

**TCB Coronavirus Protocols**  
**(revision #6, May 1, 2020)**

As the COVID-19 situation unfolds, we update these protocols regularly in relation to the latest public health guidance. The protocols in this document are based on the best information currently available. Visit the Centers for Disease Control and Prevention (CDC) website for more information.

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## **1. Preventative Cleaning**

Common areas should be frequently cleaned and disinfected two times a day or at the very least daily. Staff should use a disinfectant to clean all frequently touched surfaces in the building.

**Frequently touched surfaces** include:

- Doorknobs, handles, and bars at entrances/exits and in common rooms or bathrooms
- Entry systems
- Elevator buttons
- Light switches
- Railings, banisters, grab bars
- Sink faucets and knobs
- Toilet seats and handles
- Stall door handles in common/public bathrooms
- Reception desks, counter tops and similar surfaces
- Common area wall phones
- Mailboxes
- Laundry machine controls and doors (in common areas)
- Trash room chute handles, recycling bin handle

**Clean** - Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces.

**Disinfect** - A list of disinfectants that are EPA-approved for use against the virus that causes COVID-19 is available: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

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.

Additional disinfection guidance can be found in [CDCs interim guidance for businesses](#).

## **2. Cleaning Log**

Tracks the date and time that Preventative Cleanings and Deep Cleanings take place at the sites. The Service Manager is responsible for updating this log as s/he performs daily cleaning or arranges for deep cleans. This log establishes that cleaning during the COVID-19 emergency occurs according to TCB standards and it is an important tool to protect us from liability. The Community Manager must review this log after completion every week and upload an image or scan of the log to close out a weekly occurring work order.

Resources:

- [Coronavirus Cleaning Log \(PDF version / Excel version\)](#)
- [Cleaning Log Flyer](#) – to be printed and posted next to log, easily visible to maintenance and management
- Quick-Step on [Attaching Cleaning Log to Yardi Work Order](#)

## **3. Hand Hygiene**

The virus that causes COVID-19 can live on surfaces and be transmitted by touching a contaminated surface and then touching one's face – so keeping unwashed hands away from the face and frequent cleaning and disinfection are important.

- Have hand sanitizer (at least 60% alcohol) available in the office.
- Have hand sanitizer available in common areas/lobbies for resident use.
- Make sure the property is properly stocked with soap, cleaning supplies and gloves.
- Wash hands with soap and/or use hand sanitizer frequently throughout the day and before using any office equipment, including computer, printer, telephones, etc.
  - 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 being in a public space.
  - After blowing one's nose, coughing, or sneezing.
  - After using the restroom.
  - Before eating or preparing food.
  - After contact with animals or pets.

## **4. Maintenance**

As of March 16, 2020, TCB suspended general maintenance workorders in resident units and will only be performing emergency workorders in resident units. On March 16, 2020, residents were notified of this change and were asked to disclose if they or anyone in their household feels sick.

Emergency unit workorders will be performed by the service technician who is on skeleton rotation for that day or is assigned by the Community Manager or Service Manager.

### *Service Tech Guidance When Entering a Resident Unit*

Call the household and these two questions before entering the home:

1. Has anyone in your household had fever, cough or shortness of breath?

2. Has anyone in your household or been in contact with someone with a CONFIRMED diagnosis of COVID-19?
  - If the answer is “no” to these questions;
    - Maintenance and other staff who might be entering units should practice extra caution—wearing gloves, wearing face covering or mask if accessible, washing hands consistently and not touching your face, and keeping a distance of 6 feet away from residents.
    - Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. While soap and running water are both needed, hands can be sanitized using either warm or cold water. For more information about hand washing, visit: <https://www.cdc.gov/handwashing/show-me-the-science-handwashing.html>.
  - If there the answer is “yes” to any of the above;
    - If the tenant says yes to these questions and the visit can be postponed, politely ask tenant for their availability to re-schedule in 14 days or when they or the household member are feeling better.
    - If the tenant says yes to these questions and the visit **cannot** be postponed, staff can politely ask that the sick individual(s) do the following:
    - Where possible, remain in a separate room with the door closed.
    - If a separate room is not available, maintain at least a 6-foot distance from the staff person at all times until they have left the home, AND wear a face mask if available.
    - Consider carrying an alcohol-based hand sanitizer for periodic hand hygiene during visit.
    - After visit, staff should wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer, if soap and water are not available.
    - Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. While soap and running water are both needed, hands can be sanitized using either warm or cold water. For more information about hand washing, visit: <https://www.cdc.gov/handwashing/show-me-the-science-handwashing.html>

