**Safety Precautions**

**Employee Fitness for Duty**

* Managers and supervisors will perform daily symptom assessment of each employee before the employee shift begins.
* Daily symptom logs will be kept confidential, maintained electronically and password protected, the daily symptom log is on the M2 website.
* The log will record the employee’s name, date, time, temperature and a symptom assessment
* Temperature will be recorded using a no-touch infrared thermometer – each site has two such devices, one will be maintained in the maintenance shop and the other in the office
* Employees with a temperature of 100 degrees Fahrenheit, coughing, shortness of breath or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, will not be allowed to work and will be sent home to self-quarantine for 14-days.
* Employees sent home, should seek medical assistance from their healthcare provider. If a Covid-19 test is available, the employee can take the test and return to work once a negative result has been reported.
* Employees should conduct a self-symptom assessment and if any of the above apply, the employee should stay home and contact their supervisor.

**PPE**

**Masks**

* Each employee will be provided one mask per day (based on current supply levels). Masks are to be worn by all employees that are able to medically tolerate a mask.
* Employees are encouraged to wear company provided masks but may wear a comparable employee-purchased mask with approval from their Regional Property Manager
* Masks may not have pictures, wording or offensive designs
* Masks must be worn when interacting with residents, guests, vendors and other employees
* Masks are to be with the employee at all times while on the site
* Masks are to be worn at all times while in the office unless sitting at their own workstation and at least 6-feet from any other person
* The Site Property Manager is responsible for managing the mask inventory and to ensure the weekly inventory of all PPE items is submitted each Friday to Scott and Max
* UV light sanitation boxes will be on site, employees are encouraged to sanitize and reuse their mask when possible or when inventory is low and cannot be replenished

**Disposable Gloves**

* Employees will be provided disposable gloves (while supplies last)
* Employees must wear disposable gloves when entering occupied apartments, conducting prospect tours, and whenever there’s an increased risk of infection from touching objects or interacting with others

**Coveralls, Shoe Covers & N95 Masks**

* Coveralls, shoe covers and N95 Masks should be worn when dealing with any mold issues, as noted in the moisture management plan, but also for any work done in a resident’s home where the resident is not able to leave the apartment while service is being performed
* Employees are also required to wear coveralls, shoe covers and N95 masks to enter an apartment for emergency mitigation services where a Covid-19 positive person is in the unit

**Hand Washing**

* All employees are required to immediately wash their hands with soap and water for at least 20-seconds after any interaction with another person, after blowing their nose, coughing, sneezing, using the restroom, touring, performing maintenance services and the like

**Hand Sanitizer**

* Hand sanitizer is a stop gap solution, proper hand washing should be done when possible and is the preferred method to prevent the spread of disease
* Hand sanitizer will be installed near the office door and should also be installed on the first floor near the elevators or other high contact areas
* David is working on ordering the generic touchless hand sanitizer stations that will mount to the wall and can be refilled with any available alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol alcohol

**Sanitary Wipes**

* Sites should order sanitary wipes where available to sanitize office equipment, high contact surfaces such as intercom panels or elevator buttons and other surfaces
* If your site has a package locker room, sanitizing wipes should be provided so residents can wipe down the screen before entering their access code into the Parcel Pending system. These should be the same wall mounted wipes that are in use in the fitness centers.

**Office Cleaning / Sanitization**

Office Hours will return to normal with normal staff, but we will limit the number of residents/guests allowed into the office at once, to half of the normal capacity. Even though our offices are reopening, we still want to limit contact and practice physical distancing as much as possible to protect the health of our guest, residents and staff.

Offices will not reopen until each office has ran their Hydroxyl machine for at least 48-hours. After opening, the machines should run for two or three days in each office. The Hydroxyl machine is harmless to humans and can be ran during office hours, once the initial 48-hours has been completed.

Each site will purchase and install **3M’s Filtrete Healthy Living 2800** furnace filters for the office and all common areas, these filters must be changed every 60-days, if not available, sites will install **3M’s Filtrete Ultra Allergen 1500** furnace filters and change every 30-days.

The manager/maintenance supervisor must create a schedule for the sanitizing of all frequently touched surfaces, including, common door knobs, door handles, buzzer pads, intercom systems, touch screens, elevator buttons, bath room faucet handles, light switches and the like at least 4 times each day. Additionally, signage should be posted in all common areas stating “***In order to help protect your health, we’ve increased our cleaning protocols and are sanitizing frequently touched surfaces throughout the day. However, we strongly suggest that you sanitize any surface before touching or washing your hands with soap and water for at least 20-seconds after touching any common area surface***”.

Office equipment that was taken home, must be returned and sanitized. Office staff should utilize only the phone, computer, etc., at their desk which should be sanitized at least once per day or after any other staff member has used the equipment.

Office staff should continue to use the **Docusign** platform to send any lease, addendum or other documents electronically to residents, guest or applicants for signature.

To prevent employees from using the same computer for clocking in/out, employees should download the ADP Mobile app to their smart phone. The app will only allow the employee to clock in/out if they are at the site. The employee will have to allow the app to use their location.

We will not permit residents, resident parties or guest to use office equipment including phones, copiers, fax machines and the like.

Temporary six-foot markings will be placed on the floor using a brightly colored tape, that will not harm the flooring, that will indicate the six-foot distance that we want guest to keep. Specifically, this tape will be used in front of leasing desks, laundry card machines and the like.

