Oklahoma City Housing Authority Pandemic Procedure

This protocol will be updated regularly as new information regarding any potential or actual outbreak emerges.


Current Pandemic – COVID-19 Coronavirus

**Going to Work**

OCHA staff should not report to work and contact their supervisor if they:

- Have visited a CDC Level 3 high risk country. Currently mainland China, Iran, northern Italy or the Republic of Korea in the last 14 days. For more information, please contact HR.
- Have been in close, personal, and unprotected contact with a confirmed case of coronavirus in the last 14 days.
- Develop symptoms (listed below) within 14 days of being anywhere in a country or area of concern, or within 14 days of close, personal, and unprotected contact with a confirmed case of COVID-19.

Please note if you are ill, you should stay at home. If you are away from the office you must contact your supervisor as outlined in the Personnel Policy. Employees who have symptoms of acute respiratory illness should stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

**Leave is available to all employees:**

If OCHA closes then all employees get paid administrative leave for the time closed (just like for a weather event.)

If the school district your child attends closes and you need to take off work to attend to the child,

**OR** If you become symptomatic for COVID-19 or have been in close, personal, unprotected contact or are caring for a person with a confirmed case or a symptomatic case of COVID-19 within the past 14 days, you should not come to work and you have the following options:

1. Use your leave (Personal Leave, Birthday Leave, and/or Exchange Time).
2. If you do not have any leave or enough paid leave, you will be advanced up to 80 hours of Personal Leave
   a. This will cause your Personal Leave balance to go negative.
   b. You will “pay back” your negative balance based upon an individual agreement made with the Authority.
   c. Any negative balances remaining upon termination will be recouped from the final paycheck.
3. Take Leave Without Pay (LWOP)
   a. If you take LWOP:
      i. There will be no negative repercussions on your next Performance Review
      ii. The Authority will work with you to make payment arrangements for the Employee Portion of Health, Life and Disability premiums.

If you test positive for COVID-19, we will approve Administrative Leave With Pay for up to 14 calendar days from the date of the positive test. This will not reduce the balance of any accrued leave.

For symptomatic or a positive test prior to returning to work, you will need a release from a doctor stating it is safe for you to return.

Documentation required:

Personal or family illness/quarantine: In light of the fact this situation may become a public health emergency, medical appointments may become non-typical. Examples of approved medical documentation may include: doctor notes, payment receipts, appropriate prescription information, screenshots of virtual medical visits, etc.

The Executive Director or designee shall have the final approval for all documentation submitted.

If you come to work and appear ill OCHA will immediately

Separate sick employees:

- CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees/residents and be sent home
immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

**Staff Training**

OCHA management will provide training, guidance, and regular briefing to OCHA employees on relevant information and procedures to prevent the spread of coronavirus in the public housing and office setting. Workers should stay home if they are ill and advise their supervisor if they develop symptoms of COVID-19.

**General Pandemic Information**

**About COVID-19 (novel coronavirus)**

Coronaviruses can make us sick. Some coronaviruses can cause illness similar to the common cold or influenza, and others can cause more serious diseases, including severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS).

This virus, first seen in mainland China, is called ‘novel’ because it is new. It was not detected before this outbreak. Cases of COVID-19 are now being reported Oklahoma.

**Symptoms**

Symptoms include (but are not limited to) fever, cough, sore throat, fatigue and shortness of breath.

**How the Virus Spreads**

The virus is most likely to spread from person to person through:

- Direct contact with a person while they are infectious
- Contact with droplets when a person with a confirmed infection coughs or sneezes
- Touching objects or surfaces that were contaminated by droplets (like those from a cough or sneeze) from a person with a confirmed infection and then touching your mouth or face.

The length of time that a person is infectious (can spread the infection to others) is not yet known. However, there is evidence of people without any symptoms or with minimal symptoms transmitting the infection to others. It is therefore likely that a person can spread the infection before they first develop symptoms until up to 48 hours after symptoms stop.

**High-Risk Populations**
Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily and others may become very ill, very quickly.

From previous experience with other coronaviruses, the people at highest risk of serious infection are:

- People with compromised immune systems
- People over 60 years of age
- Pregnant women
- Very young children and babies
- People with diagnosed heart and lung conditions or who have diabetes.

