

Housing and Services COVID Procedure Properties with Confirmed Cases

Purpose: To ensure that essential property operations are maintained, while protecting staff, residents, and the community during a COVID-19 outbreak.

Scope: Housing and Services staff will use this procedure when there are known cases of COVID-19 at a property. This procedure may be used in cases of additional infectious disease outbreaks, as deemed appropriate by CommonBond's Emergency Center for Operations.

Procedure:

When a case of COVID-19 is reported to a staff member, that staff should immediately notify their supervisor, as well as their EOC Logistics representative (Carol Plemel for MN or Greg Lamas for WI/IA).

When the case is confirmed, the following actions should be taken by Property Management staff:

- Direct resident who tested positive to self-quarantine for 14 days. If the resident refuses to self-quarantine, a lease violation should be issued.
- Notify **all** staff that work at the property, including the on call tech and temp techs. The name and unit number of the resident that has a confirmed case may be shared with staff, however under no circumstances should any identifying information be shared with residents or community members.
- Distribute the [HOUSING SERVICES COVID Resident Letter Confirmed Case](#) to resident doors.
- Hang the [HOUSING SERVICES COVID Property Sign for Known Case](#) in common areas and at the main entrances to the building.
- Contact your Regional Manager to determine if a critical clean response is needed.
- Continue standard daily cleaning of building according to the [Temporary Cleaning Instructions](#) for COVID-19.*
- For emergency work orders in the unit with the confirmed COVID Case, maintenance techs should use PPE.* An additional option is to contact an approved vendor from the [Cleaning Vendors for Critical Needs Response](#) to address the work order.

**When cleaning or addressing work orders, follow CDC guidelines on social distancing and the practice of good hygiene. Use any and all available safety products.*

When the case is confirmed, the following actions should be taken by Advantage Services staff:

- Reach out to the resident who has tested positive to provide support during their quarantine period.
- Where possible, conduct regular phone check-ins with residents in the building, particularly residents who are vulnerable or have underlying conditions which make them high-risk for COVID-19.
 - An additional option is to coordinate a buddy system amongst residents in which residents reach out to each other via phone on a daily basis to check in on each other.
- Be available to respond to resident emails and phone calls.*

**Core Site Property Managers should reach out to Melissa Roussin, the Core Sites Manager, to consult on additional support available for residents.*

When additional cases of COVID-19 are reported to staff, the following actions should be taken:

- Direct resident(s) who tested positive to self-quarantine for 14 days.
- Consult with your Regional Manager on any additional steps. Depending on the timing of the new case(s), additional resident communication and deep cleaning may be needed.
- When 3 or more cases occur at a site, the EOC Director of Planning will notify local health department.