



# COVID-19 PREPAREDNESS AND RESPONSE PLAN

May 29, 2020

*This plan is written "in plain language" (Flesch-Kincaid 10.7 grade reading level). It is available in other languages upon request.*

In compliance with Executive Order 2020-91, this plan is available on the Ferndale Housing Commission website for anyone conducting business with the housing commission. The plan has been provided to staff electronically. It is available by hard copy upon request.

The following staff are designated to implement, monitor and report on COVID-19 control strategies within this plan: Heather Van Poucker, Emily Tong, Jennifer Mondy

Mandatory staff training on this plan was held May 28, 2020 at 2:00 p.m. by remote video meeting/conference call. The training covered our infection control procedures, the use of Personal Protection Equipment (PPE), notification of symptoms/diagnosis and how to report unsafe conditions.

Staff with health questions or concerns, or for information on testing, can contact:

OAKLAND COUNTY HEALTH DIVISION NURSE-ON-CALL: 800/848-5533

Or Blue Care Network which offers telemedicine options: 800/662-6667

## **Staff Infection Control Procedures**

The goal of these procedures is to ensure you are healthy when reporting to work, and that you totally disinfect upon entering, limit your risk while at work, then totally disinfect upon leaving; ensuring you do not bring anything home with you.

According to OSHA COVID-19 Guidance, 3990-03 2020, FHC Office Staff is considered "lower exposure risk" with minimal occupational contact with the public and other workers. Maintenance Staff is considered "lower exposure risk" when completing no-contact work; and "medium exposure risk" when completing work in occupied units, though this category is defined as "workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings.)"

### **ALL STAFF:**

1. Staff is required to comply with all state, local and federal requirements and guidelines pertaining to health and safety practices to limit exposure and the potential spread of COVID-19 at all times (not just during work.) This includes social distancing, use of face coverings, hand hygiene and related measures.
2. Staff who can work remotely should continue to do so until further notice. FHC utilizes a scheduling process for limiting the number of staff in the office each day. Every staff member

has their own office/work space. When leaving the personal office/work space, a face covering and social distancing of 6-feet is required.

3. Work processes and procedures have been modified to limit in-person interaction to every extent possible. For example, recertifications are conducted by mail and only emergency/urgent work orders, or no-contact work orders are being completed.
4. If you have been exposed to someone with COVID-19 or believe you may have been exposed, DO NOT COME IN for 14 days. You must be 14 days symptom-free after ANY potential exposure. If you are tested and are negative you may return sooner.
5. Take your temperature before coming in EVERY TIME. Anything over 100.4 DO NOT COME. Monitor yourself for other symptoms such as bad headache, cough, shortness of breath, body aches, loss of taste or smell.

If you've had temperature over 100.4 and/or any other symptoms, contact your doctor and determine whether you should be tested. Regardless of whether the doctor orders a test, if you have these symptoms, observe the 14-day self-quarantine and do NOT come to the office.

6. Wear clean clothes to the office. Avoid stopping for gas, food, etc. Handle errands on a non-office day to limit what outside contaminants are brought in. If you must stop, wear a face covering and sanitize your hands.

Employees using public transportation to travel to work must wear a face covering while on public transportation, and immediately apply hand sanitizer when exiting public transportation.

7. Prior to entering the building, apply hand sanitizer and put on a face covering. Face coverings have been offered to all employees and remain available upon request. Hand sanitizer stations are available throughout both buildings. A hand sanitizer refill station is available at each building for staff and residents to use to refill personal containers.
8. You must maintain a 6-foot distance from other staff, residents, etc. when on property.
9. You must wear a face covering whenever interacting with anyone on property, including other staff, residents, delivery people, contractors, etc. FHC has offered each of you a cloth face covering and these remain available upon request. Many staff prefer to wear their own face covering. FHC also has non-medical grade face masks if you report to the office and forgot your reusable face covering. Reusable cloth face coverings should be regularly laundered.
10. You must wash your hands or use hand sanitizer frequently while on property.
11. Upon arrival, use a disinfectant wipe to clean your computer mouse and keyboard, phone, cell phone, etc.

12. Do not use other employee's work stations, phones, tools, etc. When using shared equipment or tools, like the copier, disinfect after use or wear gloves.
13. Avoid going into the lobby, break room, or other areas of the building unless absolutely necessary. Limit any food deliveries, "convenience" deliveries, etc. to the building.
14. Interactions at the front counter should be limited to emergencies only. The office remains closed to residents and the public for their safety and ours, until a formal re-opening is announced.

Buildings remain closed to non-essential visitors until further notice. All essential visitors are required to wear a face covering.

Upon reopening to the public, the lobby will have floor markings to indicate 6-foot distances. All visitors are required to wear a face covering to enter the building. Face coverings will be made available to anyone coming to the building for FHC business who does not have one. If one is not available due to supply issues, entry will be denied and business will be conducted by phone.

The customer service window has a clear plexiglass barrier to prevent unnecessary contact.

