

*Dec 2, 2020*

# ORSID

— NEW YORK —

## *The Way Forward 2.0*

*BEST PRACTICES FOR COVID-19 ISSUES IN RESIDENTIAL BUILDINGS*

*Property management that puts people first.*



At Orsid New York, we realize how important it is to keep our finger on the pulse of COVID-19 and keeping our Boards up to date with the most pertinent information. With an anticipated ‘second wave’ approaching, we’ve refreshed some of our policies and procedures to ensure all buildings are prepared to navigate “The Way Forward.”

At your earliest convenience, please review this document which also includes updates to CDC as well as local health and safety guidelines. As new guidance and possible restrictions continue to be rolled out, we will modify and communicate additional information as necessary.

As always, the health and safety of our residents and staff members are our number one priority. If you have any questions or concerns, please reach out to your Account Executive.

# Contents

GENERAL GUIDELINES ..... page 4

## BUILDING

Guest Registration ..... page 5

Supply Chain & Supplies Checklist ..... page 6-7

## STAFFING

Safety Reminder for Staff Locker Room..... page 8

If a Staff Member Becomes Sick ..... page 9

Traveling Outside of the Tri-state Area .....page 10

Employee Returning to Work ..... page 11

Employees Exposed to Co-workers that  
Reported a Positive COVID-19 test ..... page 12

## POLICIES

Cleaning Protocol..... page 13-14

Real Estate Agent & Broker Protocol .....page 15-16

Alteration/Repair/Installation Protocol ..... page 17-18

Moving Protocol .....page 19-20

# GENERAL GUIDELINES

Due to ongoing concerns about spreading Covid-19 illness, the following guidance should be followed. The purpose of the guidelines is to maintain vigilance with respect to social distancing and to emphasize the importance of maintaining a safe environment as advised by the CDC and the Department of Health.



**Maintain Social Distancing-** Please keep a minimum distance of 6 feet from other residents and building staff members. Please do not linger in the lobby or other common spaces.



**Cover your Mouth and Nose-** The wearing of a mask or face covering is required for every resident and visitor 2 years of age and older in common areas.



**One Family Unit per Elevator-** Allow 6 feet of space when waiting for the elevator and do not overcrowd. Please be patient and considerate of your neighbors.



**Wash and Disinfect Hands -** Hands should be washed for a minimum of 20 seconds. Avoid touching your eyes, nose and mouth with unwashed hands.



**Clean and Disinfect -** All frequently touched surfaces should be cleaned and disinfected daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keys, keyboards, faucets and sinks.



**Laundry Room -** Please be efficient and respect your neighbors while using the Laundry Room. If you see the facility is crowded, please consider returning at a later time.



# BUILDING

## *Supply Chain & Supplies Checklist*

### **Supply Chain & COVID -19 Personal Protection Best Practices Safety Reminder**

*As we prepare for an anticipated “second wave” of the COVID-19 outbreak, one concern has been availability of cleaning supplies and PPE. The supply-chain is currently stable but, as we all witnessed, that can change quickly.*

#### *SUPPLY CHAIN*

*We are recommending that your buildings have no less than a 6-month supply of necessary cleaning supplies and PPE on hand. To help you gauge what this really means, we have provided a sample check-list below that you can modify as necessary for your individual buildings. Your Super or Resident Manager must disclose the current inventory and the run rate of the various supplies based on the experience over the past 8 months. Keep in mind that occupancy levels in the building compared to the past 8 months may be greater now than it had been, you may need to factor that into your quota calculation. If your Superintendent or Resident Manager is unable to obtain the necessary supplies at any time, please bring that to the attention of the Task Force immediately.*

#### *PERSONAL PROTECTION BEST PRACTICES*

*This is not the time for any staff member to let their guard down. While on premises, please maintain social distancing practices and PPE must be worn at all times without exception. Consider making necessary adjustments in staff scheduling and placement to remain in compliance.*

# BUILDING

## Supply Chain & Supplies Checklist (cont.)

### Supplies Checklist

Goal: Have at least 6 months of supplies on hand

What is the run rate of the following items?

Current Inventory of each category should be listed in number of months

(i.e. 4 months, 6 months)

<u>ITEM</u>	<u>QUANTITY</u>	<u># OF MONTHS</u>	<u>SURGICAL</u>	<u>KN95</u>	<u>REUSABLE</u>	<u>OTHER</u>
Masks						
			<i>Small</i>	<i>Medium</i>	<i>Large</i>	
Gloves						
Hand Sanitizer						
Hand Sanitizer Dispensers						
Disinfectant Spray						
Disinfectant Wipes						
Hand Soap						
Paper Towels						
Toilet Paper						

# STAFFING

## *Safety Reminder for Staff Locker Room*

### ***Please Post Conspicuously in Employee Locker Room and at Doorman Stations***

We are likely entering an anticipated “second wave” of the COVID-19 outbreak, as such, we are reviewing our policies which have served the communities we manage so well. We cannot emphasize enough the importance of wearing appropriate Personal Protective Equipment (PPE) and practicing social distancing at all times while on and off the employment premises.