**Preventing the Spread of the Virus**

Practicing good hand hygiene and proper sneeze/cough technique is the best defense against most viruses. You should:

- Wash your hands frequently with soap and water for at least 20 seconds and dry them well, especially before and after eating, before and after using the bathroom. In the work environment, proper hand washing should also be completed after cleaning and disinfecting common areas and after completing maintenance or other work inside a tenant’s unit.
- Avoid close (less than 6 foot) contact with others and avoid touching, shaking hands, hugging and other intimate contact.
- Cover coughs and sneezes with clean tissues or your elbow and properly dispose of tissues.
- Wear gloves when working in tenant units, common areas, or community rooms.
- Use alcohol-based (at least 60% alcohol) hand sanitizer if you aren’t able to wash and dry your hands.
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- No additional disinfection beyond routine cleaning is recommended at this time.

*If your work location is running low on cleaning/disinfecting products you must contact the OCHA Purchasing Agent. It is your, meaning everyone’s, responsibility!* 

**Staffing the Central Office and Development Offices when OCHA is Closed**

Security – Residents will be encouraged to call 911 or an appropriate non-emergency number.
PH and CEC Management Offices – Offices will be staffed a minimum of 2 - 4 hours each workday for cleaning and general office functions

Maintenance at developments – Maintenance will be staffed a minimum of 2 - 4 hours each workday for cleaning and general maintenance functions

Contractors – Traditional Tech Service Contractors will not be allowed on property. Specialty Contractors may be required in response to the pandemic.

Central Office – Work will be performed by Senior Management as needed.

In rare circumstances staff may be called on for advice or assistance. Hopefully those employees will not be required to report to their work site. However, if assistance or advice is requested the specific employee will be compensated based on overtime requirements.

**Serving OCHA Residents and Tenants**

**Entering Occupied Units**

To the extent possible, non-essential or non- maintenance business that requires staff to enter occupied units should be rescheduled until notice is given from management to resume normal operations.

Although subject to change, both non-urgent/emergency and urgent/emergency maintenance that requires entering occupied units should continue with the following protocol:

*Upon being greeted at the door or contact with the resident by phone, staff should ask, “Is anybody in the unit ill with an active cough or fever?”*

If the answer is yes, do not enter the unit and proceed with protocol for Tenants and COVID-19.

If the answer is no, enter the unit and perform work.

To the extent possible, all work within tenant units should be conducted wearing disposable gloves. Remove and dispose of gloves in the nearest waste receptacle after completing the work in unit (as described below).
If maintenance staff observes a resident that they think may be ill, they have the right to not enter the unit and must report the situation to the property manager. If the work is an emergency, proceed with protocol below for Tenants and COVID-19.

If a resident does not want their unit entered, requests a reschedule, or indicates that they have self-quarantined, and the work is not urgent/emergency work, do not enter the unit and report the situation to the property manager.

**Tenants and COVID-19**

The risk of transmission from our tenants and guests is currently low. OCHA is providing our tenants with information about COVID-19 including how to prevent spread of the virus.

If a tenant has a known COVID-19 infection or is in self-isolation in a housing unit, it is important that staff take precautions. The risk to OCHA staff during brief contact with tenants, without entering their unit, will be low if staff wash their hands often and/or wear gloves. Staff should also avoid close contact with any tenants or their guests, but it should safe for brief periods (outside the living units) when proper distance (6 foot) is maintained. If there is a need to enter unit with known COVID-19 infection or those who have self-isolated for work or contact those tasks should only be performed by trained and qualified staff or contractors.

**General Building Cleaning Guidelines**

Cleaning staff should avoid contact with tenants or guests with known COVID-19 infection or those who have self-isolated. However, staff can clean or perform work in unoccupied units, community rooms, and common areas if gloves are worn while cleaning and you wash your hands or use a sanitizing hand rub (made from at least 60% alcohol) before and after donning the gloves.

Based on what is currently known about COVID-19 and similar coronaviruses, spread from person-to-person occurs most frequently among close contacts (within about 6 feet) from respiratory droplets. So far (according to the Center for Disease Control), transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented. However, current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. The CDC still recommends cleaning visibly dirty surfaces followed by disinfection as one of the best practice measures for prevention of COVID-19 and other viral respiratory illnesses.

For information regarding the cleaning and disinfection frequency and locations refer to the cleaning guidelines for your building produced by OCHA Property Management Staff.
Cleaning a Room Vacated by a Person Under Quarantine with COVID-19 (Enhanced Cleaning)

Rooms that housed a person under quarantine or with COVID-19 should remain closed to further use until cleaned and disinfected by appropriately trained and qualified cleaning staff or cleaning contractors. The unit should not be entered by staff for at least for 24 hours after vacated.

