



MDHA Continuity Work Plan in Response Coronavirus Disease (COVID-19) as of January 11, 2021

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Overview

This Business Continuity Plan (BCP) summarizes MDHA's response to the continuing threat of the Coronavirus (COVID-19) in our workplace and outlines actions MDHA is undertaking to protect the safety and wellbeing of our stakeholders; including residents, employees, clients, partners, vendors and members of the public; and the efforts to mitigate the impact on the agency business operations.

Our executive leadership has activated this emergency continuity plan and is continuously monitoring the situation to ensure that MDHA can deliver uninterrupted services to our residents and clients while continuing to achieve the Agency's mission and goals.

This directive will commence upon publication of this document. All MDHA offices will consider reopening (based on Director's recommendation and ED approval) two weeks after METRO Nashville enters Phase Four on their ROADMAP FOR REOPENING NASHVILLE plan which states: "Phase Four: If, after a minimum of 28 days in Phase Three, the trend of new cases continues to decline or remains flat, Nashville may proceed to Phase Four of reopening." This plan will remain in effect until a suitable CDC Approved COVID-19 Vaccination is determined and all employees eligible, who have no medical exemption or mitigating circumstances, have been immunized.

General Directives

MDHA has addressed the risks associated with COVID-19, and the following measures have been undertaken:

- Communications will be maintained with all stakeholders (residents, employees, clients, vendors, partners, etc.). The MDHA One Voice communicates up-to-date information with our employees concerning COVID-19. In addition, newsletters are mailed to MDHA residents every month to share the latest information on COVID-19.
- We have increased the use of technology in business operations and the employees' ability to work from home.
- Flexible work schedules are implemented to reduce face to face contact between employees, customers and the public.
- MDHA has purchased massive quantities of personal protective equipment (PPE) in an effort to protect employees and anyone they come in contact with including their loved ones and our residents.
- We have established a protocol for employees with symptoms of the COVID-19 virus. The protocol includes self-monitoring, notification processes, self-quarantine for known contacts with confirmed COVID-19 cases, contact tracing, and paid leave for affected employees.
- MDHA encourages COVID-19 testing and vaccinations in accordance with CDC and Metro deployment guidelines.
- All MDHA employees will be encouraged to conduct a Quarterly COVID-19 test utilizing their own healthcare provider or Metro Nashville locations (listed below). Metro Nashville Drive-thru testing locations:
 - Nissan Stadium Lot "N," 1 Titans Way, Nashville, TN 37213
 - Meharry Medical College, 918 21st Ave. N., Nashville, TN 37208
 - Former Kmart, 2491 Murfreesboro Pike, Nashville, TN 37217

- MDHA Offices are closed to the public until two weeks after Metro Nashville enters Phase Four and will be regularly disinfected or based on Director's recommendation and ED approval to open.
- We have implemented employee work travel restrictions.
- We will continue to schedule WebEx/video meetings and conference calls in lieu of face to face meetings where social distancing cannot be maintained. If face to face is required for interactions between offices, business partners and customers, then directors, supervisors and MDHA personnel will ensure that all adhere to the following COVID-19 guidelines in this document.
- If MDHA mission dictates and the Executive Director has approved, then Directors may return their staff to normal operations, if necessary.
- All directors, managers, Supervisors and MDHA personnel are responsible to adhere to the standards within the "MDHA Continuity Work Plan in Response Coronavirus Disease (COVID-19)" dated January 11, 2021, until further notice. **Risk Analysis**

Risk assessment of the MDHA workplace

The following risk exposures are present in the MDHA workplace:

- Employee contact with customers and visitors in offices providing service;
- Employee contact between each other in the office space;
- Employee contact with vendors and partners who support our programs or services;
- Employee working in Resident homes.
- Employee contact with other MDHA employees visiting for services;
- Contact between employees during meetings, conferences and training.

Risk and business operations

According to the Occupational Safety and Health Administration (OSHA), most MDHA workers will likely experience low (caution) or medium exposure risk levels in their job duties or the place of work. However, management recognizes that some MDHA employees may be at higher risk for exposure due to severe illness, age or chronic medical conditions.