**Please be cautious and help us to keep you and your fellow coworkers safe.**

- Arrival of staff members should be staggered and you should arrive as close to your shift as possible to minimize the amount of time you spend in the locker room.
- While taking breaks, be sure to eat in well ventilated areas. If applicable, designate a vacant room or area for lunch breaks.
- Avoid close contact with people who are sick or may have been in contact with someone who was ill.
- Always practice social distancing. Many individuals who are infected can be asymptomatic and are still able to transmit the virus.
- Wear a mask in public spaces at all times. Consider wearing a mask in private settings where guests or members from outside your immediate household are also present.
- Avoid touching your eyes, nose and mouth.
- Stay home if you are sick unless it is necessary to seek medical attention.
- Wash your hands frequently with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer if soap and water are not available.

Following these guidelines have shown to substantially reduce the risk of transmission in accordance with current health and safety guidelines.

***Thank you for your prompt attention to this bulletin and anticipated cooperation.***

# STAFFING

## *If a Staff Member Becomes Sick*

### **If a Staff Member is visibly sick or reports as feeling ill:**

- Resident Manager/Superintendent should immediately relieve them from their duty.
- If a Staff Member tests positive, the Account Executive should make sure to inform them that we have to notify the Board of the positive test as well as the rest of the Staff that they have been in close contact with. Let them know that we will only identify them to building residents that we have a good reason to believe were in close contact with the employee.
- The Resident Manager/Superintendent should follow the Orsid guidelines (see page 11) instructing when and how the employee may be allowed to return to work.
- Staff should follow Building Cleaning Protocols (see page 13) and immediately clean and disinfect any areas or surface that the Staff Member may have come into contact with.
- If the Board wants a deep clean by a third-party professional cleaning company, we can arrange it but it is not necessarily recommended by applicable governmental health departments.

# STAFFING

## *Travel Restrictions*

Essential building staff returning from a non-contiguous state or international travelers coming from any CDC Level 2 or Level 3 Health Notice country must seek diagnostic testing for COVID-19 on day 4 after arriving. The general travel restrictions that would apply to residents and guests returning to NY from a non-contiguous state or international travelers coming from any CDC Level 2 or Level 3 Health Notice country require a 14-day quarantine period. However, there is a “test out” of the quarantine period upon the following conditions:

- For travelers who were out-of-state for more than 24 hours:
  - o Travelers must obtain a test within three days of departure, prior to arrival in New York.
  - o The traveler must, upon arrival in New York, quarantine for three days.
  - o On day 4 of their quarantine, the traveler must obtain another COVID test. If both tests come back negative, the traveler may exit quarantine early upon receipt of the second negative diagnostic test.
- For travelers who were out-of-state for less than 24 hours:
  - o The traveler does not need a test prior to their departure from the other state, and does not need to quarantine upon arrival in New York State.
  - o However, the traveler must fill out our traveler form upon entry into New York State, and take a COVID diagnostic test 4 days after their arrival in New York.
- A Staff Member returning from travel, can use their PTO to adhere to these guidelines. If s/he does not have any remaining time, they will have to take unpaid time.

# STAFFING

## *Employee Returning to Work*

Orsid is following the New York City Department of Health recommended guidelines with regards to building staff members returning to work after having a confirmed or suspected case of COVID-19. Please find the criteria to return to work below:

As an essential employee, the staff member can return to work under the following conditions:

- It has been at least 10 days since their symptoms started. (Loss of taste and smell may persist for weeks to months after recovery and need not delay the end of isolation)
- They have not had a fever for the prior 24 hours without use of fever-reducing drugs such as Tylenol or Ibuprofen.
- Their overall illness has improved.

People who never had symptoms but have a positive test result should stay home for 10 days from the date they were tested. Once the person has met the above criteria, they may end their isolation and return to work. People should not be required to show a negative COVID-19 test result in order to return to work. Requiring a negative COVID-19 test result is no an appropriate criterion for returning to work, as many people test positive long after the infectious period has ended.

If the staff member had severe illness from COVID-19 (was admitted to a hospital and needed oxygen), their healthcare provider may recommend that isolation for longer than 10 days after their symptoms first appeared (possibly up to 20 days) and the staff member may need to finish isolation at home.

