Interactions

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, such as a new move-in where you have to issue keys or a recertification, on which an original signature is required.

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 screen the individual first by asking the following questions over the phone or through e-mail:

1. Have you recently traveled overseas?
2. Have you been in contact with someone who has traveled to these countries and is now sick?
3. Have you been told by a public health official that you may have been exposed to coronavirus (COVID-19)?
4. Have you been in contact with someone known to have coronavirus (COVID-19)?
5. 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. You will have to arrange activity through overnight mail, courier or dropping off at their apartment door and having them drop it back off at the office door.

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 Area Director to discuss possible solutions.

Time Off Policies

Please refer to the employee handbook for our full range of employment time off benefits. In addition to our standard benefits, outlined below are additional guidelines for newly implemented programs:

Expanded Family and Medical Leave Act

- Provides **12 weeks** of leave for an employee that is unable to work, or work remote, due to a need to care for employee's child under the age of 18, if the school or place of care has been closed, or the child care provider of such child is unavailable, due to a public health emergency (with respect to COVID-19).
- Employees must have been employed for 30 days. The first 10 days of the leave are unpaid, with the remaining time paid by Mercy Housing. An employee may elect to substitute the first 10 days of unpaid leave with accrued vacation, personal leave, medical/sick leave, or COVID-19 PTO (see below).
- Payment will be 2/3 (two-thirds) of the employee's regular pay with a cap of \$200 per day and \$10,000 in total for 2020.

COVID-19 PTO Program

Provides an employee paid sick time, up to 80 hours, if the employee is unable to work, or work remotely as a result of:

1. The employee is subject to a Federal, state, or local quarantine related to COVID-19
2. The employee has been advised by a health care provider to self-quarantine
3. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis
4. The employee is caring for an individual who is as described in 1. or 2 above
5. The need to care for a child whose school childcare provider unavailable due to COVID-19 precautions.
6. The employee is experiencing a similar condition specified by the Secretary of Health and Human Services.

Sick Leave payment is as follows:

1. If the leave taken is due to employee illness, suspected illness, or isolation (reasons (1), (2), and (3) above, sick leave payment is capped at \$511 per day or \$5,110 in total.
2. If an employee needs to care for someone else, reasons (4), (5), and (6), above, the cap is \$200 per day or \$2,000 in total.

In addition to the Mercy Housing COVID-19 PTO that was communicated on March 18, 2020 and the traditional FMLA, the FFCRA leaves will take effect on April 1, 2020 and end on December 31, 2020.

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

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.

The following link contains site-level [Operational Priorities](#) to guide staff in understanding both priorities and limitations around their day-to-day work. _

Desk Clerk Considerations

Restricted Entrances, Desk Clerks or Entrance Reception Area

Due to the nature of our business in buildings where security measures were programmed into the operational model, some buildings require a person to allow access onto the property through a single point of entry.

Front Desk Reception Measures

- Set up 6 foot social distance using friendly measures and signage such as ‘theater rope’, strategically placed potted plants that do not block line of site or other effective means with signage in multiple language as needed.
- Log to be maintained by front desk staff through verbal exchange and greeting visitors:

Enhanced Cleaning Protocols

Preventive Cleaning

All properties are to be following 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.
- Make sure 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.

If you are a one-person office or have limited assistance, please get approval for a one-day cleaning service to address if necessary.

Disinfecting if Someone is Sick

1. Close off areas used by the sick person.
2. Open outside doors and windows to increase air circulation in the area. Wait 24 hours (or as long as possible) before you clean or disinfect.
3. Clean and disinfect all areas used by the sick person, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.

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.
 - Before and after providing routine care for another person who needs assistance (e.g., a child).

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 should be cancelled for March and April. No group gatherings at this time.

Rental Payments & Legal Action

- Rental payments remain due and payable as of the first of each month. You will still follow-up with residents who owe rent, including outreach (telephone, e-mail, rent reminder notices).
- During this period, we will accept partial payments for rent.
- For residents not able to pay their rent (partial or full), Property Management and Resident Services will engage the Housing Support Plan procedures, as normal.
- During this period, we will not serve legal notices for non-payment of rent or initiate any type of stipulated agreement for non-payment of rent.
- During this period, we will not charge late fees for non-payment of rent. Sites will need to process the removal of these fees in One Site.
- During this period, we will not initiate eviction proceedings for any resident due to non-payment of rent.
- It is important that both staff and residents understand that this is not a rent waiver or a period of “free rent”. We are simply offering flexible terms for rent payment during this unprecedented period in time. All rent is still owed in full.
- On a monthly basis, you will send a summary to each resident, who has outstanding rent, itemizing the amounts that remain owing and payable.
- Once we resume normal operations, residents will be allowed to pay back outstanding rent over a six-month period with a documented payment plan, per the HSP.
- For residents currently under an eviction proceeding and/or stipulated agreement for non-payment of rent, the RVP, RSD and GBC President will review each case to determine an appropriate course of action.

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.

Rent Increases

- We will be suspending any resident-portion rent increases, effective immediately.
- We will not send any resident rent increase notifications (for any period) until further notice.
- For existing rent increases, already sent out for April or forward, we are going to void those notices. Each property manager will need to send the attached notification to any resident who received an increase, which lets them know that their current rent will remain in effect until further notification. (Customize the letter for each resident)
- For agency-portion increases (HUD, local/state agencies), we will continue with requests and notifications as is

standard, as these do not impact the portion paid by our residents.

For late fee adjustments and rent increase reversals, use the [linked document](#) to guide you through how to do this in One Site. We will be temporarily adjusting permissions to allow employees to do this.

Recertifications

Currently, agencies are updating requirements, guidance and allowances for Certifications as circumstances evolve. Linked here is a [prioritization chart](#), with restrictions and limitations on completing certifications. Also included is a [form letter](#) to be used with residents during this time. Interim Recertifications for anyone who has lost their job should be a priority, as this may result in a lower rent burden to the resident.

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.

Accepting Packages

During this time, we will not accept packages, for residents, in our offices. Please have drivers deliver packages to apartment homes and, similar to single-family homes, leave outside the door if the resident is not home (unless resident tells them otherwise). We will continue to accept packages for management, maintenance and resident services.

Supply Chain Interruptions

If there is an alert that you will not be able to purchase or obtain certain supplies, make sure to communicate thoroughly and often. Consider placing supply orders well in advance of running low, as orders will be filled on a first in/first out basis when supplies become available.

In the event that you are running low or are out of certain products needed to complete work tasks and suppliers are back ordered, contact other properties in the area to determine if they have what you need. We will need to share our resources during certain periods of limited supply.

Property Lock-Down & Quarantines

In the event that 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 resident services and your residents to update, wherever possible. If there are a number of 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 is to keep this list printed in the office and provide a copy to all On-Call Staff and Resident Services. 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 ensure that your 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 - We have developed a [notification](#), which lets residents know that the office is closed and/or the property has been quarantined by the health department. 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.

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, Property Managers 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 Area Director will work with the Property Manager to identify those individuals 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.