

Memorandum

To: All Maintenance Personnel
CC:
From: Vinnie DeChristopher
Date: 3/16/20
Re: Coronavirus Maintenance Protocols


Due to the Coronavirus it is necessary for us to review and implement new methods of how we conduct our daily business. Effective immediately the following protocols are to be implemented:

PRACTICE SOCIAL DISTANCING AND DO NOT COME TO WORK IF YOU ARE SICK

Until further notice only **EMERGENCY** calls are to addressed during normal business hours and by call men:

- Fire
- Floods
- Sink or tubs overflows
- No Heat
- Lockout
- No power (whole unit only)
- Main line Back-up
- Toilet clogged leaking or overflowing)
- Fire Dept. request for maintenance to respond to incident
- Police Dept. request for maintenance to respond (H&W Check)
- Gas leak

Prior to entering an apartment all personnel are to ask the at home resident the following questions:

1. Have they or a family member traveled outside the country recently;
 2. Has any family member that they have seen in the last two weeks traveled outside of the country;
 3. Are they currently feeling well? Do they have any fever?
 4. Ask if they have any symptoms (fever, cough etc)
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5. Ask if they have been in contact with anyone who has symptoms
6. Ask if they are experiencing any respiratory symptoms
7. If the tenant reports that they are coughing or sneezing they will be asked to wear a mask during the visit

If the answer to any of these questions is yes, all personnel are to wear the protective PPE face mask and rubber gloves when entering an apartment.

Absolutely no tenants are allowed in any maintenance areas, such as shops, offices, compactor rooms, etc. This also includes the office at Goddard Road. If approached by a resident tell them to call the office at Goddard Road.

Housekeepers and Section 3 workers shall sanitize the following areas twice a day utilizing the disinfectant spray bottle that has been distributed by spraying it on a rag. Use of rubber gloves during these tasks is mandatory.

- Sanitize elevator buttons on each floor and in the elevator cabs. DO NOT spray the disinfectant on elevator buttons or controls as it will short them out and bring the elevator out of service.
- Sanitize entrance door handles, as well as door handles for community rooms, rest rooms, community room kitchens including counter tops and sink faucets;
- Sanitize mail box units;
- Sanitize intercoms;

We have ordered Clorox wipes but they are on back order. In the meantime, utilize the spray bottle and the rag.

Avoid converging at the inventory center in the morning. Report to work go to your assigned vehicles and go to your sites unless you have to do business there before you leave.

We will utilize the One Call system to notify staff of any important changes to this protocol or any important updates.

I realize that these are trying times for all of us and these requirements are an additional burden on your already busy responsibilities. However, it is important that we keep in mind that these measures are for your protection and the well-being of our venerable resident population.