# STAFFING

## *Employees Exposed to Co-Workers that Recently Reported a Positive COVID-19 Test*

According to NY State Department of Health, essential staff members who have been exposed to a confirmed or suspected case of COVID-19 can be permitted to work in the required workplace setting if all of the following conditions are met:

- Staff member is asymptomatic;
- Staff member quarantines when not at work;
- Staff member will undergo temperature monitoring and symptom checks upon arrival to work and at least every 12 hours while at work, and self-monitor (i.e., take temperature, assess for symptoms) twice a day when at home;
- Staff member that is required to interact with individuals within 6 feet should wear a face mask while working for 14 days following the last exposure (masks should be worn at all times while in common areas of the building and wherever social distancing is not possible);
- If staff member develops symptoms consistent with COVID-19 (i.e., fever, cough, or shortness of breath) while working, they should immediately stop working and notify their supervisor.

### **Payroll and COVID**

- FFCRA provides two weeks of additional sick time in 2020 for those who are ill or quarantining due to close contact or taking care of someone who is ill (SSP). FFCRA is applicable to union buildings by a memorandum of agreement. Beyond those two weeks, boards can consider whether to continue paying the employee who is forced to stay out of the workplace as this is done to protect the health, safety and welfare of building residents and staff.

# POLICIES

## *Cleaning Protocol*

The following protocols are recommended to ensure proper sanitary standards in the common areas. Social distancing should be followed and appropriate PPE should be worn at all times when cleaning/sanitizing common areas.

### **COMMON AREAS SHOULD BE LOOKED UPON IN TERMS OF ZONES**

Zones are identified by the potential impact of contamination as follows:

**Hot Zones:** Any area at or near a point of entry into the building from the outside, including vestibules, lobbies, service entrances, garage entrances, front desk or podiums and any other high traffic areas as well as all building elevators.

**Warm Zones:** Any areas frequently occupied or used by multiple people, including package and mail rooms, employee shops, break rooms and locker rooms, common bathrooms and any resident amenity spaces (gyms, laundry rooms, roof decks).

**Cool Zones:** Any area more interior to the building where traffic is reduced such as common hallways away from lobbies, mechanical rooms, common service areas, utility areas and stairwells.

**Cold Zones:** Individual apartments (that do not have known infected occupants). Staff should not enter Cold Zones without appropriate PPE. For Cold Zones where a known infection exists, staff should only enter in the event of an actual emergency after the infected person is sequestered away from the work area.

### **RECOMMENDED CLEANING PROTOCOLS FOR EACH ZONE**

**Hot Zone Cleaning:** Door handles and knobs in hot zones should be disinfected at least hourly, and more frequently if necessary. Passenger and Service elevators used by residents/visitors should have their interior walls and call buttons (both inside and out) sanitized at least once an hour as well. Service elevators not used by residents should be sanitized at least daily, but more frequently if utilized by delivery people/movers. Surfaces in hot zones where residents place personal items, such as bags and coats, should be sanitized after their departure. Mopping and sanitizing of hot zone floors and walls should be done daily. Special attention should be paid to front desks and lobby podiums, including computers, phones and intercom equipment, where sanitizing should be done on a constant basis, especially after interaction with a resident or visitor to the building.

**Warm Zone Cleaning:** Mail and package rooms should be sanitized daily. A thorough deep cleaning should be scheduled at least twice a day to open amenity spaces such as laundry rooms, fitness rooms and children's play spaces. Hourly areas used exclusively by the staff (break rooms, locker rooms, handyman's shop, etc.) areas should be sanitized and disinfected at least once per day and the floor should be mopped daily.

# POLICIES

## *Cleaning Protocol (cont.)*

**Cool Zone Cleaning:** Common hallways not in hot zones will require less frequent sanitization but lobby and common hallway elevator waiting areas should be mopped/vacuumed daily and the walls should be sanitized. Hard surfaces including ledges and countertops in common hallways should be disinfected daily. Building mechanical spaces should be kept clean and free of standing water, and should be sanitized as needed after work is done in these spaces by the staff or outside vendors.

### **THE THREE LEVELS OF CLEANING**

Product labels will identify the proper use of the product to achieve the desired level of cleaning.

**Cleaning** a surface simply removes visible debris, dirt and dust.

**Sanitizing** a surface makes that surface sanitary or free of visible dirt contaminants that could affect your health. Sanitizing is meant to reduce, not kill, the occurrence and growth of bacteria, viruses and fungi.

**Disinfecting** a surface will “kill” the microscopic organisms as claimed on the label of a particular product when the directions are followed.