Property Offices will not accept or sign for Resident packages

**Personal Distancing**

* Employees are to remain at least six (6’) feet apart at all times
* Employee workstations shall be rearranged to ensure proper distancing requirements
* Maintenance employees should not work in teams and should keep a distance of at least 6-feet from each other.  Exceptions to this rule would be when two people are necessary for a task such as removing a water heater, appliances and the like.  When an exception is necessary, maintenance employees should wear mask and gloves (when available) and immediately wash their hands with soap and water after any interaction with other people.
* Drop boxes (if applicable) should be used as much as possible to minimize face to face contact
* Residents are encouraged to continue to submit work orders by phone, on our website or by email

**Leasing/Office Operations**

**Prospects**

* Prospects will call to be allowed inside the office (per signage on front door or by appointment)
* Prospects should be told that we require them to wear a mask to visit or take a tour
* Office hours from 9 AM to 11 AM will be reserved for prospects at highest risk for infection, including those over 60 years old, people with pre-existing medical conditions such as asthma, diabetes, heart disease, HIV, etc. We will publish these hours in our ads but we cannot ask a guest in which category they fall. If a guest shows up during these hours we will assume they meet the criteria and help them accordingly.
* Tours will be limited to two people at a time (excluding the agent) to view the model or make ready
* Employees are to greet prospects with a wave and exhibit the best possible customer service by apologizing for not being able to shake hands
* Employees will remind prospects that we intend to maintain the proper six (6’) foot distance
* Employees will maintain a distance of at least six (6’) feet from all prospects inside and outside the Property Office
* Chairs intended for prospects must be kept at least six (6’) feet away from staff members
* Refreshments will no longer consist of freshly popped popcorn, cookies and the like. Refreshments should be purchased in individually sealed packages as to prevent contamination. Refreshments should be replenished throughout the day, to prevent someone taking all of them at once. Please purchase bottled water only and temporarily discontinue the use of bubbler type water dispensers
* During this first phase of reopening, the use of golf carts to tour guest will be prohibited
* Agents should show the amenities of the site where available
* Agents and guest should take separate vehicles or walk (keeping a six-foot distance) to the apartment the guest will tour
* While touring the guest, guest should be asked not to touch anything, again to help protect their health. Instead the agent should wear gloves and open anything the guest would like to see, closets, cabinets, appliances and the like

**Amenities**

* Pools without access control systems will not open this season
* Bark Parks may be opened but residents should be reminded to keep at least six (6’) feet apart at all times
* Laundry facilities can reopen; a notice should be posted informing residents ““***In order to help protect your health, we’ve increased our cleaning protocols and are sanitizing frequently touched surfaces throughout the day. However, we strongly suggest that you sanitize any surface before touching or washing your hands with soap and water for at least 20-seconds after touching any common area surface***”.
* If your site has laundry facilities with a sink, hand soap and paper towels must be provided so residents can wash their hands after touching any surface.
* Package Rooms will reopen
* Other exterior amenities such as tennis courts may reopen
* Coffee Bars, WIFI Cafés, Resident Lounges, Business Centers & Theaters will remain closed until further notice
* Playgrounds, Fitness Centers, Game & Activity Rooms will remain closed until further notice
* Resident events should continue to be online or done in a way that does not bring people together in an enclosed space

**New Move-ins**

* New resident move-ins will be performed online (where possible), using the DocuSign platform
* The receipt of prorated rent and related charges should be done in advance where possible using rPay or the WIPS system
* A designated employee will meet the new resident at their apartment home upon their arrival and remain outside while the resident views their new home
* Keys will be left for residents inside the apartment home

**Move-outs**

* A pre-move out inspection normally done within 24-hours after receiving the written notice from the resident will be suspended
* Employees must wait at least 48-hours before performing a move-out inspection
* Residents still have the right to be present during the move-out inspection; residents, limited to two people, wanting to be present must wear a mask and gloves during the inspection and stay at least six (6’) feet apart from our agent at all times.

Employees performing move-out inspections should wear gloves and wash their hands immediately after returning to the office

**Maintenance**

* Vendors are required to wear proper PPE (gloves and mask) before entering the property office or performing any work at the property
* All employees are to remain at least six (6’) feet away from vendors at all times
* To limit the need for vendors/contractors to be in and out obtaining keys, site personnel will unlock vacant units for vendors
* Turn vendors will be asked to notify the office when work has been completed so that the unit can be secured by the property staff
* Employees will sanitize their tools at the end of each shift
* Maintenance employees should not work in teams and should keep a distance of at least 6-feet from each other.  Exceptions to this rule would be when two people are necessary for a task such as removing a water heater, appliances and the like.  When an exception is necessary, maintenance employees should wear mask and gloves (when available) and immediately wash their hands with soap and water after any interaction with other people.
* When possible only two people at a time should be in the shop or other storage facilities.
* Shop and garage door handles, locks, light switches and the like should be wiped down frequently to help keep our employees safe.

**We will resume servicing normal work orders with proper PPE and the following restrictions:**

* Where practical, residents should step out of their apartment while we perform the requested services. If the resident cannot step out of the apartment, the resident should wait in another room while the requested service is being performed. If the resident refuses to comply with either option, then the service will be deferred.
* Maintenance employees must sanitize any work area, if possible, before performing maintenance, repair or replacements
* Staff will not enter a Covid-19 affected resident’s unit, until the resident has completed the recommended quarantine or isolation period and has consulted their health care provider and state/local health departments. The only exception is emergency mitigation services (turning off water, fire, etc.). Emergency Mitigation is NOT a repair, it’s emergency service performed quickly to limit loss to life and property.
* Personnel will keep a six-foot distance between employees where practical, and all other people
* Employees will use fresh PPE between service calls, if the previous service was performed while the resident remained inside their home.