## 5. Face Coverings (Updated May 1, 2020)

Each site staff should be **issued 5 cloth face-coverings** and given this [Letter to Site Staff with instructions](#) on use and care. Face Coverings are to be:

- Worn on-site in common areas especially when performing essential work that does not allow complete social distancing, such as emergency repairs, rent collection, and food distribution.
- Cared for by each staff member
- Frequently cleaned/sanitized by washing machine
- Worn properly according to [TCB Flyer: Slow the Spread of Coronavirus: Wear a Mask](#) download in [English](#) or [Spanish](#).

In the event of mask or face covering shortage, the TCB coronavirus task force [recommends employees use cloth face coverings](#) made from bandanas, t-shirts or other

household items when social distancing is difficult to maintain. This guidance reflects an April 3 coronavirus recommendation from the CDC.

Studies have shown the virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms.

Download the CDC face covering instructions in [English](#) or [Spanish](#) and [watch](#) the U.S. Surgeon General share the easy steps to create a face covering of your own.

## **6. Unit Turns** (updated April 17, 2020)

Upon resident move out, site staff should take the following precautions:

1. Leave unit unoccupied for 72 hours, given a [recent study](#) showing coronavirus can remain on plastic and stainless steel surfaces for up to 3 days
2. Wash hands thoroughly with soap and water before and after entering unit
3. Use protective gear such as face covering, mask, and gloves if accessible
4. Avoid touching your face especially eyes, nose and mouth
5. If two staff members are turning the unit, maintain 6 ft social distance as much as possible
6. If weather permits, open windows to increase ventilation while cleaning
7. Follow normal cleaning procedures including disinfecting
  - a. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available [here](#)

## **7. Vendors**

As we have limited access to resident units keep in mind that you should be communicating to vendor, like your extermination company, that until April 3<sup>rd</sup> we have limited access to resident units and that they should be prepared to not enter units other than for an emergency and that should be confirmed and orchestrated through the management office.

We have asked security company employees, vendors, contractors to wear face coverings and gloves at all times when performing work at the sites.

Links to:

- [Letter to Vendors and Contractors](#)
- [Letter to Security Contractors](#)

## **8. Suspected or Confirmed Diagnosis REPORTING**

(Guidance from TCB Legal Counsel Memorandum revision March 26, 2020)

MEMORANDUM

To: Property Management Staff

From: Ethan Ceplikas, General Counsel Subject:

Coronavirus in TCB Buildings Date: Updated March 26, 2020

Given the number of units that we own and manage, it is inevitable that there will be instances of Coronavirus or potential Coronavirus in our buildings. I am including some potential guidance

from TCB Legal on what to do if you become aware that there may be a unit or resident affected by COVID-19.

