



# “Post-Pause” Kit:

## How to Operate Your Building

An aerial photograph of a city, likely New York City, showing a dense urban landscape with numerous high-rise buildings. In the foreground, a rooftop garden or courtyard is visible, featuring trees, plants, and some outdoor furniture. The text "CENTURY MANAGEMENT SERVICES, INC." is overlaid in white, bold, sans-serif, all-caps font.

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## INTRODUCTION


As we navigate these difficult times and prepare to lift COVID-19 related restrictions, Century has developed this “Post-Pause” Kit. This document is meant to serve as a general framework for our Clients to consider. It contains initial recommendations, discussion points and helpful information. Our suggestions are based on our experience and guidance we have received from various professional sources.

Century understands that every building is unique and will adopt a specific operational plan in consultation with your Account Executive and others. We also understand that all topics within this document may not be applicable to every building. Most importantly, all recommendations are subject to change based on governmental guidelines and requirements, thus implementation of certain policies should be reviewed by building counsel.

Additionally, this crisis has shown us all the importance of effective communication and flexibility. Your Account Executive, Financial Analyst, and Transfer Agent are all equipped with the necessary tools to work remotely and conduct business as usual. From Microsoft Teams based collaboration software to RingCentral’s Video Conferencing capabilities and more, your management team can communicate to boards, residents, and other building professionals efficiently and seamlessly.

Century will continue to provide and communicate recommendations and guidance as best practices evolve to help our clients prepare for what is next.

If you have any questions regarding the information provided in this guide, please contact your Account Executive directly.



## AMENITY AREAS

Ensuring residents understand how amenity areas will be operated post-PAUSE is critical. Boards should consider what policies and practices need to change or be reinstated. Consider the following guidelines and recommendations.

- Boards should continue to follow orders from governmental authorities regarding amenity closures, including fitness centers and pools.
- Boards should remind residents of the current CDC guidelines.
- All amenities that are currently closed should be professionally cleaned and disinfected before re-opening; consider hiring an outside cleaning company that specializes in disinfecting.
- Consider purchasing a commercial-grade disinfecting machine for future cleanings. Refer to the [“Building Supplies” section](#).
- Social distancing guidelines of 6 ft. apart should remain in effect throughout all common spaces.
- PPE should always be worn by residents in all amenity areas.
- Include signage or floor markings (where appropriate) to direct foot traffic and ensure safe social distancing.
- Large gathering spaces should be repurposed to fit social distancing guidelines:
  - Remove furniture or limit seating areas to reflect the 6 ft. social distancing guidelines.
  - Prohibit shared use of small rooms and convert to single occupant use only.
- Boards should contact their insurance providers to fully understand their coverage, determine if there is any exclusion within their policy regarding bacteria or virus cleanup, and whether their carrier has issued any recommendations for the use of common areas and amenity spaces. Insurance carriers should also be made aware of any precautions the building is taking to prevent the spread, such as adding hand sanitizing stations and electing to keep certain amenities closed.

## Laundry Room

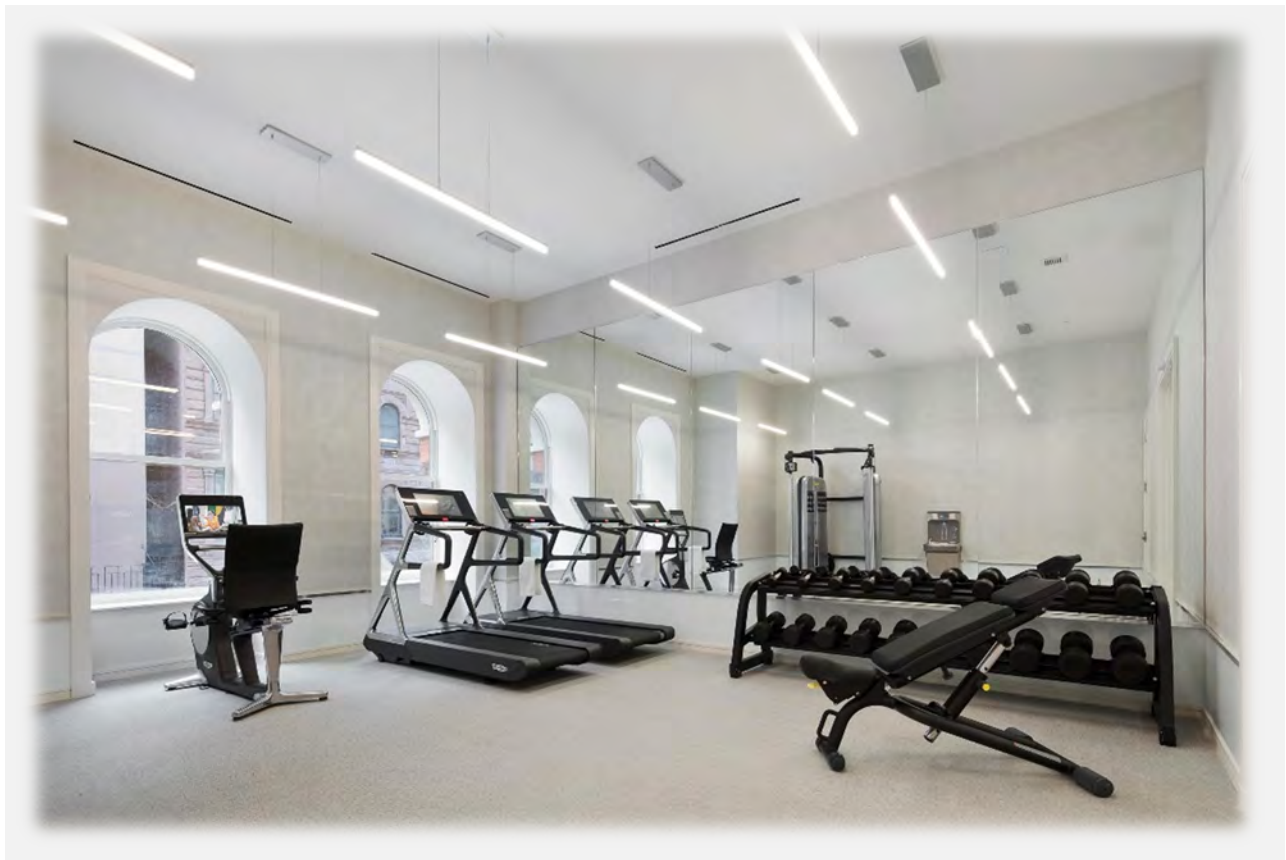
- Add disinfecting wipe dispensers to all laundry room(s) to encourage residents to wipe down machines after each use.
- Add hand sanitizing stations to all laundry rooms.
- Discourage loitering in the laundry room by closing all laundry room bathrooms and removing chairs, bench seating, laundry carts and folding tables. This will decrease the number of touch points.
- To encourage social distancing, consider limiting the number of residents allowed in the laundry room.
- Signage should be posted in Laundry Room(s) directing residents of the following guidelines:
  - Resident/domestic help should not wait in the laundry room while doing laundry.
  - Wear disposable gloves when handling dirty laundry. Clean hands immediately after gloves are removed.
  - If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
  - Do not shake dirty laundry.
  - If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
  - Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
  - Wipe down the machine controls with a disinfectant before and after using the machine.
  - Take clean clothes up to your apartment to be folded.
  - Do not leave soiled clothes or baskets on top of machines.





## Fitness Facilities (Gyms, Yoga Rooms, Fitness Centers)

- All equipment, including yoga mats and stability balls, should be wiped down and disinfected by the building staff at least twice per day.
- Residents should be encouraged to only use machines with no other residents surrounding it to adhere to social distancing guidelines.
- Residents should wipe down all equipment immediately after use.
- Hand sanitizing station and equipment wipes should be designated to one area of the fitness facilities.
- Personal Trainers:
  - Boards should consider whether to allow personal trainers into the gym.
  - If allowed, boards should consider having residents provide a release to management.
- Signage should be posted reminding residents of the following:
  - Wash hands thoroughly for 20 seconds before and after working out.
  - Wipe down all equipment before and after each use.
  - Refrain from using a machine if the one next to it is in use.
  - Postpone your workout if you're feeling ill.



## Storage Room

- If the building's storage room has open-aired cages, advise residents to practice caution when collecting things out of their storage units.

## Conference Room

- Boards should consider removing every other chair from conference rooms to encourage social distancing.
- Staff should thoroughly clean all surfaces at least once per day.
- Residents should be encouraged to wipe down all equipment touched (i.e. remotes or phones) before and after each use.

## Theater Room

- Theater room maximum occupancy should continue to be restricted to encourage social distancing.
- If applicable, every other seat should be removed from the theater room to maintain compliance with the 6 ft. apart guideline.
- Sanitizing wipe dispensers should be added to theater rooms to encourage residents to wipe down the screen and/or TV remotes before and after each use.

## Golf Simulator

- If the simulators allow more than one user at a time, the maximum occupancy for this space should continue to be restricted to encourage social distancing.
- Hand sanitizing dispensers and disinfecting wipe should be added to encourage residents to wipe down any golf balls or clubs before and after each use.
- Staff should thoroughly clean and disinfect any used clubs or golf balls in the simulator room at least once per week.
- Depending on use, associations should have staff clean all surfaces at least once per day.
- If the building's golf simulator is particularly busy, setting up a scheduling method should be considered.



## Children's Playroom



- Boards should consider having a reservation list to limit the number of people in the playroom at a time.
- Temporarily remove any smaller toys from the playroom and have residents bring their own toys, which should be taken with them when they're done.
- All surfaces should be thoroughly disinfected by the staff at least twice per day.
- Staff should ensure the cleaning supplies used directly on toys and surfaces are non-toxic.
- Hand sanitizing dispensers should be affixed to a designated wall and ensured to be high enough that small children won't be able to reach it.
- Adults should be encouraged to exercise caution when entering the playroom while already occupied, and to maintain social distancing between their children and others.
- Boards should consider whether to allow domestic help into play areas.
  - If allowed, boards should consider having residents provide a release to management.

## Community Rooms/Sky Lounges

- Boards should continue to limit maximum occupancy in all lounges and community rooms.
- Residents should be encouraged to spread out in these spaces to maintain social distancing. PPE (at a minimum a mask) should be worn at all times.
- Seating in these spaces should be rearranged to reflect 6 ft. distance between residents.
- Hand sanitizing dispensers should be installed.
- Disinfecting wipe stands should be added to encourage residents to wipe down any remotes, games, or surfaces they touch before and after each use.
- Staff should thoroughly clean and disinfect these spaces at least twice per day.
- Given the frequency of turnover from resident to resident, games (such as pool tables, paddle tables, shuffleboards, etc.) should remain closed.
- Community rooms with bar areas should continue to keep the bar area closed.

## Roof Decks/Outdoor Terraces

- Boards should continue to limit maximum occupancy on all roof decks and terraces.
- Residents should be encouraged to spread out in these spaces to maintain social distancing. PPE (at a minimum a mask) should be worn at all times.
- Seating in these spaces should be rearranged to reflect 6 ft. distance between residents.
- Hand sanitizing stations should be installed.
- Disinfecting wipe stands should be added to encourage residents to wipe down any remotes, games, or surfaces they touch before and after each use.
- Staff should thoroughly clean and disinfect these spaces at least twice per day.
- Decks with bar areas should continue to keep the bar area closed.
- Decks or terraces with grills should be discussed at the board level with their Account Executive. Effective opening of this amenity will require discussion on reservations, cleaning, and times of operation.