Buildings will include prominent signage in the form of flyers and lobby digital displays to communicate requirements.

15. When finishing your work, you must use a disinfectant wipe to clean all areas you've visited or touched with special attention to touch-points (light switches, door handles, copier buttons, cupboard handles, etc.) Take a wipe with you and give your steering wheel, gear shifter, interior car buttons, cell phone, etc. a disinfecting wipe down too.

The public areas of the buildings are sanitized/disinfected daily with special attention to high-touch surfaces such as handles, buttons, railings. However, staff must be vigilant in their personal workspace and in the office area.

16. If there is a positive COVID-19 case in the workplace, FHC will utilize its custodial contractor to provide industrial-level disinfecting/sanitizing service as soon as possible. No staff member will be permitted in the work space until that service is completed.
17. When you get home, leave your shoes outside or at the door. Give the soles of the shoes a spray with Lysol or bleach-based disinfectant spray. Change your clothes and wash the ones you wore to the office. Avoid shaking dirty laundry.
18. Business-related travel is suspended until further notice.

#### ADDITIONAL PROCEDURES FOR MAINTENANCE STAFF AND OTHERS AS REQUIRED:

19. If a maintenance staff member (or other staff member) is required to enter a unit for any reason, the above protocols are to be used AND staff is to wear an N-95 protective mask and latex gloves.
20. Prior to entering a unit, staff will require the resident and anyone else present in the unit to wear a face covering. If they refuse to wear a face covering work will not be completed. Contact the Property Manager and/or Executive Director for enforcement action.
21. Prior to entering a unit, staff will ask the resident if they (or any household member) have COVID-19 symptoms, confirmed case, or if they (or any household member) have been exposed or have any reason to believe they have been exposed. If yes, or if they refuse to answer, do not enter. Call the Property Manager and/or Executive Director to determine safest course of action.
22. If at any time you are uncomfortable with the safety of the situation, cease work and call the Property Manager and/or Executive Director to determine safest course of action.
23. If it is safe to enter an occupied unit, the resident and all household members must remain in another room, and a MINIMUM of 6 feet away. Complete the emergency task as quickly as possible. "Final touches" and non-essential parts of the repair/project can be completed after the emergency protocols are lifted. The goal is to make the repair as quickly and safely as possible and limit interaction to every extent possible.
24. Upon completion, leave the building (or go to office.) WITH GLOVED HANDS, remove the N-95 mask and dispose safely along with gloves. If there is an N-95 shortage, spray the mask with a disinfectant solution and store it in a paper bag. Handle a used mask with gloved hands only.
25. Follow the protocols on these instructions for leaving the office/truck, wiping down and disinfecting all surfaces and equipment.

#### **Personal Protection Equipment (PPE)**

1. FHC acquires PPE including high-grade face masks, latex gloves, gowns, etc. though the County or other sources. This level of PPE will be provided to any staff who is entering an occupied unit or completing "medium exposure risk" work activities.
2. Reusable face coverings such as cloth masks or scarves are suitable for the office and for brief passage through public areas of the buildings.
3. Staff must wear face coverings at all times in public areas of the buildings or when interacting with anyone on property, including other staff, residents, delivery people, contractors, etc.
4. Staff who must enter an occupied unit must wear an N-95 or equivalent face mask.
5. Staff who must enter an occupied unit must wear disposable latex gloves.

6. Staff who are distributing anything in the buildings must wear disposable latex gloves.
7. When in doubt, use the highest level of PPE.

### **Reporting & Notifications**

1. Staff must immediately report confirmed COVID-19 diagnosis, or suspected exposure, to Heather Van Poucker by call or text to 734/474-8639 or email [hvanpoucker@ferndalehousing.com](mailto:hvanpoucker@ferndalehousing.com).
2. No employee will be disciplined, discharged or in any way retaliated against for staying home, leaving work, or reporting COVID-19 related illness or suspected exposure.
3. All staff have access to paid time off. There will be no loss of income due to COVID-19 related absence. Staff must NOT report to work ill or if potentially exposed to illness. Staff who have a sick family member should consider themselves potentially exposed and use paid leave time to remain home.
4. Any employee who has a confirmed case, or who suspects exposure, must immediately leave work and report according to #1 above; and self-quarantine pending medical clearance or 14-days symptom-free.
5. The workspace of a confirmed staff member will be closed until it is deep cleaned OR 7 days have passed without anyone being in the space.
6. FHC must report confirmed cases of COVID-19 within 24 hours to the County Health Department and to anyone who may have come into contact with the person with a confirmed case.
7. FHC will notify staff if they have come into contact with another staff member, customer, vendor, etc. with a confirmed COVID-19 case.

### **Record Keeping:**

1. Documentation is on file to record the employee training that occurred May 28, 2020 at 2:00 p.m.
2. Documentation is on file to record employee daily certification of self-screening.
3. Documentation will be kept, or is on file, to record notification actions taken with regard to any confirmed cases of COVID-19.