Medium risk positions that are essential to operations of MDHA include:

- Affordable Housing Maintenance Staff
- Asset Management Construction Staff
- Affordable Housing Property Management Staff
- Rental Assistance Inspection and Leasing Staff
- Community Development Rehabilitation Staff

Department directors should consider the following communication and working methods to reduced risk exposure:

- Assign work task that minimizing face-to-face contact;
- Assign work tasks that allow workers to maintain a distance of six feet from other workers, residents, customers and visitors;

- Telework or remote working;
- Alternating or flexible work schedules;
- Practicing social distancing;
- Reduction of the number of workers in the workplace;
- Providing electronic communications and service to the public;
- Providing PPE;
- Increase distance between work stations;
- Installation of shields, barriers, or screens to put a barrier between staff and the public and between workspaces;
- Regular disinfection of workspaces and equipment;
- Limit gatherings in common areas, training areas and meeting rooms;
- Schedule meetings via video or conference call when possible.

Preparing Workplaces

When a return date for regular work duty is established, it is the Agency's goal to prevent and control the spread of COVID-19 and other infectious diseases in the workplace. Departments should plan to respond to reports of exposure or the potential of exposure in a cautious manner and assume the exposure is positive until a COVID-19 test result can confirm or deny the presence of the virus.

All departments need to consider how best to decrease the spread of COVID-19 and lower the impact on their business operations. This may include activities in one or more of the following areas:

- [Maintain a healthy work environment for Agency employees](#)
- [Reduce transmission among employees and the public](#)
- [Maintain business continuity and operations](#)

1. Maintain a healthy work environment for Agency employees

Basic infection prevention measures should always be implemented in our workplaces. Staff should wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, before and after lunch and after using the restroom.

- All visitors or customers are required to wash or sanitize their hands before or immediately upon entering the facilities. Hand sanitizers that contain at least 70% alcohol should be readily available at entrances and locations throughout the workplace. If hands are visibly soiled, soap and water should be used when it becomes available. Ensure that adequate supplies are maintained for daily use.

MDHA employees who have frequent contact with our residents - maintenance staff, inspectors, etc., should have the following PPE available and worn daily:

- Face Mask – cloth or paper mask
- Gloves
- Shoe covers
- Covering for clothing

- Face shield

MDHA Employees who work from dedicated MDHA office space who have less or no contact with residents should have mask and/or face shields available for daily use.

Support respiratory etiquette and hand hygiene for employees, customers and worksite visitors

- Provide tissues and no-touch disposal receptacles;
- Place posters that encourage hand hygiene to help stop the spread at the entrance to your workplace and in other place areas where they are likely to be seen;
- Discourage handshaking and encourage the use of other noncontact greeting methods;
- Encourage employees to use coughing and sneezing etiquette.

Perform routine environmental cleaning and disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails and doorknobs.
 - If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection.
 - For disinfection, the most common EPA-registered household disinfectants should be adequate. Supervisors with any questions about any disinfectants used, please refer to the following link <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19> to confirm it meets EPA's requirements. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g. concentration, application method and contact time, etc.) when applying to our work spaces and areas.
- Discourage workers from using other workers' phones, desks, offices or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes or spray disinfectant and paper towels so that employees can wipe down commonly used surfaces (e.g. doorknobs, keyboards, remote controls, desks, etc.) before each use. To disinfect, use products that meet EPA's criteria for use against SARS-Cov-2 and are appropriate for the surface.

Perform enhanced cleaning and disinfection

The regular practice of cleaning and disinfecting should be implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools, machinery, vehicles and areas in the work environment, including the restrooms, break rooms, meeting rooms and other common areas.

Also, frequently clean and disinfect high-touch areas including phones, keyboards, door controls, door handles, railing, copy machines, credit card readers.

Appropriate and effective cleaning and disinfecting supplies should be purchased and available for use in accordance with product labels, the safety data sheet and manufacturer guidelines. These supplies should meet the EPA guidelines for the elimination of the COVID-19 virus.