- 1) Reporting Information to TCB Staff- Please do not send group emails, particularly those which may provide specific tenant health information. Instead, please connect with your supervisor/community manager, who should then report the information to TCB's Coronavirus Task Force. The TCB Coronavirus Task Force will provide information on next steps.
- 2) Providing Information to Residents- It is human nature for our residents to be curious and want information. However, we have a duty to keep resident information confidential. We should not be informing residents about specific health information of another resident. If asked about a specific resident, it is okay to reply: "I understand that you are concerned- we all are. However, we are not able to provide confidential information on other residents. Here is what we are doing to help keep our residents safe [you can list increased sanitation in common areas, etc.]." If we become aware of confirmed cases or are monitoring potential cases of COVID-19 in our buildings, it is okay to provide general information to other residents, such as "Yes. We are aware that there is a case or potential case in this community. Here are the additional steps that we are taking to keep our residents safe and here are some ways that you can help reduce your exposure [you can reference the [TCB COVID-19 in Our Community flyer](#)]."
- 3) Posting Information- You should be posting information provided by the TCB Coronavirus Task Force, as well as other information that may be provided by local City or State government. These include the CDC guidelines on washing hands, etc. You should NOT post units or resident names of prospective cases. However, if you become aware of confirmed cases or are monitoring potential cases of Coronavirus in your buildings, you may post in common areas the [TCB COVID19 in Our Community flyer](#) provided by the TCB Coronavirus Task Force on March 26, 2020.
- 4) Cleaning and Other Steps- When your supervisor/community manager contacts the TCB Coronavirus Task Force, they will discuss potential additional steps, which may include additional cleaning/sanitation, contacting local Departments of Public Health or other steps. It is not a recommended step to evacuate buildings or relocate residents, unless you are instructed to do so by a local government official or by the TCB Coronavirus Task Force. Instead, you can remind residents of the CDC guidelines for handwashing, social distancing, etc.

## **9. Deep Cleaning of Common Areas**

If it is determined that deep cleaning of common areas is necessary after a suspected or confirmed diagnosis of COVID-19;

- TCB has sourced national vendors to assist us with the clean up using EPA approved solutions and protocols.
- TCB has appointed Steve Lodi and Scott Lyerly as the designated employees who will work in partnership with local site teams to engage these services.

## **10. Staff Exposure to COVID-19 (Updated May 1, 2020)**

***Interim Guidance for handling situations where staff members have been exposed to someone with suspected or confirmed COVID-19.***

Essential employees may be permitted to continue working following a potential exposure as long as the employee remains asymptomatic and the following precaution are implemented to protect them and others in the work environment.

CDC defines potential exposure as being in contact, not 6 feet apart, with an individual with confirmed or suspected COVID-19 2 days before the individual with the suspected or confirmed case started having symptoms.

CDC guidelines state that the essential employee who has had the exposure **but** **remains asymptomatic** should adhere to the following practices prior to and during their work shift:

1. **Pre-Screen:** Employee should measure his/her temperature and assess *symptoms before* coming to work. If the employee has a fever, even if it is low grade fever (98.7°F and 100.4°F), should stay home and call his/her Primary Care Physician (PCP). In addition, these are the symptoms that may appear **2-14 days after exposure to the virus:**
  - Fever
  - Cough
  - Shortness of breath or difficulty breathing
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell
2. **Regular Monitoring:** As long as the employee **doesn't** have a temperature or symptoms, they should self-monitor that they remain symptom free. Employee should keep POM or CM informed of their health status.
3. **Wear a Mask:** The employee should wear a face mask at all times while in the building for 14 days after last exposure. TCB will provide facemasks or can approve employees' supplied cloth face coverings in the event of shortages.
4. **Social Distance:** The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.
5. **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely

Here is the link to the CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>

## 11. Self -Quarantined or -Isolated Residents

See CL Response to COVID-19: Section V regarding suspected or confirmed case of COVID-19 in one of our communities.

**Trash and Mail** (*updated 4/24/20*)

We are providing additional guidance on trash and mail of those residents that are self-quarantined or self-isolated.

1. Inform the resident that we (PM or CL) will deliver their mail to their door on a daily basis (or agreed upon schedule)
  - Sign a [Mail Delivery Form](#) indicating that they giving consent for management to retrieve the mail from their mailbox and deliver to their door as per agreed upon schedule.
  - Deliver mail wearing face covering and gloves
2. Unit garbage; Management (PM or CL) should work with the resident on creating a schedule (couple of times a week) for someone from the PM/ CL team to come and retrieve trash.
  - The resident should make sure the trash is securely tied and does not have any waste on the exterior of the bags.
  - TCB staff should retrieve trash at designated time (make sure there is a set time that management and resident agree upon). Staff should wear gloves, face covering / mask and wash thoroughly after disposing of the trash.

