



COVID-19 — Property Management

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on www.easternalliance.com, or contact your Risk Management Consultant for assistance

1.855.533.3444

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for our customer, employees and the local communities. As we all venture through this time we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

Every industry faces their own unique challenges during this coronavirus pandemic. While some industries, such as healthcare, grocery store, and essential retail have greater risk exposure, it is important to recognize that due to the rapid spread of COVID-19, no job is without exposure. The CDC and other health organizations have released numerous guidelines to protect people and prevent the spread of the virus. Employers must carefully consider how they can integrate these protections into their operations and workplaces for the safety of their employees.

- Actively monitor guidance and regulations from local, state, and federal authorities, as they are constantly evolving. Some property management operations may be considered essential operations, and it is advised that you consult the regulations to determine how to proceed. Place a priority on health and safety for all.
- Limit the number of on-site employees at all locations to the level necessary for "Minimum Basic Operations". Limit the number of employees working in the leasing office at one time. Consider having other employees work remotely.
- Close the leasing offices from visitors, residents, and other non-essential personnel and allow contact only through phone and e-mail. Post ample signage and use text or email blast communications to alert residents to these changes and with information on how to contact leasing personnel.
- If the leasing office handles resident's packages, consider temporarily halting this service and allowing residents to collect their own packages or having delivery personnel leave packages in front of the resident's door. If this is not possible, establish a procedure for handling packages that limits interaction and potential exposure. For example, have residents call when they are on their way to collect their package and the leasing employee can leave the package in a designated location.
- Maintain social distancing from co-workers, residents, delivery personnel, during move-in or move-out inspections, emergency maintenance, etc.
- Apartment showings can be done using video chat systems or add cameras to the model apartment and let potential residents tour themselves. Explore online options for paperwork when possible (i.e. - online leasing).
- Implement online rent payment. Consult local and state regulations regarding the use of online payments. If online payments are prohibited from being the only collection method, evaluate alternative options such as rent drop boxes.
- Increase sanitation and disinfecting of frequently touched items such as stair rails, elevator buttons, tools, door knobs, restrooms, keyboards, computer equipment, etc.
- Close fitness centers, pools, playgrounds, and common areas. Increase the frequency of cleaning community areas staying open, such as laundry centers.
- For laundry centers remember to disinfect "high touch points" and areas that may have come into contact with contaminated items such as door knobs, light switches, and washer and dryer components including the top, sides, front, doors, operations buttons, and rim. Try to sanitize and clean during non-peak hours, if possible.



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- Cancel any community gathering events.
- Do not supply refreshments such as coffee in the lobby.
- Due to toilet paper shortages it is possible residents could be using alternatives. Send reminders to residents not to flush these items (flushable wipes, paper towels, tissues, etc.) as they can cause plumbing issues.
- Educate employees on the signs and symptoms of coronavirus as well as how to protect themselves. Remind employees to stay home if they are sick. They should also stay home if they may have been exposed to someone with COVID-19.
- Screen employees daily before starting work. Employees performing the screening process should wear an appropriate protective facemask, disposable gloves, and utilize hand sanitizer before and after each screening.
 - Screenings should include use of temporal thermometers and an evaluation to determine if symptoms are present.
Symptoms include:
 - Fever over 100.4°F
 - New onset of dry cough
 - Shortness of breath
 - Breathing difficulties
 - In addition to evaluating physical symptoms, screeners should advise employees that if they have been exposed to anyone who has tested positive, or shows signs and symptoms for COVID-19, they should not report to work.
- Provide employees with protective equipment such as gloves, disinfecting wipes, and hand sanitizers.
- Cloth face coverings are recommended to be used in public settings where it may not be possible to consistently maintain social distance. These masks are used to slow the spread. If they are used review how to clean and when to change the face masks.
 - There are a variety of ways to make face masks with household materials including sew and no-sew methods. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Note that cloth face coverings are not a substitute for necessary PPE required by workplace exposures.
- Remind maintenance employees to practice safe measures such as using gloves, social distancing, avoid touching face or eyes, wash hands frequently and disinfect surfaces.
- Evaluate how you will address service calls to protect employees. Establish services that are essential vs. those that can be completed at a later date. It is encouraged that only emergency maintenance service be provided. Provide adequate PPE to maintenance personnel or subcontract out the exposure.
- Recognize that your service providers or suppliers may be affected due to the virus. Where possible, order necessary supplies to keep available stock. This will also limit maintenance's need to go out to the store to retrieve items. If service providers are impacted, carefully consider appropriate steps before proceeding. Taking on these tasks can be non-routine work which can lead to injury if not properly addressed (resources, training, competence, hazard recognition).



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- Communication is important! Increase communication with residents via email, texting systems, and signage alerting them to the actions the community is taking. Make them aware of your intent to protect the health and safety of all during these unprecedented times. Ask that residents experiencing symptoms please do not ask employees to enter their apartment.

For additional information and guidance, please visit:

CDC COVID-19 Website <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

OSHA COVID-19 Site <https://www.osha.gov/SLTC/covid-19/>

CDC information on Disinfecting a variety of surfaces and chemicals to use- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>