2. Reduce transmission among employees and the public

To reduce the transmission of COVID-19 between employees, the employee should perform self-monitoring for signs and symptoms of COVID-19. The following policies and procedures are implemented to assess a worker's status before entering the workplace, and for workers to report when they are sick or experiencing symptoms.

Employee screening procedures

Employees will use the **Ascension App** to report daily health status to their supervisor, manager or department director. Staff may also open [the web address](https://ascn.io/mdha) on their desktop computer or cell phone and bookmark the new link: ascn.io/mdha.

- All employees will download the app to the agency or personal cellular phones;
- Employees will login to the Ascension App prior to work and report wellness status to their supervisors. The Ascension App will collate the data and provide an overall MDHA wellness report/daily status update to MDHA HR.
- Employees who have symptoms of COVID-19 (e.g. fever, cough shortness of breath, loss of taste and smell) shall notify their supervisor and stay home.
- If the employee's symptom continues, the employee should contact their physician or a medical provider or a Metro test site and get tested. The employee should send a copy of the test confirmation to their supervisor and the HR Office. The employee shall remain quarantined until a test result is available. The employee should send the test result to their supervisor and the HR Office.
- If the test result is negative, the employee is cleared to return to work. If the test result is positive, they should follow the Metro Public Health Department guidance.
- CDC/Metro Health Department guidance:
 - Quarantine for at least 10 days (including weekends) since symptom onset or positive test; and
 - After at least 24 hours, have passed without any fever and the use of fever-reducing medications; and
 - All other symptoms have improved, you can return to work.
 - If you have symptoms after 10 days: A limited number of persons with severe illness may have a replication-competent virus beyond 10 days, which may warrant extending the duration of quarantine for up to 20 days after symptom onset before they can return to work.
 - Persons infected with SARS-CoV-2 who never develop COVID-19 symptoms may discontinue quarantine and other precautions 10 days after the date of their positive test for COVID 19 before returning to work.
- An employee who has come in close contact with someone positive for COVID-19 should notify their supervisor and HR, check for symptoms, be tested, practice safety precaution, wear PPE, practice social distancing and return to work (if displaying/having no COVID-19 symptoms).
- Employees who are well but who have a sick family member at home with COVID-19 shall notify their supervisor and HR. The employee will send confirmation of the positive test for their family member to HR and follow the Metro Health Department guidance to quarantine.

Screening visitors in MDHA offices or workspaces and before MDHA employees enter a resident or client's home

To protect the health of MDHA employees, all visitors to the MDHA workspaces must self-screen for symptoms or other risk factors of COVID-19. Also, MDHA employees will provide a mask to any visitor, resident or client (with the exception of children under the age of two) who does not have one. All visitors, residents and clients two years of age and older will need to wear a mask when an MDHA staff is in their home or while visiting an MDHA building.

In addition, MDHA employees should test the temperature of visitors, residents or clients before entry and ask the following self-screening questions:

- Have you experienced any of the following symptoms in the past 48 hours: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, the new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea?
- *Do you have a fever at or above 100 degrees? (Employee will test temperature before entering)*
- Are you ill or caring for someone who is ill?
- Within the past 14 days, have you been in close physical contact (six feet or closer for at least 15 minutes) with a person who is known to have laboratory-confirmed COVID-19 or with anyone who has any symptoms consistent with COVID-19?
- Are you isolating or quarantining because you may have been exposed to a person with COVID-19 or are worried that you may be sick with COVID-19?
- Are you currently waiting on the results of a COVID-19 test? (If waiting on results and not displaying symptoms and/or has not had any close contact with someone who has tested positive, then our MDHA employees may enter the residence or conduct the interview)

If a visitor, resident or client answers “yes” to any of the above questions, they will be denied entry into MDHA facilities and the MDHA employee should not enter the home.

** Note: Because the CDC and state/local health authorities have acknowledged the community spread of COVID-19, MDHA may measure body temperature. As with all medical information, the fact that a person has a fever or other symptoms would be subject to HIPPA confidentiality requirements.*

Separate sick employees in the workplace

- Employees who appear to have symptoms (i.e., fever, cough or shortness of breath) upon arrival at work or who become sick during the day shall immediately be separated from other employees, customers and visitors and sent home.
- If an employee is confirmed to have COVID-19, the employee's director and the HR Safety Office will investigate to determine the source and transmission of the virus. Employees who had contact with the employee will be immediately notified in person, email or phone call of the potential exposure while maintaining the confidentiality of the employee.
- Employees with positive COVID-19 exposure will be required to take a test regardless of displaying/showing symptoms of COVID-19. The workplace will be sanitized and disinfected.