## Swimming Pools/Spa

- Account Executives and boards should ensure the current contract with any 3<sup>rd</sup> party vendor be reviewed for compliance with new COVID related liability and operations.
- Towel service should be discontinued. Residents should be encouraged to bring their own towels.
- Pools should forego sign-in sheets and instead issue pool cards residents can present to the lifeguard upon entering.
- Account Executive should discuss the best course of action with their pool maintenance company and staff to ensure proper and thorough disinfecting and cleaning of the pool area.
- Floor markings should be added to direct foot traffic and ensure safe social distancing.
- The pool schedule should allow time for the staff to disinfect before and after the pool opens and closes to residents.
- Restrict the number of residents allowed in the pool area at a time.
- Buildings with particularly busy pools should consider limiting the length of time residents can be in the pool or implementing a scheduling system to block off a timeframe where residents can reserve to use the pool.



## Legal: Releases for Amenity Areas

We suggest boards consult with building counsel about implementing the collection of a release for use of amenity areas. While coverage/protections may be implied within the building's governing documents or insurance policies, added legal language may be something to consider. Refer to [Attachment #1](#).

## BUILDING & INDIVIDUAL CONSTRUCTION

As we prepare for the stay at home orders to be gradually lifted and construction to resume to normal levels, we have established the following suggested guidelines for alterations within residential apartments.

### Apartment Alterations / Renovations / Repairs & Maintenance

Boards are encouraged to have their counsel review their current alteration agreement to ensure new COVID-19 safety protocols are incorporated into it. This is a good time for the building to review past provisions within the alteration agreement as well.

As boards authorize apartment renovations to resume and contractors to enter the building, Century suggests slowly phasing them back in. As such, the Resident Manager/Superintendent and Account Executive should review and prioritize the start-ups and make recommendations to the board prior to informing the unit owners/shareholders that work can resume or is authorized to start.

#### *Topics for boards to consider before allowing construction to begin:*

- Number of alterations allowed at one time.
- Number of contractors allowed in the building for an alteration.
- Times that contractors are allowed into the building.
- Delivery of materials and elevator reservations.
- Additional cleaning fees.

#### *Suggested contractor protocols for alterations:*

- Contractor will stagger the workers entering or exiting the buildings to 1-2 workers at a time.
- Contractor and workers must use freight elevator or manual elevator, if applicable.
- Workers must wear PPE (supplied by the contractor) at all times within public spaces.
- Workers will enter at staggered time intervals (9am, 9:30am, 10am, as an example).

- All construction debris must be bagged and left in the apartment until it is ready to be disposed off-site.
- Contractor is responsible for disinfecting the areas outside of the apartment at the end of each day.
- The onsite foreman will monitor all access for workers entering the building and ensure they are only in designated work areas.
- Contractor must provide all workers uniforms/clothing that identifies the company's name/logo.
- Any worker exhibiting outward signs of illness (coughing, etc.) will not be allowed to enter.

## Building Maintenance & Construction

**Contractors:** If contractors and their employees do not adhere to the building's COVID-19 work policies they will be prevented from working in the building or have work stopped. The Resident Manager/Superintendent shall have the authority to enforce the policies.

**Site Meetings:** All meetings should be encouraged to be virtual (via RingCentral, Zoom, etc.) for as many participants as possible. For meetings that must be on-site, they should be outside of the building or at a minimum social distancing guideline should be maintained.

**Work:** While we understand many residents are still working from home, there are certain projects (exterior work & elevator work) that are required for compliance. It is our recommendation these projects resume or commence.

**Legal:** Consider creating and adding a Social Distancing Addendum for Capital Projects. [Attachment #2](#) is an example of a rider to be included in all contracts.

### *Other topics to consider before resuming or starting new capital projects:*

- How many workers will be at the building per day?
- How long will the project be extended if the Board minimizes the number of workers allowed at the building?
- What financial impact will this have on the building?
- Consider where contractors and workers will enter and exit the building daily to access storage of materials, bathroom, and lunch area.

## BUILDING STAFF

### Staff Meetings

- Our Account Executives will be convening virtual staff meetings on a monthly basis.

### Staff Precautions

- All staff are equipped with masks, disposable gloves, and disinfectant. Staff are instructed to discard gloves and masks after each use.
- All staff should be cross trained to ensure critical building functions are maintained in an emergency.
- All staff should maintain a 6ft. distance from co-workers and residents.
- Only one staff member should occupy the locker room at a time.
- Staff should disinfect the front desk in between shift changes and breaks.
- All communal cleaning equipment should be disinfected after each use.
- Staff must follow policies that are given to them by management and the board. Staff should be confident in enforcing these policies.

### Work Orders / Maintenance Requests

- Resident Managers/Superintendents should confirm if any occupants are sick prior to staff entering a unit and take appropriate measures following the CDC's guidelines.
- Requested repairs should be completed on a priority basis as maintenance staff and vendors are available.
- Staff should disinfect the apartment/work area before and after work is complete.
- Residents should always social distance while employees are inside their apartment. Residents should leave apartment or remain in a different room while employee is inside unit. If not possible, residents should be required to wear PPE.
- Open windows in the work area, weather permitting.
- Pets and service animals must be contained.
- After completion, staff should dispose of gloves, mask, and booties in a plastic bag.
- When working in a household with a sick occupant, the Resident Manager/Superintendent should contact the CDC for best practices or visit the CDC website.



## Staff Exposed to COVID-19

Below is a summary provided by “Clifton Budd & DeMaria, LLP”:

When may an essential employee who has been exposed to a confirmed or suspected case of COVID-19 return to work?

An “exposure” to a confirmed or suspected case of COVID-19 means having a household contact or having close contact within 6ft. of an individual with a confirmed or suspected case of COVID-19. Based on recent guidance issued by the New York State Department of Health, essential employees who have been exposed to a confirmed or suspected case of COVID-19 may return to work if all of the following conditions are met:

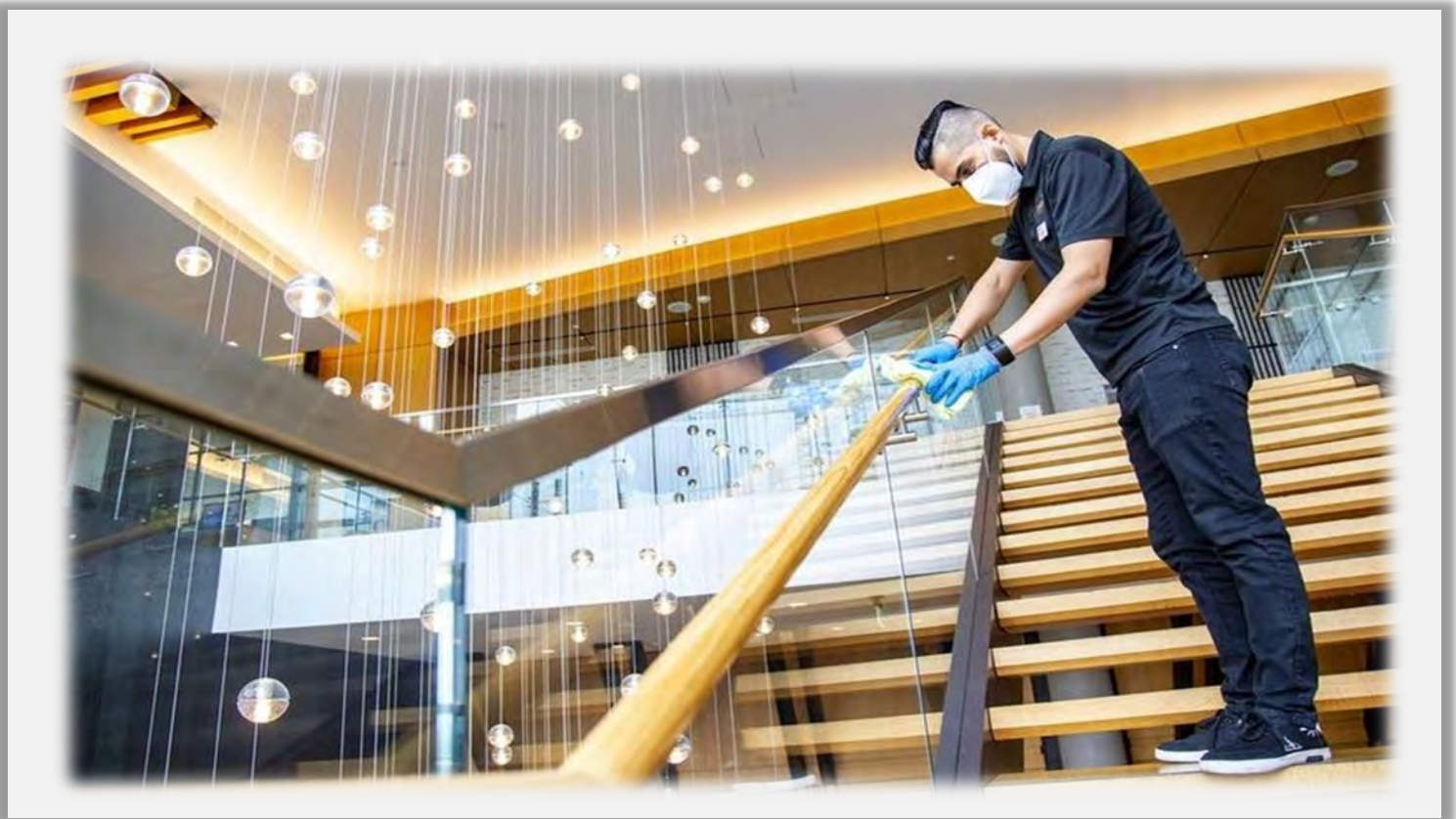
- working from home is not feasible for the performance of their job duties;
- the employee is asymptomatic;
- the employee quarantines themselves when not at work;
- the employee undergoes consistent temperature monitoring and symptom checks upon arrival to the workplace and at least every twelve (12) hours while at work; and
- the employee undergoes temperature monitoring and symptom checks twice a day when at home.

Additionally, if the employee’s duties require they come within 6ft. of other individuals, the employee must wear a face covering. The New York State Department of Health defines a “face covering” as a well-secured mask that covers both the mouth and nose. If the employee’s job duties allow for separation of greater than 6ft. between other individuals, there must be environmental controls in place to ensure adequate separation is maintained. Employers must still comply with other orders, such as those concerning social distancing and face coverings. If an employee, at any time, develops symptoms consistent with COVID-19 (e.g., fever, cough, or shortness of breath) while working, they should immediately leave work and isolate at home.

## Cleaning & Disinfection Protocols

Staff has been advised to follow recommendations from the NYC Department of Health for cleaning and disinfecting (please refer to [Attachment #3](#)).

