Facilitated by Lisa Alberghini; Panelists included COOs from Eden, Mercy, Community Builders and Bellwether Housing

**Communication - Staff**

* Establish a task force of exec/mgmt team members that have a regular meeting schedule.  (Eden’s meets daily, TCB’s meets weekly)
* Appoint someone to prepare a daily digest of the previous day’s updates on the virus and CDC/Public Health advisories to be distributed to the task force (most groups have their communications Dept do this)
* Establish regular communication with staff with updates (Eden sends out every 2-3 days; Mercy sends out every week)
* Create a single point of location for folks to access info and ask a questions (Eden has established an email address for questions which are then answered in staff bulletins; Mercy has established a web based placed like SharePoint with links to CDC, public health and has positing of previous communique to staff - we could use our ADP Work Force Now Page)
* As much as possible in all communication continue to refer to CDC and County Public Health Guidance - it’s the best out there and it’s important to remain consistent
* Encourage to only communicate with HR if staff believes they or someone else is sick

**Communication - Residents**

* Most orgs had only just begun communication with residents.  Keeping it simple and not too frequent so as to no inundate/scare residents
* Deploying RSC to do welfare checks on residents to identify any special needs residents need to prepare
* Encourage residents to ask questions of their doctors/health care providers and not have our staff give them advice (on a related note make sure RSCs/site staff do not offer to take residents to doctors appts)
* Take direction from local public health about what we can and should communicate to others staff/residents if there is a person found with an infection
* Some orgs have a Critical Incident Reporting System in place that they have used successfully during some false alarms already
* Yesterday CDC came out with a poster for higher risk individuals that would be good to post at all of our senior and SRO properties; also NYC health department has some good protocols for SROs/MF

**Site Operations** (for the month of March; will be evaluating on a rolling monthly basis and as there are developments in the virus’s spread/containment):

* Cancel all resident service activities except after food distribution and school programs; notify and ask third party providers to do the same
* Cancel all property wide resident meetings (larger developers were also cancelling upcoming large staff convenings as well)
* Prepare to extend the after school program should residents experience school closures
* Encourage resident interaction with site staff to be limited to phone, email or one on one appointment only if possible
* Offices and common areas remain open - but up the cleaning to several times a day
* Maintenance staff time redirected to address safety and emergency work orders only which should free them up to focus more on cleaning/sanitizing; communicate this to residents so they also know of this re-prioritization
* Suspend annual unit inspections and ask local monitoring agencies if they are suspending inspections as well
* So far HUD is continuing with REACs and MORs and are proceeding as normal
* Masks - pushing back on requests; not providing them based on current guidance; watching that guidance especially for seniors
* Provide an “equity stipend” for those essential functions that can’t be done remotely ie facilities and site staff; Bellwether pays $75/day
* Utilize existing meetings such as site safety meeting to include topics such as good hygiene habits and enhanced cleaning
* Allow leniency re doctors notes (for all staff)

**Travel**

* Most orgs have ratcheted up travel restrictions beyond CDC to protect business continuity; mainly restricted to air travel but still allowing local travel and hotel stays
* Require staff to report any upcoming travel plans - work related or personal. If personal ask where they are going to and from (including layovers)

**Seattle/WA Specific Measures Bellwether is undertaking:**

- SIte staff not going into units; City has suspended unit inspections

- Maintenance only goes into units unless emergency situation

- Discussions with funders re extended vacancies - asking to use reserves

**Future HPN hosted topics related to COVID 19**

- Corporate Operations

- Projects under construction

- Ongoing check ins on today’s discussion