### **UNDERSTANDING EACH TYPE OF CLEANING**

Using a sample product (Lysol Disinfecting Wipes) as an example, please note the following from the label:

#### **TO CLEAN**

Use fresh wipe on surface  
Repeat for stubborn stains

#### **TO SANITIZE**

Allow to remain wet for 10 seconds

#### **TO DISINFECT**

Allow to remain wet for 4 minutes  
Allow surface to air dry; toss dirty wipe away

**ALWAYS READ THE LABEL OF EACH PRODUCT TO BE ASSURED OF PROPER APPLICATION FOR EACH LEVEL OF CLEANING.**

# POLICIES

## *Real Estate Agent & Broker Protocol*

### **Revised Covid-19 Protocols for Brokers – as of November 16th, 2020**

The following are our recommended protocols with respect to Real Estate Brokers and apartment showings. In person apartment showings must meet the minimum requirements as set forth in Section D. of the “Interim Guidance for Real Estate Services During the Covid-19 Public Health Emergency” that is attached to this document.

- No more than one broker may show an apartment at any one time.
- Showings will only be allowed in unoccupied (e.g. current owner or lessee is not inside the property) or vacant properties.
- At least 24 hours prior to the visit, Broker must notify Management and/or the Superintendent/Resident Manager of the time and date when Broker will be in the building and the apartment to be viewed. Broker must also provide Management or the Resident Manager the names of those person (s) who will be in the building with the Broker. Notices not sent during regular business hours, Monday through Friday, may not be approved.
- The showing is not approved until confirmation is received by the Superintendent/Resident Manager or the Account Executive for the Building.
- Prior to entering the building, the Broker and all persons accompanying the broker must:
  - a. Complete and sign the COVID-19 Attestation (Template to be provided by Orsid)
  - b. Wash or sanitize their hands and put on a face mask or covering
  - c. Superintendent/Resident Manager may request that they take a temperature reading
- At all times while in the building, the Broker and all persons accompanying the Broker must wear a face mask or other face covering over their nose and mouth. Owners or Broker are responsible for providing face covers and gloves to prospective tenants and/or buyers, if necessary.
- While in the building the Broker and all persons accompanying the Broker shall only use the elevator designaed by the building staff for going to the apartment. They shall not go to any other portion of the building, including any amenity space, unless approved in writing by Management or the Resident Manager.

# POLICIES

## *Real Estate Agent & Broker Protocol*

- If the Broker is meeting his/her clients at the building, they must meet outside of the building. No one will be permitted to wait inside of the building. Showings must be staggered to avoid the congregation of people outside of the building.
- Owners and Brokers are encouraged not to bring young children or extraneous guests to showings.
- At the discretion of the Board and Management, a staff member may accompany the Broker and his her clients.
- No Open Houses will be permitted. In the event there is a violation of this rule, the building will arrange for a deep cleaning by an outside contractor and the apartment's owner will be responsible for all costs and expenses for such cleaning.
- Owners and Brokers should advise prospective tenants/buyers to only touch essential surfaces (e.g. handrails going up/down stairs if necessary) during their time in the property. Other areas or surfaces such as cabinets, countertops, appliances, etc. should not be touched by tenants/buyers.
- Owners and/or Brokers must clean and disinfect high-touch surfaces (e.g. handrails, doorknobs etc.) before and after every showing.

# POLICIES

## *Alteration/Repair/Installation Protocol*

### **Revised Covid-19 Protocols for Alterations/Repair/Installation Work – as of November 19, 2020**

The following are our recommended protocols with regards to apartment alterations/repairs/installations under applicable New York State and City regulations.

\*These protocols are in addition to all standard rules and guidelines contained in any alteration/repair/installation agreement and are subject to amendment and additional restrictions/requirements that may be implemented as required by law or as required by evolving circumstances. \*

#### **PRIOR TO COMMENCING:**

- Contracting company must provide a written Attestation (Template to be provided by Orsid) that no staff member has knowingly been exposed to, or has shown symptoms of, COVID-19
- Contractor must provide all necessary State documentation under COVID-19 guidelines for posting in the work area.

#### **UPON DAILY ARRIVAL AT BUILDING:**

- The on-site foreman of the construction company, wearing proper PPE), should enter the building and check in with the Resident Manager (RM) daily.
  - o ALL construction personnel will be required to submit to a COVID-19 health screening before entering the premises. Any worker that refuses to undergo or fails a screening will be denied access to the premises.
- ALL construction personnel will be required to wear full and proper PPE gear (masks and gloves) at all times.
- The RM will confirm that the written certification has been received and that all construction personnel are wearing the required PPE.
- If any of these requirements are not met, or if any of the personnel are exhibiting symptoms of COVID-19, the contractors will be denied access to the building

#### **DURING THE DAILY ALTERATION:**

- Elevator Usage
  - o Construction personnel must follow the building's specified maximum capacity for elevator usage, and all should practice social distancing as best as possible.
  - o For manual elevator cars, construction personnel may not ride in the car with building staff other than the first trip to get to the floor where the alteration is taking place and at the end of the day to come back down.