- Clean and disinfect high touch surfaces regularly. Frequently touched surfaces and objects vary by location. Examples include doorknobs, light switches, handrails, elevator buttons, push plates, phones, and keys.
- When cleaning workspaces and office areas, make sure to disinfect frequently touched surfaces and objects, such as desks, chairs, phones, printers, keyboards, and computer mouse.
- To encourage hygiene, it is recommended to have hand sanitizers in common areas such as lobby, bathrooms, laundry rooms, gyms, playrooms, etc.
- Encourage disinfecting of all packages received.



## BUILDING SUPPLIES

Our Account Executives will continue to review business continuity plans with Resident Managers/Superintendents and each external vendor to ensure critical functions continue to be met in the event of staff absences.

- Each vendor will need to adhere to the building's protocols in terms of social distancing, PPE, and other safety protocols now in place.
- Vendors that only perform sidewalk deliveries will need to remain present until all packages are accepted and taken into the building by the staff.
- The Resident Manager/Superintendent or a staff member given the responsibility will need to ensure that all supplies ordered are delivered.
- A minimum two-months' stock of the following must always be maintained:
  - Gloves
  - Masks
  - Hand sanitizer
  - Footwear covers (booties)
  - Sanitizer-device solutions, if applicable
  - Multi-surface Lysol/Clorox sprays & wipes
  - Liquid soap
  - Diluted bleach
  - Rags & paper-towels
  - Mops / mopheads

### Other supplies & measures to consider

**Key Lock Box:** Boards should consider eliminating keys being given to domestic staff by building employees for access to apartments and require residents to supply a key to their domestic staff for access to the apartment. Here is an example of a key lock box that can be hung outside apartment doors.



## Disinfection Machine:

We recommend a disinfection machine (see example below) that will allow the staff to disinfect large areas with more frequency.

These machines have proven to provide more coverage for disinfectant. This machine does NOT clean areas (meaning get rid of dirt or sweat or dust) but will disinfect all surfaces. After a common area such as a laundry room or lobby is cleaned, the staff would use this.

### [Mist-it disinfecting system](#)



### Retro-fitting toilets to touchless flush:

Turn any lobby, basement, and/or laundry room bathroom tank toilets to touchless flush without replacing the toilet. Currently the retrofit kit sells for less than \$100 and can be installed by staff.

### Retro-fitting common area light switches to motion-activated switches:

Like with the toilet retrofit, the goal is to eliminate hands touching surfaces in our common areas. Light switches in bathroom, storage rooms, package rooms, etc. are ideal locations for germs to collect.



## Sneeze Guard Barriers for lobby front desk:



# SNEEZE GUARD BARRIERS

With COVID-19 presenting a new normal for the workplace, CitiQuiet is working on the front lines to help businesses, schools, and health care adapt to the new normal. Social distancing and masks will help contain the spread and continue to flatten the curve. In some settings, social distancing is not plausible. CitiQuiet is pleased to have a solution for these circumstances. The Sneeze Guard is the newest product addition to the many great product lines CitiQuiet offers.



Desktop with cutout



Desktop with wrap around



Pharmacy with cutout



Hospital bed enclosure



Open work space partition



Shared space partition

For protection at:

- Reception desks
  - Security stations
  - Cashiers
  - Doorman stations
  - Conference room tables
  - Work stations
  - School work stations
  - School cafeterias
  - Hospital work stations
  - Hospital beds
  - And others
- Panels are custom designed for your needs
    - Options for custom cutouts available
  - Clear acrylic 1/4" thickness, easy to clean and disinfect
  - Permanent and portable mounting options available
  - Made in CitiQuiet's factory in Long Island City, New York
  - Lead time as quick as 1 week
  - Call 212-874-5362 or email [josh@citiquiet.com](mailto:josh@citiquiet.com) for quote

WWW.CITIQUIET.COM

Social distancing-marked runners and mats:

## ROBERT M. WEISS & Co., LTD

36 EAST 31<sup>ST</sup> STREET – SUITE 200, NEW YORK, NY 10016

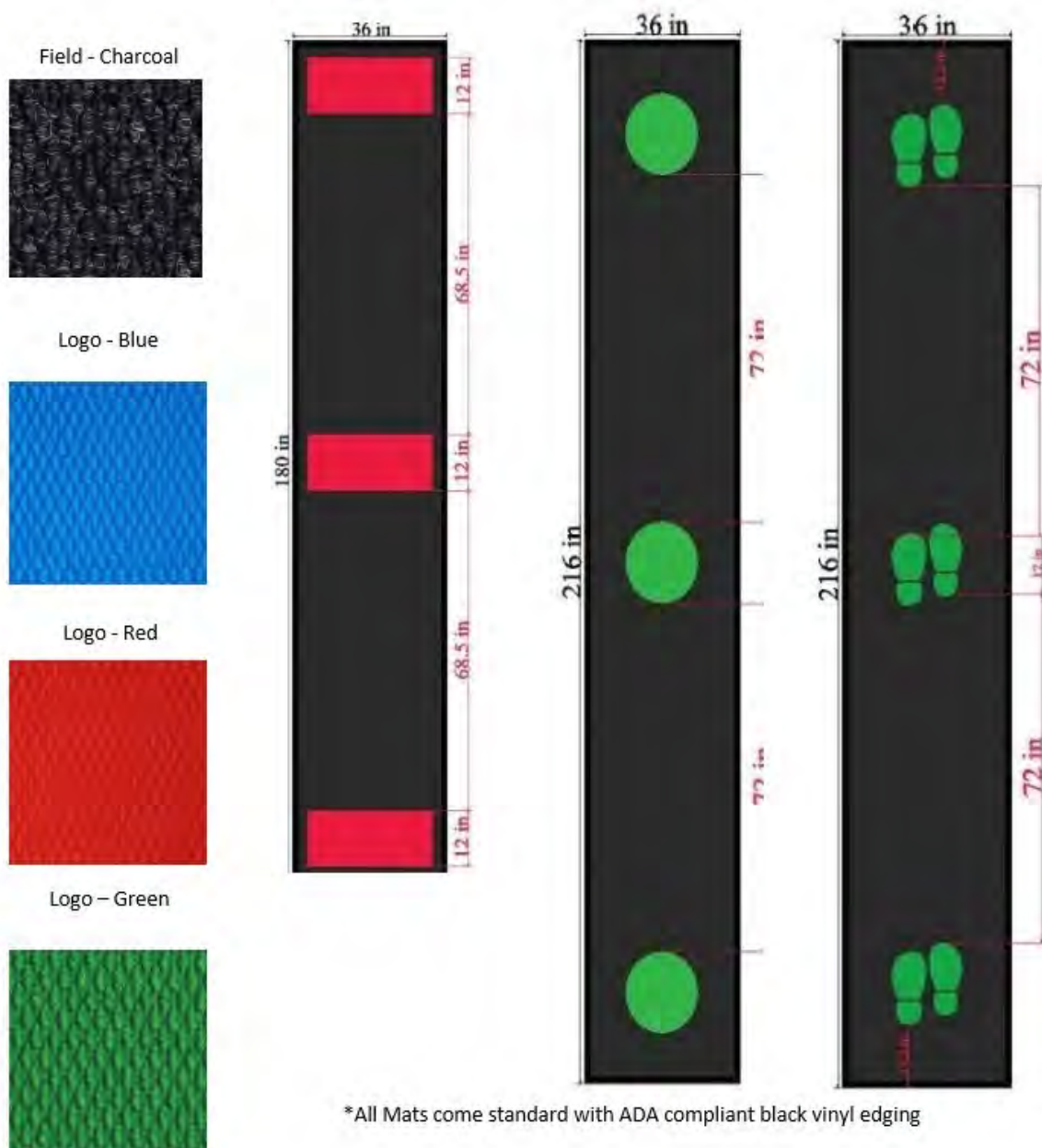
1-212-561-8900

JLEINER@RMWFLOORING.COM

### Safe Distance Matting Program Dealer Pricing:

Berber (Circle or Footprint) 18'x3' - \$800.00 / EA

Berber (Red Line) 15'x3' - \$650.00 / EA





## Elevator Matting:

**ROBERT M. WEISS & Co., LTD**36 EAST 31<sup>ST</sup> STREET – SUITE 200, NEW YORK, NY 10016

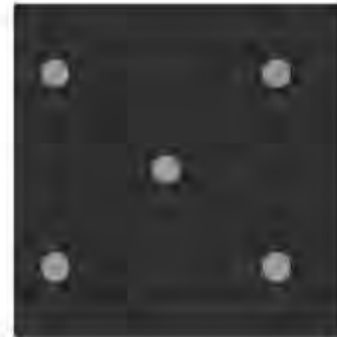
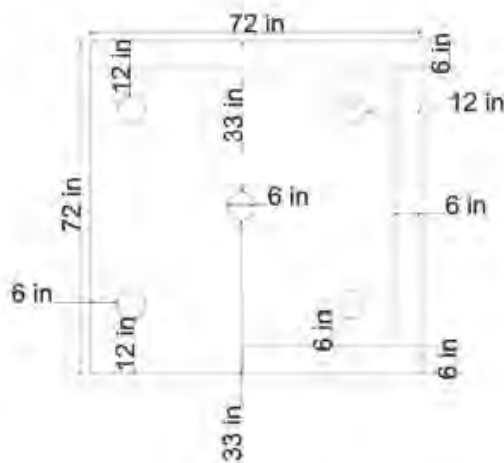
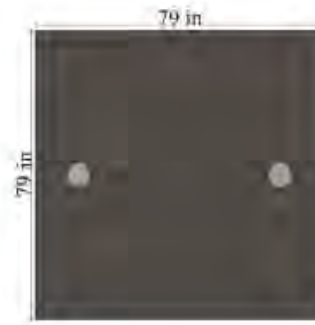
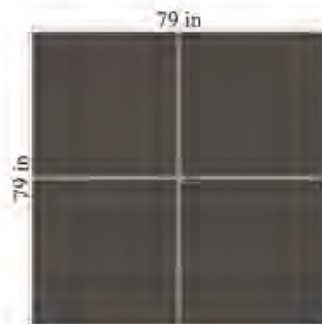
1-212-561-8900

JLEINER@RMWFLOORING.COM

**Safe Distance Elevator cab Matting:**Berber Elevator cab mat 6'7" x 7'6" (Any Style) - **\$400.00 / EA + Installation + Shipping**

\*Please note Mats will be custom cut into elevator cab tight to the walls on site and will have an ADA Compliant black vinyl edge at the doorway of the cab only\*

In certain situations field measurements may need to be taken to ensure proper fit and alignment of elevator mats and social distancing indicators.



# COMMUNICATION & PROCEDURES

## Residents

- Boards should determine if residents will continue to be notified when a resident tests positive or has been exposed to COVID-19.
- We continue to recommend for the safety of everyone in the building, that residents report to management if they have tested positive with COVID-19 or are under self-quarantine.
- Boards are reminded the resident's privacy must be protected under law.
- Refer to [Attachment #4 A/B/C](#) for sample memos.

