

March 31, 2020

AHA Maintenance Staff,

We are continuously monitoring federal, state and local guidance on the current Covid-19 situation. We, as an agency, are continually evolving our precautionary procedures as deemed necessary.

Effective immediately, the AHA maintenance staff will move to completing urgent and emergency work orders only (see definitions below) when it comes to terms of working inside an occupied unit. All work orders in exterior/grounds/common areas will continue as normal.

There will be some variation in relation to the high rises on certain work orders because of the high-risk aspect of elderly residents. Specific direction will be given by the Director and Assistant Director of Facilities accordingly.

Pest control will include all bed bug treatment, routine spraying to include outside the property, vacant units or areas such as social rooms, managers office and lobbies, and infestations.

The focus will be now on vacant units so that those units can be made available to be leased up.

We will also work on including but not limited to the following:

- Daily work order of sanitizing areas and surfaces including but not limited to door handles, stair railings, lobby counters and chairs, lobby window counter, manager's office surfaces and any other public areas to help prevent and keep a healthy environment.
- Any and all work orders will be done in vacant units or areas.
- Litter control of each site.
- All outside work orders such as painting, roofing, paving, minimal groundskeeping, fence repair and pressure washing.
- Repair of outside areas such as playground equipment.
- The focus on REAC repairs that are outside or inside vacant units.

PPE must always be used when performing work orders. Please make sure you are disposing of PPE properly in the designated areas.

In the cases of urgent and emergency work orders, please continue to ask the resident to leave the area/room you are working in. If the resident fails to comply with the request, then you need to make the manager and your supervisor aware of the situation because we are only attempting to come in for urgent and emergency work orders that need to be addressed.

Definitions per Work Order Policy:

1. Emergency Work Orders

An Emergency issue is one that, if not dealt with promptly, could cause injury, loss of life, threaten health or cause serious property damage. Examples of such issues are: Leaking or broken gas lines, fires,

loss of all power, broken water lines, exposed electrical lines, loose ceilings, no heat (when the outdoor temperature is below 40-degrees F), no air conditioning (in elderly housing when the outdoor temperature exceeds 80-degrees F), elderly lockouts, broken exterior door locks or other conditions that might cause harm to the resident or others or damage to property. Emergency work will be abated immediately or, if that's not possible, within 24-hours. Work order documentation MUST be submitted within 48 hours of completion.

2. Urgent Work Orders

An Urgent issue is one that would create a major inconvenience for residents, but which is not life-threatening and will not cause serious property damage. Examples of such issues are: Sink or toilet stoppage, family lockouts, no hot water or a refrigerator not cooling. Urgent work will be completed within 48-hours. Work order documentation MUST be submitted within 48 hours of completion.

I have read and understand the policy and precautions that are being put into place for the current Covid-19 Pandemic. I understand that my compliance is expected and failure to comply with precautions and policy set forth could result in disciplinary action. I also understand that this procedure is only in place during the current pandemic. Review of procedures of all work orders will be reviewed and reinstated at a later future date that is undetermined at this time.

Employee Copy