#### **Smoking Policy (Updated 4/17/20)**

If a resident under self-quarantine or -isolation is a smoker:

- Allow a **temporary** change to the *No Smoking* policy for 14 days or longer if requested.
- Provide quarantined resident with a letter detailing the temporary change in policy, options below for smoking within unit or in private exterior area if available
  - [Letter to Residents Allowing Smoking in Apartment](#)
  - [Letter to residents with Private Exterior Area](#)

## **12. Housing Stability Guidance**

Resident Housing Stability Impact	TCB Communication To Staff
What steps should managers take for subsidized residents who experience a reduction of income from missing work due to COVID-19 impacts.	<ul style="list-style-type: none"><li>• HUD current policy states that owners must process an interim recertification if a tenant reports a decrease in income that will last for more than one month. Follow TCB policy.</li></ul>
What steps should managers take for non-subsidized residents who experience a reduction of income from missing work due to COVID-19 impacts.	<ul style="list-style-type: none"><li>• There is no external policy to mandate adjusting rent.</li><li>• Verify the income reduction and reason for this</li><li>• Work with resident to set-up a <a href="#">payment plan</a></li><li>• Refer resident to CL for coaching and other supports like applying for unemployment and signing for food programs.</li></ul>

	*see guidance under Eviction non-pay
Non-subsidized household Non-Payment of Rent due to loss of income / work from Coronavirus impact to their work environment or had to quit or cutback on hours to provide childcare  And  Non-payment of rent due to confirmed diagnosis of COVID-19 and is quarantined and isn't receiving pay	<ul style="list-style-type: none"> <li>Verify</li> <li>Try to set up a <a href="#">payment plan</a></li> <li>Issue the <a href="#">Delinquent Rent Reminder Notice</a> Attach letter informing resident of CL services Connect on a weekly basis with CL on resident non-payment status</li> </ul> <p>*see guidance under Evictions for non-payment</p>
If Fed / State / Local Agencies issue Mandatory Quarantine for a local outbreak in a county or city in which a TCB property is located	<ul style="list-style-type: none"> <li>Follow guidance above for income reduction</li> </ul>
Rent Collections / Processing  <i>Updated April 3, 2020</i>	<p>As you start to receive April rents and have a higher volume of paper intake, here is some basic guidance on handling mail / rent / paper materials.</p> <p>Coronavirus can remain <a href="#">on cardboard for up to 24 hours</a>. Consider:</p> <ul style="list-style-type: none"> <li>Letting mail sit for a day before opening</li> <li>Washing hands before and after opening mail</li> <li>Do not touch your face while opening mail</li> </ul>
Rent Payment On-line  <i>Updated April 3, 2020</i>	We are suspending <b>fees</b> associated with paying rent online through ACH withdrawal directly from checking / savings, debit card payment and credit card payments. This will be re-assessed as needed.
Late Fees	<ul style="list-style-type: none"> <li>March 16 – April 30, 2020; Cease charging late fees for unpaid rent. If a resident is late or has not paid rent, follow guidance under Evictions for non-payment</li> </ul>