## Staff

- Send staff home if they are exhibiting symptoms; request they be tested and not return to work until appropriate clearance has been given to management.
- The Resident Manager/Superintendent should follow up frequently with the staff member to inquire as to their health and expected return date.
- Century will continue to have contingency plans in place for staff coverage (relief workers, security companies, volunteers).
- Current CDC guidelines for essential workers are referenced in [Attachment #5](#). However, Boards may want to consider more stringent guidelines/policies as it relates to staff returning to work. Refer to the “[Building Staff](#)” section for some suggestions.
- Refer to [Attachment #6](#) for sample memo.

## Buildinglink / Other Resident Portal

- This is a time to encourage as many residents as possible to update or sign up for Buildinglink/resident portal to ensure timely receipt of notices/communication.
- All front desk instructions should be updated:
  - Permission to enter (permanent and temporary).
  - Add note if quarantined and special delivery instructions are necessary.
- Emergency contacts must be updated accordingly.

## Paper Notices

- Paper notices should be discontinued to minimize resident and staff interaction.
- Alternative methods of communication should be established.

## Extended Absence

The following is a list of measures residents should take if leaving their apartment for an extended period of time.

- If applicable, HVAC units should remain on even in your absence with the temperature set to 65 degrees.
- Make sure you close your windows completely. If windows are difficult to close or you believe the latches are not engaging securely, please call the maintenance staff for assistance.
- Close all sink faucets in your bathroom(s) and kitchen. Notify the maintenance staff of any toilet flushing issues (e.g. your toilet seems to be running intermittently).
- Turn off and unplug lamps and small appliances. Examples include kitchen appliances (microwave oven, coffee maker, blender), computers and laptops, televisions, and stereo equipment.
- Store all food in the refrigerator or sealed plastic containers (including pet food).
- Dispose of all garbage.
- Check all smoke and carbon monoxide detectors to ensure they are properly functioning.

## Signage

- We recommend COVID-19 related signage be placed throughout the property.
- Refer to [Attachment #7](#) for sample signs Boards should consider ordering.
- For other sample basic signs, please refer to [Attachment #8](#).

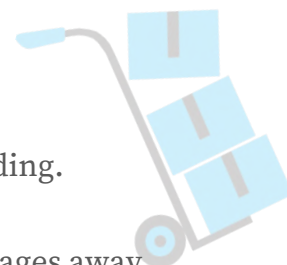


# DELIVERIES & MOVES

## Packages

### Buildings with Doorman

- No delivery personnel should be permitted past the lobby of the building.
- Doorman should be wearing PPE before handling any packages.
- Doorman should disinfect packages upon arrival before putting packages away.
- Luggage carts and wagons should be cleaned and disinfected after each use or as soon as practical.
- Boards may need to permit building staff to deliver packages outside the doors of units if a resident is sick, self-quarantined, or immunocompromised. It is that resident's responsibility to arrange this service.
- In order to maintain space in the package room, Boards may want to consider allowing staff to leave packages inside apartments for residents who are away for an extended amount of time and grant permission to enter.



### Buildings with **NO** Doorman

- Residents should be required to come to the lobby of the building or storage area to pick up their packages.
- Residents should not buzz package couriers past the lobby package area.
- Luggage carts and wagons should be cleaned and disinfected after each use or as soon as practical.

### REBNY Recommendations:

- Package attendants must maintain six feet social distancing from others, even during package pickup.
- Consider having a staff member sign for the package rather than have the resident sign. Identify who signed and who received the package and record in a log or web-based platform.
- Develop methods of requiring residents to pick up packages without interacting with staff.
- For food deliveries, ask residents to retrieve their food deliveries from the lobby of the building. The delivery person should leave the delivery at least six feet away from the staff who may collect it once the delivery person leaves and the resident collecting the delivery should do the same from the staff.

## Major Deliveries

- Limit the number of large deliveries per day based on the number of elevators at the building and the staff's ability to supervise.
- Create a specific timeframe (ex: 9 a.m.- 1 p.m. or 12 p.m. - 4 p.m.) for deliveries depending on the size of the building and number of elevators.
- Buildinglink Calendar, if applicable, should be used for scheduling.
- Consider limiting the number of delivery personnel into the building at one time.
- Boards should consider discussing with counsel about having all delivery vendors provide an additional acknowledgment before entering the building.
- Ensure all delivery personnel adhere to social distancing requirements and all spaces used by people entering the building are cleaned and disinfected following the delivery.
- Require all delivery personnel to wear PPE before being allowed into the building.
- Consider imposing an additional fee to the party receiving the delivery to cover costs to perform an additional cleaning of areas used for the delivery.

## Moves In/Out

Moves in and outs of residential buildings are considered essential services.

- Limit the number of moves to 1 per day.
  - Buildinglink calendar, if applicable, should be used for scheduling.
- Boards should consider having all movers provide an additional acknowledgment before entering the building. Refer to [Attachment #9](#).
- Ensure all moves adhere to social distancing requirements and all spaces used by people entering the building are cleaned and disinfected after the move.
- Movers should be asked to limit the number of trips from the truck to the apartment; all items should be brought to a central location (i.e. basement) and the brought up to the apartment.
- Require all moving employees to wear PPE before being allowed into the building and the entire time during the move.
- Consider limiting the number of movers allowed into the building.
- Consider imposing an additional fee to the party moving to cover the costs of additional cleaning and disinfecting of the common areas and elevator.

## Food Deliveries

- No delivery personnel should be permitted past the entrance of the building. Residents will be required to pick up their delivery in the lobby. Setting up a table for the delivery person to leave the food will help decrease contact.
- For grocery deliveries, residents should pick up groceries from the lobby or outside the building.
- Boards may need to permit the building staff members to deliver the food outside of the apartment if a resident is sick or self-quarantined.
- Residents who are immunocompromised or self-quarantining shall arrange with management/staff for food deliveries to be left by the resident's door.



## DOMESTIC STAFF

### Dog Walkers

- Residents should arrange no-contact pick-ups and drop-offs. Residents should set concrete arrival times so that they can have their dog leashed, harnessed, and ready for pick up.
- Dog walkers must wear PPE (at a minimum a mask) in any common area of the building
- It is the resident's responsibility to ask employees if they have COVID-19 symptoms and require them to stay home.
- Social distancing must be followed. Dog walkers should not enter the elevator with other residents or come within 6ft. of staff and other residents.
- Consider not allowing other dogs into the building.
- Residents are responsible for informing dog walkers of the building's policies.
- Residents should supply a key to their employees for access to apartment.
- Boards should consider eliminating keys being given to domestic staff by building employees for access to apartments, to minimize contact.



## Housekeepers

- Housekeepers must wear PPE (at a minimum mask) when in any common areas.
- It is the resident's responsibility to ask employees if they have COVID-19 symptoms and require them to stay home.
- Social distancing must be followed.
- Housekeepers should use cleaning supplies provided by residents; they should not bring supplies into the building.
- Residents are responsible for informing housekeeping staff of rules regarding laundry rooms and common areas.
- Residents should supply a key to their employees for access to apartment.
- Boards should consider eliminating keys being given to domestic staff by building employees for access to apartments.

## Nannies / Live-in Help / Home Health Aides

- Employees must wear PPE (at a minimum a mask) when in any common area of the building.
- It is the resident's responsibility to ask employees if they have COVID-19 symptoms and to require them to stay home.
- Social distancing must be followed. Employees should not enter the elevator with other residents or come within 6ft. of staff and other residents.
- Congregation with other Nannies/Home Health Aides should be limited/discouraged.
- Residents are responsible for informing staff of rules regarding laundry rooms, common areas, playrooms, etc.
- Residents should supply a key to their employees for access to their apartment.
- Boards should consider eliminating keys being given to domestic staff by building employees for access to apartments.

## FINANCIAL

COVID-19 has certainly created a financial impact on cooperatives, condominiums, and multi-family residential properties. Century is prepared to review the changes to expenses over the past few months as well as review with Boards how COVID-19 may impact future operations. We are prepared to complete audits of COVID-19 related expenses as well as review options available to our clients as it relates to missed revenue collections.

## INSURANCE

### Policy Review

- Review the current policies in place for exemptions in coverage due to a loss from a COVID-19 related case:
  - Employee Claims, Resident Claims, Contractor Claims
- Management will begin discussions with their insurance brokers as it relates to policies and premiums for 2021.

### Business Interruption Insurance

While currently there are exclusions in policies for this coverage, boards may consider putting their insurance carrier on notice. Refer to [Attachment #10](#) for further information.

## LEGAL

## Residential: Non-Payment Cases

GUIDELINE FOR PROCEEDING WITH NONPAYMENT ISSUES  
DURING COVID-19 AS OF MAY 11, 2020Commencement of Non-Payment Proceedings

As of May 4, 2020, the courts expanded operations during the COVID-19 pandemic which expanded operations permit most pending matters to proceed with electronically filed papers and virtual/Skype conferences. At this time however, pending L&T matters may not proceed unless both parties are represented by counsel and both counsel consent. At this time, there is no indication *from the courts* as to when operations will be further expanded to include the commencement of new matters. However, on May 7, 2020, Governor Cuomo issued Executive Order 202.28 wherein the Governor ordered that:

“There shall be no initiation of a proceeding or enforcement of either an eviction of any residential or commercial tenant, for nonpayment of rent or a foreclosure of any residential or commercial mortgage, for nonpayment of such mortgage, owned or rented by someone that is eligible for unemployment insurance or benefits under state or federal law or otherwise facing financial hardship due to the COVID-19 pandemic for a period of sixty days beginning on June 20, 2020.”

As such, no new non-payment proceedings, for either commercial or residential tenancies, may be commenced in court until August 20, 2020. Furthermore, the moratorium on evictions in pending cases (both residential and commercial) has also been extended until August 20, 2020. It is important to note that the Governor’s May 7<sup>th</sup> Executive Order only prevents landlords from filing new non-payment proceedings or proceeding with an eviction in an already pending proceeding, it does NOT excuse the non-payment of rent by a tenant. It is also important to note that the moratorium is specifically directed to non-payment proceedings; therefore, it is presumed that holdover proceedings based upon a tenant’s breach of lease obligations other than the payment of rent should be allowed to proceed.

Thus, while a non-payment petition may not be filed in court until, as of this date, August 20<sup>th</sup>, that does not mean that the required predicate notices (i.e. a Five (5) Day Notice and Fourteen (14) Day Rent Demand) cannot be served in the interim.

As discussed above, the required Five (5) Day Notice must be served via certified mail so there is no issue in getting those notices prepared and served. The Fourteen (14) Day Rent Demand however must be served via a process server. We have received notice that there are a few process service companies that are slowly coming back and are attempting to serve papers at this time; however, we are certain that those companies that are up and running have limited staff and once the courts expand their operations to allowing the commencement of new cases, the proverbial floodgates of litigation” will open and the few process servers that are operational will be, at least initially, strained.

In an effort to (i) attempt to try to collect rent arrears before actually being able to commence legal proceedings, and (ii) being ready to file proceedings after August 20<sup>th</sup> and as the Court operations permit, we suggest the following:

- Immediately prepare and serve via certified mail the 5 Day Notice for all outstanding rent up through and including May 2020 Rent, with or without the Agreement to Use Security Deposit for Rent Arrears depending upon the Landlord’s interests regarding security deposits as noted above.
- Prepare and serve via certified mail a second 5 Day Notice, if and where applicable, after August 2020 rent is due and remains in default including all rent arrears.
- After the August 5 Day Notice is served, prepare and serve Fourteen (14) Day Rent Demands which are to be served via process server.