- Cleaning or maintenance staff must wear disposable gloves, eye protection, and coveralls for all tasks until the cleaning process is complete.
- Additional PPE might be required based on the cleaning/disinfectant products being used (refer to the product MSDS).
- PPE should be removed and disposed of properly to avoid contamination of the wearer and the surrounding area.
- Clean and disinfect all frequently touched surfaces in quarantine locations (e.g., areas such as doorknobs, light switches, handles, desks, toilets, faucets, and sinks) according to instructions described for the cleaning and disinfecting products.
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present. Launder or shampoo items as appropriate in accordance with the manufacturer’s instructions.
- When cleaning is completed, collect soiled material and PPE in a sturdy, leak-proof (e.g., plastic) bag that is tied shut and not reopened. This waste can go to the regular solid waste stream (e.g., municipal trash) as it is not biohazardous or regulated medical waste.
- Replace all HVAC filters.

Cleaning a Room Vacated by Persons Who are Not Sick or Have COVID-19 Symptoms

If the tenant vacating the unit has no known COVID-19 symptoms and the unit has been vacant for at least 24 hours, employees need only to wipe down frequently touched areas such as doorknobs, light switches, handles, desks, toilets, faucets, sinks with a disinfectant before performing standard unit turn activities.

The only required PPE are gloves, except for additional PPE that is appropriate for the cleaning and disinfecting chemicals, or that is appropriate for regular unit turn tasks to be performed.

Glove Selection
To the extent possible, all work within tenant units should be conducted wearing disposable gloves. Latex, nitrile, or vinyl type gloves are all acceptable for the cleaning tasks. However, it’s important to note that some people suffer from latex allergies. If that’s is the case, remember to choose the nitrile or vinyl type surgical gloves rather than latex surgical gloves. Furthermore, nitrile gloves are strongly recommended for most maintenance tasks in a potentially infectious unit because nitrile has high levels of chemical and puncture resistance.

Appropriately dispose of gloves in the nearest waste receptacle after completing the work in unit. If leather or nylon gloves are necessary for puncture or abrasion resistance, wear those gloves over surgical gloves and wash them (per the manufacturers recommendations) after each use. If they cannot be washed, then dispose of them in the nearest waste receptacle.

**Proper Removal of Disposable Gloves**

Remove and properly dispose of gloves immediately following cleaning or disinfecting tasks. To remove your gloves, pinch the glove cuff and peel the first glove away from your body, pulling it inside out. Without touching either glove with your bare hand, hold the glove that you just removed in your gloved hand. Peel off the second glove by putting your fingers inside the glove at the top of your wrist. Turn the second glove inside out while pulling it away from your body, leaving the first gloves inside the second. Dispose of the gloves in the nearest waste receptacle.

**Summary of Preventive Measures for OCHA Employees**

- Stay at home if you have fever, respiratory symptoms, or believe you are sick or may become sick.
- Practice routine cleaning and disinfection of frequently touched surfaces, including tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks, etc.
- Wear gloves when cleaning or performing maintenance in all building locations, including tenant units, common areas, or community rooms. Properly remove and dispose of gloves upon leaving the unit.
- Practice hand hygiene frequently: wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoid close or personal contact (less than 6 foot) with other people.

**New Procedures for Public Housing Processes**

1. It is recommended all staff wear rubber gloves while handling paperwork and washing your hands regularly. It is also best to wipe down your work station often.
2. Development Offices - We will try and limit all interaction with residents to email or phone. In special cases, all interaction should practice safe social distancing (recommend 6 feet away).

3. Rent Payments - Collected wearing gloves or through mail or drop box.

4. Evictions will not be filed during this time period.

5. Annual Inspections - Public Housing Annual Inspections should be postponed for now. This will allow maintenance and managers to concentrate on other job functions for this time period.

6. Work Orders - Should be conducted following instructions from Memo from Executive Director on March 12, 2020. Any time you have to enter a unit follow those guidelines. If a resident asks you not to enter and it’s not an emergency then feel free to reschedule.

7. Annual Re-Examinations – We are going to prepare a packet for you to hand out/ mail to resident and then have them return it with the paperwork filled out. All questions or if an interview is needed, it should be done over the phone. Packets should be returned within 7 days.

8. Pre- Applications - Still will be processed online.

9. Complete Applications - We are going to prepare a packet for you to hand out/ mail to applicant and then have them return it with the paperwork filled out. All questions or if an interview is needed, it should be done over the phone. We may need to collect birth certificates and other documents by email/electronic/ fax or collect before official lease in once applicant is otherwise approved. Packets should be returned in 48 hours.