	<ul style="list-style-type: none"> <li>• We will evaluate for any future months</li> </ul>
Evictions for non-payment  <i>Updated April 3, 2020</i>	<ul style="list-style-type: none"> <li>• Suspend evictions filings and proceedings through April 30, 2020 and revisit as HUD, states and localities put housing stability measure in place.</li> <li>• Rent is due the first of the month</li> <li>• For Non-payment; <ul style="list-style-type: none"> <li>○ send the resident the <a href="#">Delinquent Rent Reminder Notice</a></li> <li>○ to the <a href="#">Delinquent Rent Reminder Notice</a> <b>attach</b> letter informing resident of CL services</li> <li>○ PM will scan the <a href="#">Delinquent Rent Reminder notices</a> to CL as soon as they are completed and delivered</li> <li>○ PM and CL will connect on a <b>weekly basis</b> to discuss open resident non-payment statuses</li> <li>○ PM and CL if site has CL should be working with residents to enter into a TCB payment arrangement (does NOT have to be court ordered). You may consider a payment arrangement greater than 3-months with the approval of the POM and VPO.</li> </ul> </li> <li>• CL will provide eviction prevention support to all residents refer by PM</li> </ul>
Rent Increases  <i>Updated April 9, 2020</i>	<ul style="list-style-type: none"> <li>• Continue to submit Budget Based Rent Increases or OCAF increases for all subsidized properties / units.</li> <li>• For non-subsidized units; TC or Market, suspend all increases until June 30, 2020 unless otherwise mandated by HUD or local agencies.</li> </ul>
Evictions for lease non-compliance	<ul style="list-style-type: none"> <li>• Suspend eviction filings and proceedings through April 30, 2020 <b>UNLESS resident safety is compromised</b>; violence, drug manufacture, arson, etc. date subject to review / change.</li> </ul>
If a person under quarantine has additional family members who need to be kept separate what are a property manager's options for meeting those needs? What if managers are being asked to use vacant units for quarantine?	<ul style="list-style-type: none"> <li>• Resident request to occupy vacant units or temporarily relocate should be verified before being granted. Verification could include written communication from a medical health professional or through communication with the local health department. Managers may use electronic and telephonic communication to perform verification.</li> </ul>

## **13. Applications**

- Continue processing applications to fill vacant units
- Continue to turn units practicing social distancing
- If meeting with a resident, practice social distancing and proper hygiene should be followed.

## **14. Lease-ups**

- Continue processing new resident for move-in
- If meeting with an applicant, practice social distancing and property hygiene should be followed
- Touring Prospects—In addition to appointment-only visits, sites may consider using virtual tours using technology like Skype or FaceTime when a prospective resident notes inability or reluctance to visit the property for an appointment. You can even record videos of model or vacant apartments and share with the Director of Leasing and Marketing to add to your websites/digital advertising. Then, share the link with prospects via email or text where authorized. For appointment-only tours, practice social distancing, including refraining from handshakes or physical touching and remaining at least 6 feet away from prospects. You can, from a safe distance, accompany the prospective resident to the vacant/model unit, and allow them inside to tour solo. Because of rapidly changing regulation sand circumstances, it is extremely important to ensure that you remain compliant with Federal Housing Administration (FHA)and Fair Housing regulations. Any modifications you make to your process for touring should be applied consistently and be compliant. Remember, equitable access should be given to those with a disability who require additional services and/or assistance in the touring/leasing process.

## **15. Compliance**

1. Certifications. It is clear that typical workflow to processing and completing recertifications has temporarily changed. With our management offices closed and face-to-face interviews discouraged, obtaining the necessary information and signatures will be difficult. Certifications remain a program requirement for the many affordable housing programs we administer. We need to continue to pursue the completion of certifications as best we can and employ alternate methods to achieve this. Please keep in mind that it is always important to document the file to prove our diligence, to state why alternative methods may have been used, and to explain the methodology used to process the certification.

