



**MidPen Housing COVID-19 Response Protocol - Residents**  
*The policy below is informed by CDC and Public Health Officials Information*

<b>MIDPEN COVID-19 RESPONSE TEAM - RESIDENTS</b>			
<b>Title</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
VP, Human Resources	Terry Hill	650.356.2917	<a href="mailto:Terry.hill@midpen-housing.org">Terry.hill@midpen-housing.org</a>
SVP, Property Management	Marvin Williams	650.356.2904	<a href="mailto:mwilliams@midpen-housing.org">mwilliams@midpen-housing.org</a>
SVP, Resident Services	Ann Goggins-Gregory	510.380.8922	<a href="mailto:Ann.gregory@midpen-housing.org">Ann.gregory@midpen-housing.org</a>
Chief Operating Officer	Janine Lind	650.356.2902	<a href="mailto:jlind@midpen-housing.org">jlind@midpen-housing.org</a>

**MidPen COVID-19 Task Force**

- Matt Franklin, CEO
- Janine Lind, COO
- Mick Vergura, CFO
- Jan Lindenthal, CREDO
- Terry Hill, VP, Human Resources
- Marvin Williams, SVP, Property Management
- Ann Goggins-Gregory, SVP, Resident Services

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**Response to resident notification of unconfirmed COVID-19 case**

- A resident notifies property staff that they are ill and are going to be tested
- A resident notifies property staff that they have been tested and are awaiting the results
- We are informed by a third party that a resident has potentially been exposed to COVID-19 and/or has tested positive for COVID-19

When the above scenarios occur, the following protocol will be followed. The MidPen employee receiving the information will inform the community manager who will take the lead on executing on the following and will notify the VP, Human Resources with the information received ([terry.hill@midpen-housing.org](mailto:terry.hill@midpen-housing.org)):

1. If the resident has not sought out medical help inform them to seek medical help.
2. Inform the resident that they need to self-quarantine in their unit until they have been tested and have received their results and the need to stay away from others.
3. The staff at the property is to only have contact with the resident via telephone and/or email until we receive the results of the test. No MidPen staff or contractors are to enter the resident’s unit unless there in an existing health and safety emergency and only after staff and contractors have been advised of facts regarding potential exposure and provided available Personal Protective Equipment (“PPE”).
4. The Community Manager will notify employees who may have been in resident’s unit or around this resident that the resident is potentially being tested for COVID-19. Employees can contact Human Resources with any questions they may have.

5. The Community Manager is to reach out to the resident and/or their family daily until they receive confirmation that they have been tested (or not) and confirm the results.
  6. If the resident states that their symptoms did not warrant a test or that medical providers would not administer the test, the resident will be provided the following information:
    - Recommended physical distancing and 14-day self-quarantine
    - Recommended Hygiene Precautions
    - Recommendations for preparing for potential disruption caused by COVID-19 (medications/health care/transportation)
    - Recommend compliance with any travel restrictions issued by Federal/State/Local agencies/Governments
    - Known symptoms for COVID-19
  7. If the resident states that they tested negative, the Community Manager will request that the resident drop off or email us a copy of the test.
  8. If the resident was tested and is positive, the Community Manager will request the COVID-19 Test Number, this will need to be provided to the local Health Department.
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### **Response to a Resident Confirmed case of COVID-19**

*If a resident notifies the property staff that they have tested positive for COVID-19, the following protocol is in effect:*

1. Property staff will notify the *Community Manager* that a resident has informed them that they have tested positive for COVID-19.
2. The *Community Manager* will contact the Regional Director who will communicate the positive response to the *MidPen COVID Response Team*:
  - Marvin Williams, SVP, Property Management [mwilliams@midpen-housing.org](mailto:mwilliams@midpen-housing.org)
  - Ann Goggings-Gregory, SVP, Resident Services [ann.gregory@midpen-housing.org](mailto:ann.gregory@midpen-housing.org)
  - Janine Lind, Chief Operating Officer [jlind@midpen-housing.org](mailto:jlind@midpen-housing.org)
  - Terry Hill, VP, Human Resources [terry.hill@midpen-housing.org](mailto:terry.hill@midpen-housing.org)
3. The COO will communicate positive response to *MidPen COVID-19 Task Force*.
4. The *Community Manager* will contact the resident and/or their family members via telephone and obtain the COVID-19 test number and provide this to *Regional Director* and *MidPen COVID Response Team*.
5. The *Regional Director* will contact the local Health Department to determine appropriate response and inform the *MidPen COVID Response Team* what the guidance is.

6. The *Community Manager* will:
  - a. Advise the resident and his or her household members to self-quarantine for 14-days and provide any other guidance that the Health Department recommended.
  - b. Ask the resident what areas of the property they have accessed during the prior 14-days and will encourage the resident to inform anyone they may have been in contact with.
  - c. Arrange for all common areas that the resident has accessed to be disinfected per the CDC guidelines.
7. The *Regional Director* and *VP, Human Resources* will communicate verbally with the staff at the property of a positive response. They will discuss potential exposure and the need for the staff to possible self-quarantine for 14 days based on the last known contact with the resident.
8. The *COVID-19 Task Force* will determine what and if any additional resident communication is necessary. Once determined, the *Community Manager* and *Resident Services Staff* will distribute the communication (developed in conjunctions with the VP, Communications) to residents including any information provided by the local Health Department including:
  - Recommended physical distancing
  - Recommended Hygiene Precautions
  - Recommendations for preparing for potential disruption caused by COVID-19 (medications/health care/transportation)
  - Recommend compliance with any travel restrictions issued by Federal/State/Local agencies/Governments
  - Known symptoms for COVID-19
  - Instructions (if any) from state/local county health officials

If the Health Department orders the entire property to quarantine, the Community Manager and Property Staff will deliver a communication (developed in conjunction with VP, Communications) to all residents providing the order and information from the Health Department. Once this has been completed, the staff will go home to self-quarantine for 14 days or for the time frame recommended by the Health Department.