10. Lease In - Staff will still meet potential resident at unit and can use gloves to enter unit and show potential resident the unit and practice safe social distancing (recommend 6 feet away).

11. Lease In Orientation - Once they accept the unit, managers will prepare the packet to hand out to potential resident and then have them take it home. They can then call for us to do a lease orientation interview over the phone. They can then return the packet within 24 hours after the orientation. They will make deposit payment through drop box. Key will be issued once paperwork is returned.

12. We are looking a conducting hearings and informal settlement meetings over the phone.

13. We are going to close common areas at all developments. It is recommended that all resident stay at home and practice social distancing during this time period. All Common Areas, elevators, laundry rooms should be routinely cleaned (minimum twice a day, high traffic areas more often than that). We are working with our meal providers to still provide an afternoon meal with residents taking their lunch home for those who participate in that program at our senior sites.

14. We will be sending out a posting for you all to post for residents with information about what we are doing especially regarding number 12. There will be flyer for Family Developments and one for Senior Developments.

New Procedures for Leased Housing Processes

We are temporarily changing some procedures for routine processes during our current situation. As you know this is rapidly changing and could be updated at any time:

1. It is recommended all staff wear rubber gloves while handling paperwork and washing your hands regularly. It is also best to wipe down your work station often.

2. Annex Offices - We will try and limit all interaction with clients and the public to email or phone. In special cases, all interaction should practice safe social distancing (recommend 6 feet away).
3. HCV Inspections- HCV Inspections will be scheduled as normal, Inspector has the option to cancel and reschedule the inspection if the client states any family member is sick or appears to be sick.

4. Annual Re-Examinations – We are going to prepare a packet to hand out to client and then have them return it with the paperwork filled out. All questions or if an interview is needed, it should be done over the phone. Packets should be returned within 2 days.

5. Pre- Applications- Still will be processed online and if a person needs assistance, it will be provided via phone.

6. New Lease-Ins - Should be handled the same as Inspections, except any paperwork collected should be placed in quarantine area for 72 hours prior to processing.

7. Relocation Meetings - Meetings will not be conducted, Client will receive all information in their packets and will be provided contact information with any and all questions.

8. Informal Hearings – will be conducted via phone, any documents that the client wants to supply needs to be dropped off prior to hearing.

Thank you for your patience and cooperation during this time.
Leased Housing Procedures

We are temporarily changing some procedures for routine processes during our current situation. As you know this is rapidly changing and could be updated at any time:

1. It is recommended all staff wear rubber gloves while handling paperwork and washing your hands regularly. It is also best to wipe down your work station often.
2. Annex Offices - We will try and limit all interaction with clients and the public to email or phone. In special cases, all interaction should practice safe social distancing (recommend 6 feet away).
3. HCV Inspections - HCV Inspections will be scheduled as normal, Inspector has the option to cancel and reschedule the inspection if the client states any family member is sick or appears to be sick.
4. Annual Re-Examinations – We are going to prepare a packet to hand out to client and then have them return it with the paperwork filled out. All questions or if an interview is needed, it should be done over the phone. Packets should be returned within 2 days.
5. Pre- Applications- Still will be processed online and if a person needs assistance, it will be provided via phone.
6. New Lease Ins - Should be handled the same as Inspections, except any paperwork collected should be placed in quarantine area for 72 hours prior to processing.
7. Relocation Meetings - Meetings will not be conducted, Client will receive all information in their packets and will be provided contact information with any and all questions.
8. Informal Hearings – will be conducted via phone, any documents that the client wants to supply needs to be dropped off prior to hearing.

Thank you for your patience and cooperation during this time.
ATTENTION RESIDENTS

To prevent the spread of illness, and specifically COVID-19 (coronavirus), the Oklahoma City Housing Authority (OCHA) is taking the following measures for residents and employees:

- **Our Management Staff will be onsite working, but the development offices will be closed to the public.** If you need assistance during this time, please contact your property manager by phone or email. You can leave work orders and other requests in the drop box or under the office door.

- **All common areas will be closed and unavailable effective immediately and until further notice.** This will help limit the amount of congregating/gathering taking place at your property.

- All common areas will be cleaned and disinfected and then closed; they will be cleaned and disinfected upon reopening. We will notify you when common areas are reopened.

- It is recommend all residents practice social distancing during this period.

