

TO: Housing Staff, Myra Rennick, Executive Director

FROM: Justin Taggart, Housing Director

SUBJECT: Housing Guidelines in Response to COVID 19

DATE: 5/1/2020

With the new threat of the virus, certain changes will need to occur in how we operate. This is to protect everyone: clients, staff, and especially those vulnerable. It is important that we adapt each of our positions to accommodate these guidelines in order to succeed as an agency. PPE will be required under certain circumstances. Paperwork should adapt to an online format. Read the following details in what is expected during this time. This is subject to change based on further review.

Applications, work orders, and any other paperwork should be transitioned to an online format. I understand paperwork that is state and federally mandated will not be as easy, but internally this will be needed. Less transmission the better. Send request for clarification to appropriate funding sources in regards to the state and federal forms/applications. Asking if they or we can adapt to an online format. This can take the form of an online submission on our website or a PDF document that is emailed back and forth.

As a reminder, all staff are required to wear a face mask when around others. Furthermore, our staff and contractors will be going into homes at a later date and will need to adhere to strict procedures when doing so. This will pertain to maintenance repairs, weatherization, Owner Occupied Rehab, showing a unit, lease signing and Section 8 inspections. In other words, anytime you go into and out of a home when someone else will be doing the same, either then or at a later time. Please review the plan outlined below.

The following plan was sent to the Health department for review, so it is likely to change. Please provide comments/suggestions as it pertains to your position.

1. Client Interview – Call 15-45 minutes prior to arrival and ask if they or anyone in the house has a fever or flu like symptoms.
  - a. If they do, tell them you will have to reschedule in two weeks.
  - b. If they do not, proceed with step 2.
2. Prepare – Wear a mask and gloves at all times.
  - a. If working outside, wear appropriate PPE.
  - b. Attic or crawlspace with access to outside, sanitize<sup>1</sup> the entry handle and proceed with work using confined space protocols.
  - c. Inside the client/tenants home, sanitize any tools/supplies that will be used inside the home when taking out of the vehicle.
3. Working in a Clients Home – instruct client to keep 6ft or more distance for everyone's protection. Wear a mask and gloves the entire time.
  - a. For small work measures, less than 30min, Limit time spent in home by completing necessary repairs as quickly as possible with minimal trips in and out.

- b. For large work measures, more than 30min, setup a time when the client will be gone or isolated to a room that will not need to be accessed. Turn HVAC system off, leave doors to work from vehicle open, and complete work as quickly as possible. When done, sanitize the thermostat after turning back on. Sanitize door knobs, light switches and any other surface that was touched.
- 4. Finish – Sanitize any tools/supplies that were used in the home prior to putting in the vehicle.
  - a. If debris trash is to be thrown away, it should be put into a bag and taped. Alternative for larger debris will be a container or trailer.

<sup>1</sup> Sanitize based on an approved method by the CDC.