By the time the Fourteen (14) Day Rent Demands are actually served and the time period expires it will be the end of August. By this time, we expect the Court to have expanded its operations to allow the commencement of new cases and the current moratorium on the commencement of new proceedings and on evictions will have expired. Even if the moratorium on evictions is extended yet again for another 90 days, it will take at least that long for the cases to get resolved and warrants to get issued, so an additional 90 extension should not negatively affect the then pending cases.

***This summary was provided by the Law Firm, Daniels Norelli Cecere & Tavel, PC***

# MEETINGS

## Board Meetings

In an attempt to assist corporations impacted by COVID-19, new amendments to the New York Business Corporation Law (BCL) give boards and shareholders/unit owners the option to meet virtually, even if a cooperative or condominium's bylaws do not provide for such measures. Currently Governor Cuomo's Executive Order 202.18, which suspends the statutory requirement that meetings be associated with a physical location has been extended.

Boards should confirm with counsel, but Century suggests continuing to conduct meetings virtually whether via conference call or video conference. Century has the ability to host video conference and screen sharing via Ring Central Meetings for all future board meetings.

RingCentral®





## Annual Shareholder/Unit Owner Meetings

How to deal with annual shareholder and unit owner meetings that should be held in the next few months per the building's bylaws:

If bylaws explicitly require in-person annual meetings, the most conservative course of action would be to **postpone them until after the COVID-19 health crisis subsides**. It is our recommendation boards review with counsel and postpone the annual meeting.

If a postponement is not an option, there are other means available. If a board chooses to pursue this course, we strongly suggest building counsel is involved in these other options.

### PROXY MEETINGS:

As recommended by Smith, Gambrell Russell, LLP, “a second option is to hold only a “token” meeting, attended completely by proxy. Shareholders and unit owners would be given a notice of meeting, perhaps designating a board member’s apartment as the nominal meeting location, but be told that the notice is merely a legal formality and that all shareholders or unit owners are expected to attend by proxy. Prior to the notice, whatever established procedure the building has for soliciting board nominations would be followed, or, if there is not an established procedure, one would be implemented. Then, along with the meeting notice, shareholders would be provided with a directed proxy that they would use to vote for specific candidates for the board. The board might also contract with a service provider to enable the submission of non-paper proxies online. Note that this option may not be satisfactory if there are issues to be voted on other than the election of directors, and those issues warrant discussion.”

### VIRTUAL MEETINGS:

Based on the previously mentioned amendment to the Business Corporation Law, a board can authorize a virtual shareholder/unit owner meeting and/or electronic voting. For both of those options, the boards must provide reasonable measures to give residents the ability to participate and/or vote.

While Virtual Annual Meetings are a possibility, we strongly discourage this as an option at this time. Please discuss this subject with your Account Executive.

## ON-SITE OFFICES

- The building should purchase air purifiers for any on-site office without ventilation.
- Visits to the on-site offices should be kept to a minimum. Residents should be encouraged to call or email the on-site staff rather than going to the office.
- If a resident must speak to the on-site staff in person, a "one visitor at a time" rule should be enforced.
- If a resident needs to submit documents, they can do so by leaving the documents with the doorman or the documents can be slipped under the management office door.
- Blue tape or markings should be added to indicate where a resident should stand during their visit.
- On-site staff should wear PPE when in the presence of a resident.
- Residents should be required to wear PPE when visiting the on-site office.
- Hand sanitizing dispensers should be added to on-site offices.
- Staff must wear PPE and continue social distancing when entering the on-site office.
- Staff should be instructed to clean and disinfect all surfaces in the on-site office at least once per day.
- Include signage advising residents of the following:
  - For the safety of both the resident and the on-site staff, please remain at least 6 ft. away from the desk.



# PROFESSIONAL SPACES

## Employees/Guests Protocol

Prior to re-opening, advise tenants that require access to the building to provide their protocols in writing for review. At minimum, every tenant where access is gained through the building (not separate entrance), should provide the following documents and information:

- Hours of Operations
- Names and IDs for each employee
  - If the building has Buildinglink, we suggest ID cards be generated for tenants' staff.

We suggest, if possible, for the tenant to provide a daily email or provide in written format the following to the front desk staff on duty before opening:

- List of names of those scheduled to enter the building.
  - Keep in mind confidential aspects/HIPPA laws if the space is a medical space.
- Ensure tenant's policies for entrance into their space does not result in their clients and staff waiting/loitering in any public area of the building (lobby, hallways).

### Cleaning Schedule

- Sanitizing stations at both entrance and exit (each side of the door).
- Signage at entrance of space with COVID procedures.
- Get a plan in writing for review.
- For Medical Facilities, review how hazardous materials are picked up and when.

**Review leases with counsel to determine if any of the above is problematic as it pertains to the lease.**

# REAL ESTATE TRANSACTIONS

## Brokers & Open Houses

Open houses bring large groups of people into the building and place an unnecessary burden on already busy staff. We recommend open houses not be permitted during this COVID-19 outbreak. We encourage boards to request brokers to do virtual showings. If this is not possible, individual showings should be allowed by appointment only. During these appointments, we recommend a maximum of three individuals (which should include the broker). Shareholders/Unit Owners and their brokers should abide by all social distancing protocols and PPE guidelines the building has put in place.

## Closings

In keeping with social distancing and public health rules, Century will continue to facilitate remote closings. With the help of technology, these transactions can be carried out electronically. For original documents, we continue to use our messenger service or mail services such as FedEx. While remote closings require an enormous amount of coordination, we are confident in our Agents' ability to facilitate them.

# SOCIAL DISTANCING PROTOCOLS

For the safety of residents and our valued staff members, we suggest following the below guidelines.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

- Masks or other appropriate face coverings should always be worn in the common areas of the building.
- The confines of the elevators usually do not afford such spacing to socially distance. We suggest only two passengers enter the elevator at any given time or one family.
- Hand sanitizing stations should be installed at building entrances, elevator banks, and amenity areas.
- Front desk staff should maintain a 6ft. distance from all residents, delivery personnel, and other staff.
- Each resident is responsible of advising their guests of the building's social distancing policies.

## Lobby/Concierge Desk:

- Create a 6 ft. perimeter around the concierge desk to encourage residents, guests, and vendors to remain at a safe distance when approaching the concierge staff.
- Disinfect packages before having the concierge distribute them to residents.
- Implement a "no contact package pick-up". Residents should be instructed to call the concierge desk once they're ready to collect their package(s). The concierge should collect the packages and place them in a designated area for pick up. This ensures minimal contact between the concierge staff and residents.
- Direct the concierge staff or porters to thoroughly clean and sanitize the concierge desk several times per day.
- Forego package signatures.

## Construction:

- For physical distancing guidelines, refer to [Attachment #11](#) and [Attachment#12](#).

# **Attachment #1:**

## **Sample Release Language for Amenity Areas**

## Release for Amenity Area

By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that my family, including child(ren), and I may be exposed to or infected by COVID-19 while on site and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 in this area may result from the actions, omissions, or negligence of myself and others, including, but not limited to, the HOA Board and management company's employees, volunteers, and program participants and their families. I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to my child(ren) or myself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that I, my family and my child(ren) may experience or incur in connection with my child(ren)'s attendance. On my behalf, and on behalf of my children, I hereby release, covenant not to sue, discharge, and hold harmless the HOA Board and the management company and their employees, agents, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of the HOA Board and pool management company and their employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in this amenity area.

-----  
Shareholder/Unit Owner/Tenant Name

-----  
Signature

-----  
Date

-----  
Shareholder/Unit Owner/Tenant Name

-----  
Signature

-----  
Date



**Attachment #2:**

**Sample Social Distancing  
Addendum for Capital Projects**

## SOCIAL DISTANCING RIDER TO CONTRACT (Capital Project)

1. Contractor shall develop and implement an Infectious Disease Preparedness and Response Plan (the “**ID Plan**”) that conforms to guidelines issued by OSHA, the Department of Buildings, and Owner’s rules and regulations. Contractor’s ID Plan shall be presented to Owner prior to commencement of the Work. The ID Plan supplements construction site safety measures, rules and guidelines necessary to conduct the Work, which remain in force and effect unless otherwise stated.
2. Contractor shall remain current on City, County, State and Federal guidelines and promptly amend and update the ID Plan as necessary to adhere to current recommendations and guidelines of medical and governmental authorities (including the CDC, OSHA and the NYC DOB) applicable to or affecting Contractor, its employees or the performance of the Work.
3. Contractor shall require all subcontractors, vendors and materialmen to abide by the ID Plan while performing work that requires them to interact with Contractor’s employees or be on site.
4. Contractor shall provide mandatory training of all employees performing work on the Project on best practices for maintaining personal hygiene, cleaning and disinfecting work surfaces and equipment, maintaining appropriate physical distance while working, and other guidelines for work performance in accordance with the ID Plan. Contractor shall designate a “COVID-19 Officer” to observe and promote compliance with the ID Plan.
5. The ID Plan shall endeavor to employ, at a minimum, the following measures:
  - a) Workers shall maintain social distancing of at least 6 feet to the extent possible and practical for the type of work being performed;
  - b) Contractor shall restrict the number of personnel working in a given area and develop staffing and work schedules and shift work that encourage minimal contact between workers, including:
    - i. carefully scheduling work to provide distance between workgroups and individuals,
    - ii. e.g. schedule for some internal trades and external trades to work at the same time rather several internal trades only.