Safety precautions in the workplace

As a preventative measure to control the spread of COVID-19, all employees are mandated to wear a face mask in the workplace. Employees working at their desk will not be required to wear a mask. However, when walking in hallways, visiting offices, shared workspaces or attending meetings, a mask is required.

Social distancing of at least six feet will be implemented and maintained between workers, customers, clients, partners, guests or visitors. When social distancing cannot be achieved, shields and guards will be installed to protect workers from face to face or close contact with co-workers or the public.

The practice of social distancing or shields will include the following:

- workspaces in offices
- service counters
- in-person training
- in-person meetings
- in-person job interviews

All face to face meeting or training is limited to 10 person unless approved by the executive director.

Educate employees on how to control the spread of COVID-19

OSHA recommends that employers train all workers with reasonably anticipated occupational exposure to COVID-19 about the sources of exposure to the virus, the hazards associated with that exposure and the workplace protocols in place to prevent and reduce the likelihood of exposure. Training should include information about isolating employees with suspected or confirmed COVID-19 virus and how to report a possible exposure to the virus.

- Stay home if you feel ill, follow the Agency leave policy and if you have any symptoms of the virus, get tested.
- While at work, wear your protective equipment, including a face mask, face shield, gloves, protective suits and other devices.
- Practice universal precautions throughout the day; wash hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 70% alcohol if soap and water are not available, use facial tissues, disinfecting spray and wipes.
- Use the screen and go app daily to check for symptoms of the virus.
- Follow the COVID-19 protocol before entering a resident's apartment or client's home.
- Take a COVID-19 test due to symptoms or exposure to COVID 19 and assist HR with contact tracing.
- Take the COVID 19 vaccine when it becomes available to you or notify your supervisor that you are requesting an accommodation due to a disability or a religious accommodation.
- Report any positive test result or exposure to a positive case to HR and your supervisor.
- Inform your supervisor if you have a sick family member at home with COVID-19.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds.

- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails and doorknobs. Dirty surfaces can be cleaned with soap and water before disinfection. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, and are appropriate for the surface.
- Avoid using other employees' phones, desks, offices or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice social distancing by avoiding large gatherings and maintaining distance (approximately six feet) from others when possible.

3. Maintain business continuity and operations

While protecting the health and wellbeing of workers is essential, department directors must assess the impact of COVID-19 and make adjustments to maintain continuous business operations. These adjustments may include rearranging office spaces, social distancing, flexible scheduling, remote working, electronic communications and changes in policies and procedures for leave and absenteeism.

Establish practices for social distancing

Social distancing should be practiced throughout the workday. Social distancing means avoiding large gatherings and maintaining distance (approximately 6 feet) from others when possible (e.g., breakrooms). Strategies that departments could use include:

- Increasing physical space between employees at the worksite
 - Keep common areas such as break rooms, conference rooms and training rooms closed or restrict the number of employees permitted in these spaces simultaneously to allow employees to maintain proper social distancing. Have employees eat at desks or individual workstations rather than in groups, if possible.
- Cloth face coverings and masks are not a substitute for social distancing. Meetings should be limited to be 10 people or less, and workspaces should be six feet apart.
- Increasing physical space between employees and customers (e.g., delivering and receiving products through curbside pick-up or delivery, partitions, etc.)
- Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)
- Delivering services remotely (e.g., phone, video or WebEx)
- Use signage and floor markings to manage the flow of traffic through the facility and provide visual cues to encourage people to maintain six feet of space from others.
- Departments will identify the need for public communication signage such as below:

*"Dear Customers/Visitors,
Please help us keep our workplace safe by wearing a cloth facial covering or mask while in our facility. This will help PROTECT our EMPLOYEES and EACH OTHER."*
- Employees who interact with the public or who cannot maintain a safe social distance from their co-workers should wear a face-covering or mask.