Use of U.S. Postal Service	Send "packets" to the household to complete and return. Ask them to include documents like pay stubs, bank statements, etc. Provide a self-addressed, stamped envelope. Allow package to be mailed back or placed in your property's secured drop box (if available).
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Use of E-mail	E-mail household with pdf attachment of "packet". Be careful not to include confidential, personal identifiers like SS#, DOB or account numbers. The household can then print, complete, sign and date and return either via scanned e-mail, fax or by submitting in your property's secured drop box.
Use of Fax	Many home printers include scan and faxing capabilities. A fax is a quick and easy way to send and receive documents.
Final Signatures	Recognizing all the personal, detailed information on a final certification form, mailing and/or e-mailing is likely not an option. If in-person signatures are not available by the effective date:
	HUD -- Place the completed certification in the tenant file with the unsigned 50059 certification. Consider the use of "extenuating circumstances" to sign the 50059 in Yardi so the cert appears on the next voucher transmission. Add a memorandum to the file that the signature was not obtained due to office closings resulting from COVID 19 guidance. A corrected, tenant signed cert will need to be transmitted within 90 days. This follow-up requirement will need to be managed manually at your site.
	LIHTC & Other -- Place the completed certification in the tenant file with the unsigned Tenant Income Certification. Add a memorandum to the file that the signature was not obtained due to office closings resulting from COVID 19 guidance and that signatures will be obtained as soon as is possible. DO NOT sign cert in Yardi. This will leave cert showing as incomplete/overdue but it will also help you identify certifications that need signatures when normal office procedures resume. When the household does sign, make sure they use the actual date of signature to date the form. This will show in the file as a certification with the correct effective date but signed late.
COVID Stimulus Income Exclusion	As directed in the HUD Multifamily Coronavirus (COVID-19) FAQ updated on 4/16/20:  "Household stimulus payments of up to \$1,200 (which is technically an advance tax credit) and the temporary \$600 per week federal enhancement to unemployment insurance provided by the CARES Act are not to be included in calculations of income."

*For more information on processing certifications during this time please see the TCB University [Covid19 Certifications Training- PowerPoint and Recorded Training 4.9.20.](#)*

*You can also visit TCB's OEG Forms section and scroll down to the [Covid19 Certifications Toolkit](#) for sample letters, forms and prescribed memos to file.*

*Your Compliance Team is here to help you move your applicant, annual and/or interim certifications forward. Please let them know if you have questions or stuck spots so that they can assist you. If you aren't sure exactly who to contact, just submit your inquiry directly to [tcbcompliance @tcbinc.org](mailto:tcbcompliance@tcbinc.org).*

**16. ATTACHMENT 1: CL RESPONSE TO COVID-19**

## COMMUNITY LIFE RESPONSE TO THE COVID-19 PANDEMIC

### I. Working with the Site Team:

- a. CL Director will communicate with the POM/VPO to establish a skeleton crew rotation schedule to continue essential activities. All members of the CL site team will be part of this rotating schedule.
- b. The day that CL is in the office, CL will support PM with PM related activities like rent collection, re-certification and other activities as requested by CM or POM.
- c. CL Director will ask POM for guidance about how to offer and complete a [rent repayment plan form](#)
- d. CL Director will set up an on-line training with PM to train CLSCs about how to complete a rent repayment plan form and how to offer and register residents to join rent café via computer or mobile app to ensure residents can pay their rent without leaving their home.
- e. CL will help PM updating resident's e-mail and cell numbers where residents can get text to stay informed during the pandemic.
- f. CL will ensure that the resident letter [ResidentAnnouncement3-17](#) and flyer [Office\\_Closure\\_Flyer\\_3-16](#) are both posted in the front doors listing the number of each member of the CL team.

### II. Key CL-specific responsibilities during COVID-19 (all these activities will be performed by phone, text or e-mail):

- a. Continue to administer the CLQ
- b. Be available to answer your work cell and e-mail during office hours.
- c. Meet with your PM site team, daily or weekly.
- d. Conduct Eviction Prevention Support: what does this mean?
  - CL Director will ensure getting copies of the 14-day eviction notice to send to his/her CLSC.
  - Evictions notice will be distributed among the CL team members (we are expecting an increase volume of 14-day notices)
  - CL will call everyone with a 14-day notice for late rent (no late fees in April)
  - CL will call residents who did not pay rent in March
  - In ETO, CL will track all issues/reasons related to late or non-payment of rent: loss employment, not having enough money to buy food, pay for utilities, etc. Also, write and share with your CL Director the stories you are hearing from residents.
  - CL Director will review ETO reports once a week to see what CLSC are learning from residents to be proactive in creating solutions including identifying new resources and partnership.
- e. Enter coaching, referral and other data into ETO weekly.
- f. Attend weekly meeting with your supervisor.
- g. Call residents who you know live alone and are more likely to struggle during this time.
- h. Assist residents accessing benefits and identify locations with computers for residents to complete on-line applications for unemployment assistance, federal stimulus payment, etc.
- i. Coordinate the adequate functioning of food and prescriptions home delivery programs.
- j. In sites that do not have food access or prescription home delivery program, develop partnership that can provide this service to our residents.

