

Common Area Cleaning Protocols for Home Forward Properties

Regularly disinfecting common areas and offices can substantially limit the spreading of the coronavirus and other strains of influenza. Residents who live in our high-rises are especially vulnerable.

Frequently touched surfaces in common areas are being wiped down with disinfectant **every day**.

- elevator buttons (inside and outside the car) and on each floor
- vending machine buttons
- automatic door entrance/exit buttons
- intercoms/ call boxes
- office/bathroom door handles
- computers in computer labs
- drinking fountains

Community Rooms will be closed, but events revolving around food security may continue. Community spaces are thoroughly disinfected after each event. This includes wiping down tables, chairs and all other surfaces that are regularly used.

Reception desks/counters are wiped down with disinfectant each morning.

Protocols for Home Forward Staff Entering Residents' Units

- Wash or disinfect hands before entering a resident's home.
- Put on gloves
- Ask if the resident or family member has recently been ill, had a fever, or is coughing. If they say that they've been sick, we will likely reschedule the tasks.
- If the resident is not home or is not coughing or professing to be ill, we must use caution.
- Do not unnecessarily touch anything.
- If possible, maintain a distance of six feet from occupant.
- If work is being performed on a flat surface, use disinfectant wipes to decontaminate work area before starting task. Follow the manufacturer's instructions for all cleaning and disinfecting.
- After leaving the unit, remove gloves and immediately wash or disinfect hands.

In the event of an emergency or a non-emergency that requires follow up (see the list below) and the occupant is coughing or has professed to be ill, in addition to the above:

- Wear a respirator, an N-95 mask or equivalent
- Wear goggles
- Ask resident if they could remain in another room while you perform work

In the event of an emergency or a non-emergency that requires follow up (see the list below) and the occupant has tested positive for COVID 19 and the occupant is coughing or has professed to be ill, in addition to the above, wear gown or bunny suit

Emergencies that need to be addressed within 24 hours:

- No heat or hot/running water
- No flushing toilet
- Leaking water
- Smoke detector not functional
- Electrical hazard or no electricity
- Windows or door that are unsecure
- Lock outs
- Flood/ Fire

Non-emergencies that still need to be completed within 72 hours:

- Appliances not working
- Lights not working