- Laundry facilities will remain open; however, we strongly encourage anyone using the laundry facilities to practice social distancing, which means keeping at least six feet between yourself and others.

- **We ask that you encourage any guests or visitors to your property who are sick to stay home.**

- **All activities and group gatherings are canceled until further notice.**

- If you develop symptoms, such as fever, cough, and/or difficulty breathing, and have been in close contact with someone known to have COVID-19 or have traveled from an area with ongoing spread of coronavirus, call your health care provider or COVID-19 hotline at 877-215-8336 for recommendation first.

- If you do not have an existing primary care provider, suggestion only, you may call one of the following:
  
  **Variety Care Locations:**
  - 2617 General Pershing Blvd (405) 632-6688
  - 500 SW 44th Street (405) 232-0616
  - 5320 N Portland Ave (405) 946-4444
  - 4023 NW 10th Street (405) 632-6688

  **Other:**
  - OKC County Health Department: (405) 427-8651
  - Gary Cox Partner Building & Health Clinic: (405) 419-4200
  - West Health Clinic: (405) 419-4150
  - Southern Oaks Health Clinic: (405) 419-4119

- **If your health care provider confirms that you have contracted COVID-19, we ask that you notify your property manager quickly.** In keeping with HIPAA and other healthcare policies, you are not required to do so, but we ask that for the safety of our residents and staff you make us aware of your diagnosis by calling your property manager.

We understand that the closure of common spaces is an inconvenience and might be disruptive to your routine. The health and safety of our residents is our top priority, and as such, we must take these measures to help keep you and your families healthy.

OCHA Management
ATTENTION RESIDENTS

To prevent the spread of illness, and specifically COVID-19 (coronavirus), the Oklahoma City Housing Authority (OCHA) is taking the following measures for residents and employees:

- **Our Management Staff will be onsite working, but the development offices will be closed to the public. If you need assistance during this time, please contact your property manager by phone or email. You can leave work orders and other requests in the drop box or under the office door.**

- **All common areas will be closed and unavailable effective immediately and until further notice. This will help limit the amount of congregating/gathering taking place at your property.**

- All common areas will be cleaned and disinfected and then closed; they will be cleaned and disinfected upon reopening. We will notify you when common areas are reopened.
- **It is recommend all residents practice social distancing during this period.**
- Laundry facilities will remain open; however, we strongly encourage anyone using the laundry facilities to practice social distancing, which means keeping at least six feet between yourself and others.

- **We ask that you encourage any guests or visitors to your property who are sick to stay home.**

- Individuals partaking in the afternoon meal will have their hands sanitized before entering the cafeteria/activities area. If anyone is coughing or sneezing, will be asked to leave. Please do not form a line, keep social distance, recommend six (6) feet apart. Any individual that refuses sanitary measures will also be asked to leave the immediate area. All meals will be prepared and packaged so that the individual may take the meal to their unit.

- **All activities and group gatherings are canceled until further notice.**

- **Transportation:** Current Oklahoma City Housing Authority (OCHA) bus transportation is suspended until further notice. You may contact EMBARK Transit at (405) 297-1331 or (405) 235-7433 or visit their website [https://embarkok.com/connect/service-center](https://embarkok.com/connect/service-center) to request Senior and Disability Services.

- If you develop symptoms, such as fever, cough, and/or difficulty breathing, and have been in close contact with someone known to have COVID-19 or have traveled from an area with ongoing spread of coronavirus, call your health care provider or COVID-19 hotline at 877-215-8336 for recommendation first.

- If you do not have an existing primary care provider, suggestion only, you may call one of the following:

  **Variety Care Locations:**
  - 2617 General Pershing Blvd (405) 632-6688
  - 500 SW 44th Street (405) 232-0616
  - 5320 N Portland Ave (405) 946-4444
  - 4023 NW 10th Street (405) 632-6688
Other:
- OKC County Health Department: (405) 427-8651
- Gary Cox Partner Building & Health Clinic: (405) 419-4200
- West Health Clinic: (405) 419-4150
- Southern Oaks Health Clinic: (405) 419-4119

- If your health care provider confirms that you have contracted COVID-19, we ask that you notify your property manager quickly. In keeping with HIPAA and other healthcare policies, you are not required to do so, but we ask that for the safety of our residents and staff you make us aware of your diagnosis by calling your property manager.

We understand that the closure of common spaces is an inconvenience and might be disruptive to your routine. The health and safety of our residents is our top priority, and as such, we must take these measures to help keep you and your families healthy.

OCHA Management