- iii. minimizing the number of workers in workgroups or teams e.g. only send the necessary number of workers to complete a task.
  - iv. When setting up fixed workspaces on site, ensuring they are sufficiently distant from other people not engaged in the Work, high traffic areas, building residents and amenities.
  - v. Staggering breaks start times and finish times to minimize any large gatherings of workers.
  - vi. If portions of the Work need to be undertaken requiring larger numbers of workers, scheduling only that task to be undertaken on that day or within a specific time frame, keeping other protective safeguards in mind.
- c) Contractor shall limit the number of unnecessary visitors to the site;
- d) Contractor shall prohibit workers and delivery persons from interacting with residents of the building and building staff as much as possible. Any necessary communications shall be made to the Owner's designated representative(s) in the manner mutually agreed upon between Owner and Contractor;
- e) Contractor shall coordinate and schedule with Owner's representative, in advance, any work that requires contact with building residents or access to interior portions of the building, and where such contact is made, Contractor shall continue to adhere to all recommended safety and protective measures;
- f) To the extent possible and practical for the type of work being performed, workers shall not share tools, equipment and materials. To the extent that tools and equipment must be handled by multiple people, gloves shall be worn;
- g) Workers shall be provided gloves and face masks/coverings and shall wear them at all times;
- h) Contractor shall maintain regular housekeeping measures, including routine cleaning and disinfecting of surfaces, tools and equipment;
- i) Workers shall not travel to or from the work site together in the same vehicle.
- j) Contractor shall develop policies and procedures for the prompt identification and isolation of sick workers, including encouraging workers to self-identify and promptly

report symptoms of COVID-19. Contractor shall actively encourage workers and employees who are sick, have contracted COVID-19, or reside with anyone who has contracted COVID-19, to remain away from the work site, and ensure that sick leave policies are flexible and consistent with public health guidance and that employees are familiar with this policy. Contractor may request (but shall not require) that workers provide a healthcare provider's note or confirmation of an acute respiratory illness as evidence of illness, since access to healthcare providers may be limited;

- k) Contractor shall require regular hand washing and/or alcohol based hand sanitizing using CDC approved disinfectant and provide materials on site for such cleansing; if necessary, Contractor shall provide portable toilet facilities for use by employees, and shall provide materials to sanitize portable restroom facilities before and after each use;
- l) Contractor shall assure that during all cessations in the work, including evenings, weekends, holidays and any period when the work is suspended due to governmental order or COVID-19 emergency order, the work site is properly secured in accordance with all Department of Building and/or other agency rules and regulations, including without limitation:
  - i. During any period of work cessation, Contractor shall conduct safety inspections of the work site at least weekly and prepare and maintain a log of such inspections, which log shall be kept on site and provided to Owner upon request.
  - ii. Contractor shall implement and install measures to assure that all public sidewalks, walkways and hallways adjacent to the work site are maintained in a safe condition.
  - iii. Contractor shall remove all garbage, debris and standing water from the work site.
  - iv. Contractor shall ensure that all construction materials, tools and equipment are stored safely.
  - v. Contractor shall report to Owner or Owner's designated representative when Contractor has ceased working and confirm that site safety measures have been fully implemented.

- 6. The terms of this Social Distancing Rider shall be considered part of and incorporated into the agreement between Owner and Contractor.

## **Attachment #3:**

# **NYC Department of Health - COVID-19: General Guidance for Cleaning and Disinfecting for Non-Health Care Settings**



## COVID-19: General Guidance for Cleaning and Disinfecting for Non-Health Care Settings

*This document provides recommendations for cleaning and disinfection of non-health care settings to help slow person-to-person transmission of COVID-19.*

**UPDATE:** Effective April 15, 2020 at 8 p.m., all employees must wear face coverings when customers are present. Employers must provide face coverings for employees at no cost to employees. For more information, please review the [State order](#) and see below for additional guidance. Read the State order by visiting [coronavirus.health.ny.gov](https://coronavirus.health.ny.gov) and searching for **executive order 202.16** and see below for additional guidance.

For more information on COVID-19, including how to guard against stigma, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus). For real-time updates, text "COVID" to 692-692. Message and data rates may apply.

### General recommendations for routine cleaning and disinfection

Routine cleaning of surfaces using appropriate cleaning and disinfection methods can help prevent the spread of COVID-19. Non-health care settings should be especially careful to routinely clean and disinfect surfaces. Pay special attention to frequently touched surfaces and objects.

- **Clean and disinfect high-touch surfaces regularly**

- Frequently touched surfaces and objects vary by location. Examples include doorknobs, light switches, handrails, kitchen appliances, counter tops, drawer pulls, tables, sinks, faucet and toilet handles, drinking fountains, elevator buttons, push plates, phones, keys and remote controls.
- When cleaning workspaces, cubicles and other office areas, make sure to disinfect frequently touched surfaces and objects, such as desks, chairs, phones, printers, keyboards and computer mice.
- When cleaning vehicles, pay special attention to surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, payment machines, arm rests, seat cushions, buckles and seatbelts. Also wipe down surfaces that you frequently touch, such as the steering wheel, radio buttons, turn indicators and cup holders. For more information, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) and look for "Guidance for Vehicle Operators" on the Business and Other Facilities page.
- When cleaning food establishments, pay special attention to cash registers, food, deli and checkout counters. For more information, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) and look for "Business and Non-Health Care Settings Guidance" on the Business and Other Facilities page.

- **How to clean and disinfect**

Remove any visible dirt and grime before using disinfectants. Disinfecting surfaces removes most germs and are most effective on clean surfaces and objects. Coronaviruses are relatively easy to kill with most disinfectants. When using cleaning and disinfecting products, always read and follow the manufacturer's directions. Staff should follow label directions and existing procedures for using gloves or other personal protective equipment (PPE). Throw away gloves after each cleaning.

- **Hard or non-porous items** (examples include tables, desks, floors, doorknobs and phones)



- If a surface is visibly dirty, first clean using a regular cleaning product, such as soapy water for a table or cleaning cloth for a cell phone.
- Disinfecting:
  - To disinfect a cleaned surface or object, you can use regular disinfection products (for example, bleach, peroxide or alcohol-based disinfectant products) or use a disinfectant that has been registered with New York State and approved by the Environmental Protection Agency (EPA). Visit [dec.ny.gov/docs/materials\\_minerals\\_pdf/covid19.pdf](https://dec.ny.gov/docs/materials_minerals_pdf/covid19.pdf) for a list of products that are effective against COVID-19.
  - You can also disinfect using diluted household bleach solutions, if appropriate for the surface. Follow the manufacturer's instructions for application and proper ventilation. Check the product's expiration date. To make a bleach solution, add 4 teaspoons of bleach to 1 quart or 1 liter of water. Prepare a new solution daily or as needed. **Never mix household bleach with ammonia or any other cleanser.**
  - You can also disinfect using solutions with at least 70% alcohol. Wipe the surface or object thoroughly with the solution and let it dry.
- **Soft or porous items** (examples include clothing, bed linens, carpets and rugs, upholstered chairs and sofas)
  - For clothing, towels, linens and other items that go in the laundry, wash at the warmest possible setting with your usual detergent and then dry completely. Do not "hug" or shake dirty laundry before washing to avoid spreading the virus or other dirt and bacteria. Laundry from a person who is sick can be washed with other people's items.
  - For other soft items, such as rugs, drapes or upholstered sofas, follow the manufacturer's instructions or a cleaning product specifically for that item. For example, use a steam cleaner or apply a disinfectant product from New York State's list of disinfectants that is suitable for fabrics.

#### **Additional recommendations for facilities**

- Custodian and facilities staff should ensure that all handwashing sinks have clean running water, soap and paper towels at all times.
- Consider having alcohol-based hand sanitizers in common areas (for example, in bathrooms, laundry rooms, gyms and playrooms) to encourage hand hygiene.
- Building staff should make sure building ventilation systems are working properly and maintained per standard protocols for optimal indoor air quality. If feasible, increase ventilation in common areas and the amount of outdoor air entering the building.
- Consider posting the "Stop the Spread of Coronavirus" flyer in common areas, available in multiple languages at [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus).

#### **Hand hygiene and other preventive measures**

You and your staff or coworkers can take important preventive measures to protect yourselves and reduce the spread of COVID-19. Everyone should follow preventive actions while at work and home, such as practicing healthy personal hygiene and avoiding close contact with others (physical distancing).

- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available. Key times to clean hands include:
  - **After** blowing your nose, coughing or sneezing

- **After** using the toilet
- **Before** eating or preparing food
- **After** touching an animal, animal feed or animal waste
- **Before** and **after** providing routine care for another person who needs assistance (for example, a child)
- **Before** and **after** treating a cut or wound
- **After** handling trash
- **After** cleaning activities
- **After** using public transportation
- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not shake hands. Instead, wave.
- If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
- Keep at least 6 feet between yourself and others, whenever possible.
- Do not gather in groups.
- Wear a face covering and maintain at least 6 feet of distance between yourself and others. A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers your mouth and nose. It is essential that staff continue to practice physical distancing and good hand hygiene even when wearing a face covering — including keeping 6 feet of distance between themselves and others whenever possible. For more information, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) and look for “FAQ About Face Coverings.”

## **Attachment #4A:**

**Sample Memo - Resident tested  
positive with COVID-19 or is under  
self-quarantine**

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## MEMORANDUM

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To: All Residents – Building Name  
From: Century Management  
Date: May 21, 2020  
Re: COVID-19 Update

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We write to inform you that we received news a resident may have been exposed to COVID-19. At this point, this is the only information we have, but we wanted to share these details with the residents and staff so that they can exercise the appropriate amount of caution while still providing assistance to all of the residents. We respectfully ask that all residents and staff monitor themselves for signs or symptoms of COVID-19 and self-quarantine, if appropriate.

In an abundance of caution and to safeguard the health of our residents and staff, effective immediately, we are closing the building's amenities indefinitely. We will be deep cleaning the amenities and other common areas, including the hallways and elevators as soon as possible. We will inform you as to whether and/or when the amenities will reopen.

Effective immediately, all staff are being advised that they should not enter the homes of residents. Unless somehow a situation requires it (i.e., the safety or health of a resident), close contact with residents is not acceptable at this time. Also no one should congregate at the front door or in the lobby to avoid accidental transmission of the virus.

Unless required (e.g., required maintenance or safety and/or health issue in an apartment; helping an infirm resident out of a car and/or assisting someone who may injure themselves otherwise), building staff should not enter the homes of residents and should not enter the six foot personal space of residents. Packages can be picked up by the resident from the lobby/package room. We also ask that residents should maintain a proper distance away from each other and engage in social distancing in the building.

To balance safety and privacy concerns, if there is a legitimate reason (e.g., that a resident has requested an employee enter their home as noted above or provide very close assistance to a resident), residents will be asked the following questions either via e-mail, text or in person:

- Do you have any symptoms such as a fever, cough and/or shortness of breath?
- Have you been overseas in the last 14 days?
- Have you had contact with a person who is has been exposed to COVID-19?

If the answer is yes to any of these questions and there is not a health or safety issue requiring immediate staff assistance, most likely, a staff member will not enter the apartment and may not be able to provide the usual level of personal assistance.

Independent of the issues discussed above, consistent with COVID-19 protocols, we have implemented key controls for the staff. Accordingly, staff will continue with the daily cleansing of all surfaces and in particular, their hands with hand washing and/or hand sanitizer. All commons areas will remain as sterile and as sanitized as possible. All staff members will be required to continuously wash their hands, clean their desks and other common areas, and continue to either wear gloves and/or cleanse their hands several times a day. Consistent with these practices, it is likely that you will see and hear cleansing in all common areas, particularly hallways and elevators occurring much more often.

As you know, the safety of our residents and staff is of the utmost importance. That said, we are also obligated to respect the privacy of our unit owners/residents as well as the privacy of staff members. Accordingly, to comply with federal, state and local privacy laws, we cannot disclose a resident's medical condition nor can we disclose an employee's medical condition or disclose any other information allowing anyone to identify any individual who has been diagnosed with COVID-19 or may have been exposed to COVID-19.

We ask all of you to exercise restraint and patience during this difficult time.

## **Attachment #4B:**

**Sample Memo - Resident tested  
positive with COVID-19 or is under  
self-quarantine**



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**MEMORANDUM**

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To: All Residents – Building Name  
From: Century Management  
Date: May 21, 2020  
Re: COVID-19 Update

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We write to inform you that we have received news that a resident at Building Name has tested positive for COVID-19. In accordance with our COVID-19 protocols we are taking steps to increase cleaning throughout the Building and working with this and any other individuals that come forward to alert us of their COVID-19 status to help ease the burden they feel being ill and/or quarantined and also protect our community at large. In this regard we respectfully ask, with an abundance of caution, that all residents monitor themselves for signs or symptoms of COVID-19 and self-quarantine, if appropriate and let us know if you become affected by this disease.

