



**Management Committee
COVID-19 Recommendations
March 18, 2020**

The management committee recently met to share information on policies and responses that various communities are implementing in response to the health crisis resulting from COVID-19. The committee compiled a list of recommendations based on what they are hearing and seeing in the housing community. This list of recommendations does not supplant any federal, state, municipal or regulatory guidance or requirements and is intended solely to share information based on the experiences of the members of the MHC management committee. The situation is evolving rapidly and will likely continue to do so in the coming days and weeks. Please use the listed recommendations as a supplement to the advice you should be seeking from your legal counsel and the ever-evolving recommendations of health officials.

- Provide postings and ongoing updates from Centers for Disease Control and Prevention (CDC), local health departments, and government agencies to the residents in an effort to inform, calm, and dispel any misinformation provided
- Close all common areas – consideration to leaving laundry and rest rooms open for resident use if supplies are available
- Appropriate signage should be displayed throughout the community including but not limited to:
 - Limitation to visitors
 - Changes in office process
 - Changes to maintenance procedures
 - Closed areas
- If available, provide hand sanitizer throughout common areas and office
- Assist properties with adequate supplies and personal protection equipment (PPE). Identify contingency plan to order supplies if a primary vendor is out of stock
- Cancel resident events and all group gatherings
- Follow CDC guidelines on sending employees home if they exhibit any symptoms
- Set up for alternative meal services / deliveries
- Reach out to school lunch programs to set family sites for meal delivery
- Management office staff available by appointment only. Provide a symptoms checklist for staff to ask residents questions prior to entering office space. Maintain social distancing if a meeting does take place and sanitize all spaces, including pens, before and after each meeting
- Restrict visitors when possible. Ask to not enter if they have or had any symptoms in the last 24 hours or had contact with anyone who may be contagious or have been confirmed to be positive
- Disinfect all common area touch points at least 3 times per day
- Implement emergency service request only policy. Define for your team what is an emergency –
 - No hot water
 - No heat

- No electricity
- Water Leak
- Refrigerator not working
- Range not functioning
- Backed up drain or toilet
- Life safety equipment malfunction
- Unsecured apartment
- Lock out
- Health and Safety related
- Only allow vendors to complete emergency and essential work within the apartment homes and common areas
- Create a list of secondary work duties to complete – including, but not limited to, grounds clean up, common area repairs and cleaning, vacant unit preparation, online trainings etc.
- All staff should use appropriate PPE for tasks including rent and paperwork handling
- Consider having non-essential employees work from home or consider adjusting reporting hours to limit the number of people in any one space
- Consider revising PTO / sick time policy to adjust if necessary
- Create contingency plan if team members are unable to report to work
- Create a symptoms questionnaire to determine if a resident / employee has symptoms and had tested positive
- Notify residents and employees and health department if a “positive” test is identified within the community

Note: These recommendations do not constitute legal advice. Members should review these recommendations with legal counsel prior to implementation.