- k. Look for partners that will increase support toward low-income families to provide help with rent, utilities, transportation, childcare, etc.
- l. In most cities the philanthropic community is responding to the needs of our residents by sharing emergency response support. Please communicate any COVID-19 related needs impacting your residents and property to your Regional Director of Community Life or directly to me. Also, if you are aware of a community partner, funder or agency providing relief/funding please share that information with our fund development department - [jullie.patterson@tcbinc.org](mailto:jullie.patterson@tcbinc.org) for follow up.

### III. Children and youth programs

- a. Discuss with your team how you can use youth development grants to purchase educational games and activities that can be done at home.
- b. Ensure that households have access to the internet. If not explore options for free or discounted internet for children to access school portals and other educational games.
- c. Use and intensify the use of CL partnerships to continue the delivery of food programs, pay for past due utility bills, purchase grocery gift, laundry and transportation gift cards, etc. that would hopefully free some money for families to be able to pay all or most of their rent.

### IV. Senior Sites programs

- a. Put together activity kits for senior to do at home, e.g. puzzles, crossword/word Search books by AARP, yarn for crocheting, etc.)
- b. Ensure delivery of meals or grocery to seniors/NEDs
- c. Prescription delivery

### V. Role of CL when there is a suspected or confirmed case of COVID-19 in one of our communities:

- a. The Regional Director of Community Life will work with the CLSC and CM to coordinate a call to the resident. The goal of the call is to ensure that the resident knows that the CLSC and CM can be reached if they need any services and support while the residents is in quarantine.
- b. If, the CLSC does not know the resident, a letter will be sent first [Resident Help Flyer – English; \(Spanish\) \(3<sup>rd</sup> Party\)](#) before calling the resident.
- c. The CLSCs will be helping residents understand what it means to self-isolate or quarantine using [CDC protocols for household members and caregivers](#)
- d. The call will be follow by the [CDC brochure: What to do if you are sick with COVID-19](#) and a copy of the Resident Help Flyer.
- e. CL will coordinate with PM the posting of the following flyers in the elevator, laundry rooms, lobby and by the elevator in each floor:
  - i. [Potential COVID Flyer – English; \(Spanish\)](#) (if the site has hired a professional cleaning crew for common area deep cleaning)
  - ii. [Social Distance Flyer 1; \(Flyer 2\)](#)
  - iii. [CDC: Stop the Spread of Germs](#)
- f. CLSC will check with resident once a week to ensure that resident has what s/he needs to stay in their unit, e.g. medication, food, etc.

**VI. Resource Packets:**

- a. Avondale, Cincinnati
  - i. Avondale [Resource Packet](#)
  - ii. Avondale [Food Resources](#)
- b. OWS, Chicago: [CL Covid-19 Chicago Resource Scan.xlsx](#)
- c. Massachusetts
  - i. Boston: [List of Resources for Boston](#)
  - ii. Emergency early childcare provision. Right now, willing and able childcare providers can apply to be considered for an emergency waiver by filling out this [Google Form](#).
  - iii. Additional information on [Emergency Childcare for Caregivers](#)
  - iv. Boston & MA: Volunteers to grocery shop and help in other ways our residents.  
Contact with [Emily.shea@boston.gov](mailto:Emily.shea@boston.gov)
  - v.

**IV. Other Resources:**

<https://www.ncoa.org/covid-19-resources-for-professionals/>