Independent of the issues discussed above, consistent with COVID-19 protocols, we have implemented key controls for the staff. Accordingly, staff will continue with the daily cleansing of all surfaces and, in particular, their hands with hand washing and/or hand sanitizer. All commons areas will remain as sanitized as possible. All staff members will be required to continuously wash their hands, clean their desks and other common areas, and continue to either wear gloves and/or cleanse their hands several times a day. Consistent with these practices, it is likely that you will see and hear cleansing in all common areas, particularly hallways and elevators occurring much more often. Also, we ask that no one should congregate at the front door or in the lobby unless absolutely necessary to reduce the risk of transmission.

As you know, the safety of our residents and staff is of the utmost importance. That said, we are also obligated to respect the privacy of our unit owners/residents as well as the privacy of staff members. Accordingly, to comply with federal, state and local privacy laws, we cannot disclose a resident's medical condition nor can we disclose an employee's medical condition or disclose any other information allowing anyone to identify any individual who has been diagnosed with COVID-19 or may have been exposed to COVID-19.

We ask all of you to exercise restraint and patience during this difficult time.

Should you have any additional questions please contact -----.

Please stay safe.

## **Attachment #4C:**

**Sample Memo - Resident tested  
positive with COVID-19 or is under  
self-quarantine**

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**MEMORANDUM**

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To: All Residents – Building Name  
From: Century Management  
Date: May 21, 2020  
Re: COVID-19 Update

---

We write to inform you that we received news that a resident has tested positive for COVID-19. We wanted to share these details with the residents and staff so that they can exercise the appropriate amount of caution while still providing assistance to all of the residents. We respectfully ask that all residents and staff monitor themselves for signs or symptoms of COVID-19 and self-quarantine, if appropriate.

In an abundance of caution and to safeguard the health of our residents and staff, we will be deep cleaning the common areas, including the hallways and elevators as soon as possible.

Effective immediately, all staff are being advised that they should not enter the homes of residents. Unless somehow a situation requires it (i.e., the safety or health of a resident), close contact with residents is not acceptable at this time. Also no one should congregate at the front door or in common areas to avoid accidental transmission.

Unless required (e.g., required maintenance or safety and/or health issue in an apartment; helping an infirm resident out of a car and/or assisting someone who may injure themselves otherwise), building staff will continue to not enter the homes of residents and will not enter the six-foot personal space of residents. We would like to take this time to remind residents to maintain a proper distance away from each other and engage in social distancing in the building.

To balance safety and privacy concerns, if there is a legitimate reason (e.g., that a resident has requested an employee enter their home as noted above or provide very close assistance to a resident), residents will be asked the following questions either via e-mail, text or in person:

- Do you have any symptoms such as a fever, cough and/or shortness of breath?
- Have you had contact with a person who is has been exposed to COVID-19?

If the answer is yes to any of these questions and there is not a health or safety issue requiring immediate staff assistance, most likely, a staff member will not enter the apartment and may not be able to provide the usual level of personal assistance.

Independent of the issues discussed above, consistent with COVID-19 protocols, we have implemented key controls for the staff. Accordingly, staff will continue with the daily cleansing of all surfaces and in particular, their hands with hand washing and/or hand sanitizer. All commons areas will remain as sterile and as sanitized as possible. All staff members will be required to continuously wash their hands, clean their desks and other common areas, and continue to either wear masks, gloves, and/or cleanse their hands several times a day. Consistent with these practices, it is likely that you will see and hear cleansing in all common areas, particularly hallways and elevators occurring much more often.

As you know, the safety of our residents and staff is of the utmost importance. That said, we are also obligated to respect the privacy of our unit owners/residents as well as the privacy of staff members. Accordingly, to comply with federal, state and local privacy laws, we cannot disclose a resident's medical condition nor can we disclose an employee's medical condition or disclose any other information allowing anyone to identify any individual who has been diagnosed with COVID-19 or may have been exposed to COVID-19.

We ask all of you to exercise restraint and patience during this difficult time. As such, if there are individuals with special needs, both neighbors and staff will do all we can to assist those individuals.

## **Attachment #5:**

# **Current CDC Guidelines for Essential Workers**

# Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19

To ensure continuity of operations of essential functions, CDC advises that critical infrastructure workers may be permitted to continue work following potential exposure to COVID-19, provided they remain asymptomatic and additional precautions are implemented to protect them and the community.

A potential exposure means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

Critical Infrastructure workers who have had an exposure but remain asymptomatic should adhere to the following practices prior to and during their work shift:

- ▶ **Pre-Screen:** Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the individual enters the facility.
- ▶ **Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
- ▶ **Wear a Mask:** The employee should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue facemasks or can approve employees' supplied cloth face coverings in the event of shortages.
- ▶ **Social Distance:** The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.
- ▶ **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

If the employee becomes sick during the day, they should be sent home immediately. Surfaces in their workspace should be cleaned and disinfected. Information on persons who had contact with the ill employee during the time the employee had symptoms and 2 days prior to symptoms should be compiled. Others at the facility with close contact within 6 feet of the employee during this time would be considered exposed.

Employers should implement the recommendations in the Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 to help prevent and slow the spread of COVID-19 in the workplace. Additional information about identifying critical infrastructure during COVID-19 can be found on the DHS CISA website or the CDC's specific First Responder Guidance page.

## INTERIM GUIDANCE

This interim guidance pertains to critical infrastructure workers, including personnel in 16 different sectors of work including:

- ▶ Federal, state, & local law enforcement
- ▶ 911 call center employees
- ▶ Fusion Center employees
- ▶ Hazardous material responders from government and the private sector
- ▶ Janitorial staff and other custodial staff
- ▶ Workers – including contracted vendors – in food and agriculture, critical manufacturing, informational technology, transportation, energy and government facilities

## ADDITIONAL CONSIDERATIONS

- ▶ Employees should not share headsets or other objects that are near mouth or nose.
- ▶ Employers should increase the frequency of cleaning commonly touched surfaces.
- ▶ Employees and employers should consider pilot testing the use of face masks to ensure they do not interfere with work assignments.
- ▶ Employers should work with facility maintenance staff to increase air exchanges in room.
- ▶ Employees should physically distance when they take breaks together. Stagger breaks and don't congregate in the break room, and don't share food or utensils.





## **Attachment #6:**

**Sample Memo - Staff member  
tested positive with COVID-19  
(security firm hired)**

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## MEMORANDUM

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To: All Residents – Building Name  
From: Century Management  
Date: May 21, 2020  
Re: COVID-19 Update

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We write to inform you that we received news that a staff member has tested positive with COVID-19. We wanted to share these details with the residents and staff so that they can exercise the appropriate amount of caution. We respectfully ask that all members of the building community monitor themselves for signs or symptoms of COVID-19 and self-quarantine, if appropriate.

To comply with federal, state and local privacy laws, including the Health Insurance Portability & Accountability Act, we cannot disclose a resident's or employee's medical condition or disclose any other information allowing anyone to identify any individual who has been diagnosed with COVID-19 or may have been exposed to COVID-19.

The building is taking all necessary steps and precautions to minimize risk to the residents and staff, which you can find outlined here.

### **Staffing**

Per health officials' recommendations, we are sending all staff members who have recently worked in close contact with this staff member home. Each staff member will get tested as soon as possible and will return only if they test negative. Unfortunately, these staff members include all doormen, and most maintenance staff. Your Resident Manager is not exhibiting any symptoms and will remain on limited duty. He has PPE and will be avoiding any interaction with residents. We are actively working on finding trained individuals to assist with cleaning/trash.

The Board has engaged Doyle Security Solutions (DSS) for a security guard to be stationed at the front desk 24-hours a day until further notice. As the doormen come back based on their test results, we will eliminate the security guard services.

DSS has been given a list of resident's names directly from Buildinglink and have been directed to ask any person entering the building for identification. To maintain social distancing guidelines, please give your name and apartment number when entering the building and show your ID. Do not hand your ID over unless asked. All residents should make sure they have

identification and their key on them so that they will be permitted into the building without any issues.

If you are expecting a visitor, you will have to meet your visitor in the lobby when they arrive. The delivery protocol will remain.

It will take time and patience until the security guards start to become familiar with building operations. Please bear with us and them.

Additionally, we have multiple supers in the surrounding area who are currently on call for emergency services.

### **Maintenance/Repairs & Entering Units**

Effective immediately, unless required (e.g., required maintenance or safety and/or health issue in an apartment; helping an infirm resident out of a car and/or assisting someone who may injure themselves otherwise), building staff should not enter the homes of residents and should not enter the six foot personal space of residents. As previously communicated, packages and food deliveries can be picked up by the resident from the lobby. We also ask that residents should maintain a proper distance away from each other and engage in social distancing in the building.

### **Other Building Precautions**

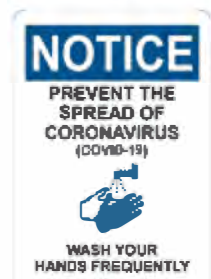
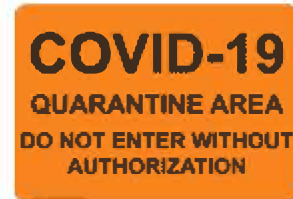
Independent of the issues discussed above, consistent with COVID-19 protocols, we have implemented key controls for the security firm. Accordingly, staff/security guards will continue with the daily cleansing of all surfaces and in particular, their hands with hand washing and hand sanitizer. All commons areas will remain as sterile and as sanitized as possible. All staff/security members will be required to continuously wash their hands, clean the front desks and other common areas, and continue to either wear gloves and/or cleanse their hands several times a day.

All previously communicated precautions/policies are still in effect until further notice. We ask all of you to exercise restraint and patience during this difficult time.

Thank you.

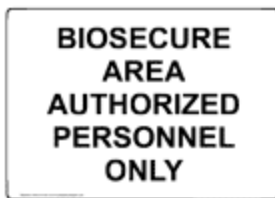
## Attachment #7:

# Sample Signage













## **Attachment #8:**

# **Sample Basic Signs**



# COVID-19 precautions in effect

We recommend all residents practice the following precautions:

- Wash your hands thoroughly
- Practice social distancing + isolation
  - If sick, stay home from work
- If sick, call the provincial hotline + get tested

**Stay safe! We'll get through this together.**



# Coronavirus precautions

We recommend all residents practice the following precautions to limit the spread of COVID-19:

- Wash your hands thoroughly
- Practice social distancing + isolation
  - If sick, stay home from work
- If sick, call the provincial hotline + get tested

**Stay safe! We'll get through this together.**

## **Attachment #9:**

# **Sample COVID-19 Mitigation to Safely Allow Continuation of Moves In/Out Acknowledgement Form**



## COVID-19 Mitigation to Safely Allow Continuation of Moves In/Out Acknowledgement Form

-----  
Property Address

-----  
Unit #

I/We, hereby acknowledge that I/we have read the procedures/protocols below which must be adhered to during my/our move in/move out at the above referenced building.