Employee safety and continuous service

- All MDHA offices are closed to the public to reduce face-to-face contact with employees and members of the public.
- Employees that must provide face to face service will be equipped with personal protective equipment and shields to control the spread of COVID-19.
- Employees will follow the CDC protocol for self-screening before contact with residents, clients or the public.
- Employees will be educated on safety protocols and mandates they must follow while working in MDHA workspaces.

Telework/remote working

Department directors will determine which employee should work from home or work within the office, flexible work schedules and the return to normal working conditions. General guidance is that if an employee has a dedicated MDHA office, no mitigating circumstances or family constraints due to COVID-19 and do not have an exception from their supervisor, then they should work from MDHA offices.

Teleworking/remote working is defined as the practice of working at home for a limited number of days instead of working at the MDHA office. Telework is a work alternative that MDHA offers to employees when it would benefit both MDHA and the employee. Teleworking is not a formal employee benefit, but a work scheduling practice that helps employees balance the demands of their work and personal lives. Teleworking is an earned privilege, not a universal benefit or employee right. An employee's compensation, benefits, work status and work responsibilities will not change due to participation in the telework program. Telework employees must comply with all organizational rules, policies and procedures.

- Eligible candidates for telework must be employees of MDHA with a history of satisfactory or better performance ratings. The opportunity to telework must be approved by an employee's supervisor, who is ultimately responsible for the decision to continue or discontinue teleworking by the employee, following appropriate notification to the teleworker.
- Selection of employees to participate in the Teleworking Program shall be based on specific, work-related criteria including:
 - Availability of computer equipment;
 - Employee responsibilities;
 - Need for, and nature of, interaction with other staff and customer, partners or clients;
 - Need for the use of specialized equipment, materials or confidential files;
 - Availability of other qualified employees on-site;
 - Satisfactory attendance and job performance;
 - Eligibility and suitability of employees to participate in teleworking will vary between departments, depending on the function and responsibilities of the employee.

Each department must maintain some minimum complement of employees who work on-site at the MDHA office to function effectively.

Flexible and Reduced Scheduling

A flexible work schedule permits the employee to start work earlier or later in the day and leave after working 8 hours, or the number of hours worked each day vary but still working a total of 40 hours per week.

A reduced work schedule permits the employee to reduce the total number of hours worked each week by reducing hours worked per day or days worked per week. The hours worked per week under a reduced work schedule shall be consistent.

Both a flexible work schedule and reduced work schedule can be a combination of work hours performed in the office and the home. Both a flexible work schedule and a reduced work schedule shall be worked out with the employee's immediate supervisor and approved by the employee's immediate supervisor and the department director.

These flexible work schedules will allow employees to work while maintaining their family obligations due to school closure and other family issues.

Remote work performance

The work performed for remote and flexible workers are the same for in-office workers. Supervisors and managers must:

- Expect the same results and the same level of productivity for remote workers and in-office workers;
- Set clear goals and deadlines;
- Have a plan to measure and address accountability;
- Prioritize and track important task and deadlines;
- Track progress;
- Track hours and activities;
- Use an annual review to record performance and accomplishments;
- Regularly communicate and counsel with staff.

Office meetings and gatherings

- Use videoconferencing or teleconferencing when possible for work-related meetings and gatherings;
- Cancel, adjust or postpone large work-related meetings or gatherings that can only occur in-person;
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.

Communications

The work team will maintain weekly communications. Team meetings will be held using conference calls. Team meetings should be held once or twice a week to update the team on projects, job performance, deadlines and other issues related to the team goals and the Agency mission.

Leave and absenteeism

Department directors should require their employees who are sick to remain at home and arrange work schedules to maintain business operations. Employees are expected to follow the agency leave policy and the guidelines for reporting absenteeism, symptoms and exposure related to COVID-19.

