
INTEROFFICE MEMORANDUM

TO: OPERATIONS DEPARTMENT
FROM: KEVIN BRAGA, DIRECTOR OF OPERATIONS
CC: KARRIE CANAVAN, DEPUTY DIRECTOR OF OPERATIONS
SUBJECT: COVID-19 PROTOCOL
DATE: 3/12/2020

EFFECTIVE IMMEDIATELY FOR THE NEXT 30 DAYS (Thru 4/10/2020)

TO BE POSTED WHERE ALL STAFF CAN VIEW

In response to the CoVid-19 outbreak, the Operations department is to enact the protocol described below immediately. Its purpose is to minimize in-person contact to mitigate the risk of spreading germs; however, our expectation is not to eliminate contact with customers altogether.

- In-person contact with customers is to be limited as much as possible.
- A sanitation plan is to be developed by managers for all elderly/disabled buildings and all family buildings with common areas (Jefferson Park's mid-rise building, Roosevelt Towers Mid-Rise, Temple Place, etc.) The plan must include cleaning of elevator buttons, push handles, and laundry rooms twice daily. **Plans must be sent to Kevin and Karrie by close-of-business on Thursday, March 12th.**
- We need all managers and on-site management staff, particularly at our high-risk sites, to constantly promote sanitation and caution for all staff and residents. The widely publicized guidance from the CDC should always be adhered to.
- Please post the three CDC fact sheets that were emailed by Karrie on 3/12/20 to all sites.
- All occupied unit inspections are suspended indefinitely.

- All walk-in hours are to be suspended indefinitely, with the sole exception of known emergencies. Please post a sign at all sites and site offices with telephone and email contact information for site staff.
- Grievance and re-consideration appointments are to be conducted over the telephone.
- Resident meetings, including 5-day meetings, are to be conducted over the telephone.
- Management staff should proceed as usual with the legal process (sending notices, sending supps, etc). However, we are going to elect to continue rent cases against our elderly population until after April 10th.
- Packets are to be mailed for all recertification and screening appointments. Completed packets can be returned via mail or dropped off. Many sites already have a locked drop box for paperwork. If you do not have one, please reach out to skilled trades today to have a box installed.
 - Please contact each appointment via phone AND e-mail (if e-mail address is available) and ask them to mail/drop off/e-mail/or fax the recert packet and required materials back to you by the regularly scheduled appointment date (with a 1 week grace period to account for the post-office)
 - If they indicate that they lost the original packet then you must mail or e-mail them another packet.
 - You should keep/hold their original appointment on your calendar in case they want to walk through the packet with you over the phone.
 - For appointments that have already been made: If they do not get the message and/or show up for the appointment anyway, you must still see them in-person unless they indicate that they have recently traveled to one of the affected countries and/or have had coronavirus symptoms. They should not be turned away if they have a scheduled appointment and have not been exposed/have symptoms.
- Maintenance staff is to address 'urgent' work orders only. For example, a clogged sink or toilet needs to be addressed, where an outlet not working can wait. We should still take all work orders so that we can follow up on non-urgent matters after April 10th. Follow CDC guidelines before and after entering a unit, wear gloves inside, and wash hands for thirty seconds before and after the visit.

- All city-wide staff meetings are suspended indefinitely.
- Social gatherings in common areas are prohibited. Please make your service coordinators aware. No booking of the community room is allowed for any gatherings. Any bookings between now and April 10th should be cancelled. Please residents who have booked the space know immediately.
- All voicemails are to be checked at least twice per day- in the morning and afternoon.
- We will be hiring Smart Cleaning to conduct a weekly deep clean to disinfect the common areas at our high-risk sites. The cleaning protocol will include disinfecting the common area door handles, table-tops, laundry rooms, railings, elevator buttons, chair arm rests, bathrooms, other surfaces. The schedule will be as follows:
 - Monday- LBJ & Manning
 - Tuesday- Jefferson Park (midrise), Linnaean, Weaver
 - Wednesday- Burns and Russell
 - Thursday- Truman, Putnam School, and Roosevelt Midrise
 - Friday- 116 Norfolk St, Temple Place
 - Saturday- Millers River

Larger sites are expected to take about 4 hours, while smaller sites will likely take closer to 2 hours. If you have questions or need to contact Paulo directly, his number is 617-212-0010.

- All Blue Collar staff are required to attend our mandatory sanitation talk with the Cambridge Department of Public Health on Friday, March 13th at 1pm.
- Relocation and waiting list moves- Effective immediately, do not schedule any relocation moves, transfers, or new move ins to or from any high-risk sites. High-risk sites include all elderly/disabled buildings and similar style family buildings (RT Midrise, JP Midrise, and Temple Place). We will continue all moves at all family sites and can continue with any moves already scheduled at high-risk sites, unless the person moving has indicated that they have recently traveled to one of the affected

countries and/or have had coronavirus symptoms, in which case the move should be cancelled. Staff should continue to fully prep for all moves, including eligibility screenings, so that when this move ban is lifted, we are lined up and ready to go with several move ins and transfers. Exceptions to this ban will include emergencies, RA transfers, vawa transfers, etc, but will need to be signed off on by myself or Karrie.

Please reach out to us with any questions.