- Ensure that all moves adhere to social distancing requirements and that all spaces used by moving company will be cleaned following the move.
- Movers will reduce the number of trips they make from the unit to the truck by bringing all items to one location in the building (for example a basement) before going to the unit or truck.
- All moving employees entering the building must use gloves and masks.
- If possible, postpone move in/out dates for a later date.
- If practical, we will consider authorizing moves during off hours (e.g. before 9 a.m. or after 9 p.m.). If not possible, all moves must be completed no later than 1 p.m.
- Movers to provide proper protection for the hallway including Masonite board to cover carpet.
- All boxes and trash must be removed from the building by moving company.
- Movers will provide elevator preference to all residents entering/exiting the building at any time when directed to do so by building staff.
- If applicable, an additional fee may be imposed to cover costs to perform an additional cleaning of areas used for move.

If movers do not abide by the rules of the above referenced building, the move will be shut down immediately and police called if necessary.

-----  
Shareholder/Unit Owner/Tenant Name

-----  
Signature

-----  
Date

-----  
Shareholder/Unit Owner/Tenant Name

-----  
Signature

-----  
Date

-----  
Moving Company

# **Attachment #10:**

## **Business Interruption Insurance Guide**



# COVID-19: PREPARING FOR A POTENTIAL BUSINESS INTERRUPTION (BI) LOSS CLAIM / RECOVERY



## AS YOU HELP FLATTEN THE CURVE, GET AHEAD OF THE CURVE.

With the uncertainty regarding the timeframes, impacts and potential recoveries related to unprecedented restrictions and shutdowns related to COVID-19, it is critical to immediately begin taking steps to track, document and otherwise prepare to measure any potential business interruption losses, including loss of income and extra expenses, related to the pandemic.

While your broker and other resources offer critical guidance on the potential insurance coverages due to this unprecedented event, consultants like Quantum Global Advisors can assist with measuring your potential losses. These measurements are often quite complex, and with the widespread impact of this event, the demand for experts to assist with those measurements will be high.

**Contact Quantum Global Advisors today** and we can provide direction on what types of information you should be tracking and documenting and how we can help measure your potential business interruption loss.

## STEPS TO TAKE IMMEDIATELY

1. Set up a separate **General Ledger account** to capture specific event-related expenses outside of normal business expenses. (This is a receivable account and does not flow to P&L).
  - o Examples include outsourced services for decontamination / sanitization, security services, etc.
  - o Do not include hourly labor or utilities (will be analyzed separately).
2. Track and compile specific **cancelled and / or reduced events, orders, bookings, contracts, etc. (where applicable)**.
3. Document specific **mitigation efforts** undertaken (i.e., use of alternate location to assist, outsource to a competitor, use of finished goods inventory, etc.).
4. Track and summarize **hourly labor** specifically related to event (employee name, dates worked, hours (Reg or OT), hourly rate ((Reg or OT)), and general description of task(s). Establish a specific labor / work task code related to the event, if possible.

## QUESTIONS YOU'LL NEED TO ANSWER

1. Describe the products or services the business provides.
2. Who are your main customers?
3. How many days do you operate? What are normal business hours?
4. Explain in detail how the event affected your business.
5. How long do you expect to be closed or impacted?
6. Have there been any significant changes to your business or industry within the past year?
7. Is revenue truly lost – or postponed / delayed?
8. Do you own other locations? If so, can they be used to assist?
9. Hourly payroll details (how many employees, what are they doing during the loss period, effect on labor cost post event)

## RECORDS TO HAVE READILY AVAILABLE

- 1) Monthly P&L statements for last two years
- 2) List and description of any other unusual events during the past two-three years (i.e. hurricane, customer relocation, etc.)
- 3) Daily revenue reports (if applicable) for 30-90 days before and during the loss period
- 4) Weekly / bi-weekly payroll reports for the 12-months prior to and during the loss period
- 5) Other regular reports used to manage / monitor business activities for one year prior to and during the loss period (e.g., key performance indicators)

# **Attachment #11:**

## **COVID-19 Guidance for the Construction Workforce**

## COVID-19 Guidance for the Construction Workforce

OSHA is committed to protecting the health and safety of America's workers and workplaces during these unprecedented times. The agency will be issuing a series of industry-specific alerts designed to keep workers safe.

When working in the construction industry, the following tips can help reduce the risk of exposure to the coronavirus:

- Encourage workers to stay home if they are sick.
- Allow workers to wear masks over their nose and mouth to prevent them from spreading the virus.
- Continue to use other normal control measures, including personal protective equipment (PPE), necessary to protect workers from other job hazards associated with construction activities.
- Advise workers to avoid physical contact with others and direct employees/contractors/visitors to increase personal space to at least six feet, where possible. Where work trailers are used, all workers should maintain social distancing while inside the trailers.
- Train workers how to properly put on, use/wear, and take off protective clothing and equipment.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Promote personal hygiene. If workers do not have immediate access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60 percent alcohol.
- Use Environmental Protection Agency-approved cleaning chemicals from [List N](#) or that have label claims against the coronavirus.
- To the extent tools or equipment must be shared, provide and instruct workers to use alcohol-based wipes to clean tools before and after use. When cleaning tools and equipment, workers should consult manufacturer recommendations for proper cleaning techniques and restrictions.
- Keep in-person meetings (including toolbox talks and safety meetings) as short as possible, limit the number of workers in attendance, and use social distancing practices.
- Clean and disinfect portable jobsite toilets regularly. Hand sanitizer dispensers should be filled regularly. Frequently-touched items (i.e., door pulls and toilet seats) should be disinfected.
- Encourage workers to report any safety and health concerns.

For more information, visit [www.osha.gov/coronavirus](https://www.osha.gov/coronavirus) or call 1-800-321-OSHA (6742).

*OSHA issues alerts to draw attention to  
worker safety and health issues and solutions.*

## **Attachment #12:**

# **Physical Distancing Guidelines for Construction Sites**

The following guidelines are based on the latest COVID-19 guidance from the CDC, OSHA and other publications. Permit holders are responsible for enforcing physical distancing and safety measures on their job sites. These guidelines are meant to help you develop and manage appropriate measures for your job sites.

## ENSURE PHYSICAL DISTANCING ON-SITE

- Workers should maintain a distance of six feet from each other whenever possible. Provide tools to help them mark out physical distancing spacing when performing job tasks. Require that workers maintain a distance of six feet when waiting to enter turnstiles, hoists/elevators, stairs, and other shared spaces.
- Prevent workers from congregating during pre-shift meetings, toolbox talks and other similar gatherings.
- Stagger schedules for job functions that put workers close together. For example, workers that perform job functions that are in close proximity can work different shifts or days, or they can have different work start times and end times, including breakfasts and lunch breaks.

## OPERATIONS AND PHYSICAL DISTANCING

It is up to permit holders to limit, to the greatest degree possible, all operations where proper physical distancing can't be followed. Examples where this may be an issue could include material delivery, pouring concrete, and the installation of sheet rock or curtain walls. To carry out these complex operations and maintain physical distancing, there are a variety of strategies you can employ, including:

- Replace a worker with mechanical means for operations that require multiple workers.
- Erect temporary barriers for additional protective measures such as: sheet rock, plastic sheeting, plexiglass, etc.

## SUGGESTED SAFETY MEASURES

In addition to the above safety precautions, there are a variety of other strategies permit holders should employ to maintain physical distancing to keep your workers, and the public, safe. These include:

- Take Temperatures: Use a no contact thermometer to take workers' temperatures before letting them on the jobsite.
- Hand Washing: Require that all workers wash their hands thoroughly before and after an operation. Add hand washing and hand sanitizing stations throughout your worksite.
- PPE: All workers are required to wear appropriate personal protective equipment (PPE). If a mask is not part of routine PPE used for a specific task, workers should use a face covering – any well-secured paper or cloth (like a bandana or scarf) that covers one's nose and mouth – if they cannot maintain at least 6 feet of distance between themselves and others.
- Temporary Barriers: Erect temporary barriers to keep workers separate during the workday.
- Only Use Your Items: Strongly discourage workers from using other workers' phones, desks, offices, work tools and equipment.
- Disinfect: Regularly clean and disinfect shared tools and equipment.
- Send Sick Workers Home: If anyone is symptomatic send them home and do not let them on the site.
- Effective Quarantine: Workers must stay home if sick. They should not return to work until all the following are true:
  - It has been at least seven days since your symptoms started.
  - You never had fever or you have not had a fever for the prior three days without use of fever-reducing drugs such as Tylenol or ibuprofen.
  - Your overall illness has improved.
- Shut It Down: Close the site if physical distancing cannot be maintained.

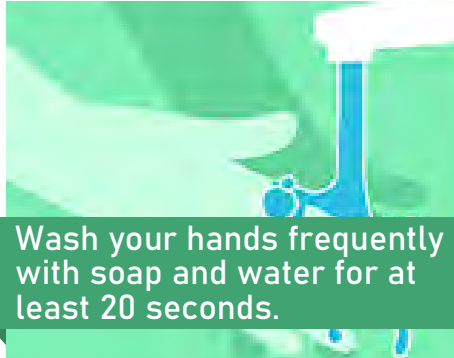
# INDUSTRY BEST PRACTICES FOR Preventing & Remediating the Contamination of Germs on Construction Sites

Good health habits can help stop the spread of germs and prevent respiratory illnesses. Use these tips to protect yourself and others:

Clean and disinfect frequently touched objects and surfaces.



Clean tools and equipment with disinfectant wipes after each use. For larger tools and equipment, wipe or spray down the surface or tool with a solution of 5 tablespoons (1/3 cup) of bleach per one gallon of water. Allow the solution to sit on the surface for 5 minutes to kill all of the germs.



Wash your hands frequently with soap and water for at least 20 seconds.

Practice proper hygiene. Wash hands thoroughly and often using soap and water for at least 20 seconds. If soap and water are not available, use an alcohol based hand sanitizer.

Cover your cough and sneeze with a tissue then throw the tissue in the trash.



Cover your mouth and nose with a tissue when you cough or sneeze. Use the bend of your arm if a tissue is not available.

## WAYS TO REDUCE THE SPREAD OF GERMS

- Practice physical distancing by avoiding groups and gatherings and maintaining a distance of at least 6 feet from other people whenever possible.
- Stagger pre-shift meetings, new hire orientations, and other meetings conducted in-person. These meetings should include information on proper hygiene, keeping surfaces clean, and procedures on what to do if a worker feels sick.
- If a worker is symptomatic encourage he/she must stay home. Supervisors should keep a record or log of all employees who are sent home or stay home.
- Provide workers with access to soap and water so they can wash their hands frequently.
- Give co-workers a friendly reminder if you notice they forget to wash their hands, cover their mouth, or wipe down their equipment after each use.

**COVID-19**

Symptoms of COVID-19 commonly include:

- Fever
- Cough
- Sore throat
- Shortness of breath.

Supervisors should monitor workers for the symptoms listed above. If anyone on the site is symptomatic, send them home and do not let them on the site