# POLICIES

## *Alteration/Repair/Installation Protocol (cont.)*

- o For movement of materials: Building staff should remain outside the car, at an appropriate distance, until the car is loaded. Once the car is loaded and ready to move, the construction personnel must exit the car and remain in the apartment or on the floor on which they are working for the duration of that day.
- o Loitering in the common hallways while waiting for the elevator will not be permitted.
- RM will coordinate building staff to clean common areas including the elevator after each usage.
- Construction personnel must stay in the apartment that they are working on for the entirety of each working day.
  - o Lunch & Other Breaks: All breaks must be taken within the apartment. All personnel should bring their meals with them. Food deliveries to the apartment will not be permitted.
  - o Restroom: If possible, a working sink and toilet should be available within the apartment. If a working sink and toilet are not available, the contractor must provide a hygiene station within the work area. A designated bathroom in the building will be made available for use by workers.
- Loading and unloading debris and material to and from the apartment must be coordinated in advance with the RM and will only be permitted with his/her consent.
- Apartment doors must remain closed at all times other than when physically moving an item in or out of the apartment.
- Items cannot be loaded or left in in the hallway while waiting for the elevator or at any other time.

### COMPLETION OF DAILY WORK

- Construction personnel must notify the RM that they have completed their work for the day.
- RM will coordinate staff to clean common areas including the elevator after usage for that day.

# POLICIES

## *Moving Protocol*

Although moving has been considered an Essential Service by NYS Executive Order 202.6, property owners and boards have the final say on whether moves should be allowed and/or can be restricted at any time should they be deemed to pose a risk to building residents or staff.

Should a move be deemed necessary the following protocols, in addition to all standard moving practices currently in place, must be followed:

### **PRIOR TO THE MOVE**

- Moving Company must submit all required insurance documents to Management.
- Moving company must provide a daily written Attestation (Template to be provided by Orsid) that no employee or worker that is to access the building has knowingly been exposed to, tested positive for, or has shown symptoms of, the COVID-19 illness.

### **UPON ARRIVAL AT BUILDING**

- One person, equipped with PPE, from the moving company should enter the building and check in with the Resident Manager (RM).
- ALL moving personnel will be required to wear full PPE gear (masks, gloves and coveralls) at all times. Building staff will not provide such PPE.
- The RM will confirm that the written Attestation (Template included) has been received stating that no employee or worker that is to access the building has knowingly been exposed to, tested positive for, or has shown symptoms of, the COVID-19 illness and that all moving personnel are wearing the required PPE.
- If any of these requirements are not met, or if any of the moving personnel are exhibiting symptoms of COVID-19, the movers will be denied access to the building.

# POLICIES

## *Moving Protocol (cont.)*

### DURING THE MOVE

- Building staff will provide masonite for the movers to put down in all common corridors being used as protection. Masonite will be sanitized before and after each use.
- No more than 2 movers are allowed on an elevator at the same time.
  - o For manual service cars, moving personnel may not ride in the car with building staff other than the first trip to get to the floor where the move is taking place and at the end of the move to come back down once the move is complete. Building staff should remain outside the car, at an appropriate distance, until the car is loaded. Once the car is loaded and ready to move, the moving personnel must exit the car and remain in the apartment or on the floor on which they are working for the duration of the move. Loitering in the common hallways while waiting for the elevator is not permitted.
- Movers need to be assigned to specific areas, minimizing personnel traveling through the building.
  - o **Examples:**
    - Driver** – stays on truck or at service level.
    - Movers** – Teams must be assigned to work on the designated floor for the duration of the move.
- Team 1 moves items to/from the truck, to/from the elevator but otherwise remains on the service floor where the elevator lands.
- Team 2 stays in apartment packing and either loads the items to/from the apartment to/from the elevator.
- Apartment doors must remain closed at all times other than when physically moving an item in or out of the apartment.
- Items cannot be loaded or left in in the hallway while waiting for the elevator or at any other time.

### COMPLETION OF MOVE

- Movers must notify the RM that they have completed the move.
- RM will coordinate a professional cleaning service the cost of which is to be borne by the person conducting the move in/out.
- Leave no items on site and promptly leave the building.