- MDHA complied with the Family First CARES Leave Act. Eligible employees received 80 hours of paid sick leave and paid extended FMLA leave between June 1 and Dec. 31, 2020, for COVID-19 related issues and time off needed due to school and daycare closure due to COVID-19.
- MDHA has voluntarily extended the paid sick leave for employees that did not use the 80 hours of paid sick leave in 2020.
- All-time worked and time off must be recorded on the bi-weekly employee timesheet.
- Employees may need additional social, behavioral and other services during this time, and employees are encouraged to seek the assistance of the Employee Assistance Program (EAP) resources.
- Employees with positive test results of COVID should follow the most current Metro Nashville Health Department guidance to end quarantine/isolation due to a positive case of COVID 19.
 - Employees must stay home and quarantine for 10 days or more:
 - Monitor symptoms;
 - Stay in a separate room from their family;
 - Wear a mask when around other people.
 - Employees can end quarantine/isolation after 10 days only when:
 - The employee does not experience any symptoms of the virus; or
 - The employee continues to experience symptoms of the virus, but he/she has had no fever for 24 hours and all other symptoms have improved.

Department directors will determine how the department will operate if absenteeism spikes from increases in sick employees, those who stay home to care for ill family members and those who must stay home to watch their children without childcare or school.

- Plan to monitor and respond to absenteeism at the workplace;
- Implement plans to continue your essential business functions if your department experience higher than usual absenteeism;
- Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

Vacations

Department directors should approve and schedule leave time accordingly and advise employees before traveling on leave to take additional preparations:

- Carefully consider whether travel is necessary.
- Check the [CDC's Traveler's Health Notices](#) for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from countries with travel advisories, and information for aircrew, can be found on the CDC website.
- Advise employees to check themselves for symptoms of COVID-19 (i.e., fever, cough or shortness of breath) after travel and notify their supervisor and stay home if they are sick.

- Ensure employees who become sick while traveling understands that they should notify their supervisor and promptly call a healthcare provider for advice, if needed.
- Employees should consider being tested for COVID-19 upon return of vacation, if vacationing outside the local area before returning to work.

Union activities

Under the agency MOU, the agency will meet and confer on any change in the terms or conditions of employment of unionized staff. Topics may include:

- Safety issues and concerns
- Pay changes
- Working hours and conditions
- Benefits

Budgets and expenditures

Department directors will review and update fiscal budgets and expenditures to increase the use of technology in operations. Resources will be used to purchase software and equipment for staff teleworking and electronic communications with clients and customers.

Maintenance Protocols

Each Maintenance Staff and property management team should take seriously their responsibility to enforce our requirements that staff must wear PPE when in proximity to another individual. A laminated placard for each Maintenance staff member titled “Maintenance Protocol for Entering Resident Home” has been provided. The placard has a list of questions the maintenance staff must ask before providing service in a resident unit:

1. Has anyone in the household experienced any of the following symptoms in the past 48 hours: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, the loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea?
2. Has anyone in the household experienced fever at or above 100 degrees?
3. Is there anyone in the household that is ill or caring for someone who is sick?
4. Within the past 14 days, has anyone been in close physical contact (6 feet or closer for at least 15 minutes) with a person known to have laboratory-confirmed Covid-19 or with anyone who has any symptoms consistent with Covid-19?
5. Is there anyone isolating or quarantining because of exposure to a person with Covid-19 or anyone worried that they may be sick with Covid-19?
6. Is there anyone currently waiting on the results of Covid-19 tests?

In addition to the placard prepared for every Maintenance staff person as a quick reference, we require staff to wear face masks. For those staff persons that are medically restricted from wearing a face mask, we require them to wear a face shield. We have made the following PPE available to staff: face masks, face shield, gowns, gloves, and shoe coverings. If a situation arises where staff must respond to a

maintenance call where someone is under Covid-19 protocols, we have Tyvek suits available for the staff required to respond in that circumstance.

MDHA Executives, Directors, Supervisors and Managers

All MDHA departments should follow the established procedures and report any safety or health concerns to the Human Resources Office and encourage employees to do so.

All reports will be taken seriously and investigated promptly, and any necessary corrective actions will be implemented as soon as possible.

MDHA will not retaliate against employees who raise safety and health concerns in the workplace, whether related to COVID-19 or another issue.