

Ilion Housing Authority

COVID-19 Response Plan

The COVID-19 (Coronavirus) impacts will be felt by everyone as this pandemic evolves. The Ilion Housing Authority has many residents that fall within the most vulnerable group of citizens for this outbreak.

Subsequently, with an abundance of caution and to lean forward into this quickly advancing problem, the Ilion Housing Authority will be putting some initial preventive measures in place to minimize the potential for becoming infected or spreading illness. Guidance of the staff reporting to work will be taken from the Governor's office. The following stages will be followed and announced as the situation evolves:

STAGE 1 -Residents/Staff (before "Stay at Home Order" is issued)

- **Social Distancing:** Residents should maintain a distance of at least 3 feet from others and avoid any physical contact if possible.
- **Sanitizing:** Wipe door handles periodically with disinfectant wipes. Use disinfectant spray (disinfectant) to keep your residence clean. Wash hands frequently with soap and water. Limit touching of the face or mouth.
- **Travel:** Limit travel wherever possible and avoid gatherings or groups.
- **Meals:** Meal deliveries will be arranged for residents who rely on daily meals (Office of the Aging will be contacted).
- **Illness Self Identification:** If any resident is ill with **any symptoms**, they should notify the housing authority offices immediately. This is to alert staff of potential special needs of the resident and to assure that any contact with staff does not result in spreading illness.
- **Self-Quarantine:** If a resident is ill, they should immediately institute self-quarantine and avoid contact with any other person. If there is an issue requiring medication or food delivery, notify housing authority staff, the Department of Health or family members.
- **Limited Staff Interaction:** All interactions with staff will be limited to urgent issues only. Distancing of at least 6 feet will always be maintained by staff. No physical contact will be permitted unless in an emergency. Primary contact will be by phone or email. Residents will not enter the office area unless necessary and approved by Executive Director.
- **Mail and Package Delivery:** Deliveries will be limited to the London Towers lobby and no deliveries to the apartment doors will be done by delivery staff.

STAGE 2 (after "Stay at Home Order" issued)

- **Building Closures:** All Ilion Housing Authority buildings will be closed to the public and non-essential visitors. This includes the Lobby, Community Room, Computer Room and other common areas.
- **Social Distancing:** Social distancing is extended to six feet of separation between all people.
- **Antiseptic Cleaning:** All handrails and door handles will be wiped down 2 times per day by housing authority maintenance department. Public lavatories will be closed.

- **Stay Home Order, Staff working from home:** All interactions with staff will be limited to urgent issues only. Distancing of at least 6 feet will always be maintained by staff. No physical contact will be permitted unless in an emergency. Primary contact will be by phone or email. Residents will not enter the office area.
- **Staff Limited:** The Office staff (Housing Assistance Representative and Accountant) will work from home and the Executive Director will report Monday – Friday on a reduced number of hours per day and work from home as needed.
- **Non-Emergency Maintenance:** Any non-emergency maintenance issues will be postponed until after the virus declines and mitigation issues have been addressed. Emergency work orders (listed in handbook – smoke detector, no heat, no hot water, clogged toilet or sink, broken pipes, etc.) will be addressed by the maintenance department. If staff must respond, the resident will distance themselves from staff by staying in a different room with doors closed while the emergency is addressed. Staff will wear a face mask and gloves while in the resident’s unit.
- **PBV and HQS Inspections:** Inspections will be suspended until further notice. Only life-threatening issues will be considered for inspection at the approval of the Executive Director.
- **Mail Delivery:** No resident will be allowed in the lobby during mail delivery. This is for the protection of the mailman and to ensure no gathering of a crowd in the lobby.
- **Elevator:** Only one person is allowed in the elevator at a time.
- **Mask/Face Covering:** The residents and staff will wear a mask or face covering while in all public areas.
- **Public Access/Visitors:** Only essential visitors delivering medicine, food and supplies will be allowed in the building.

STAGE 3 (Only necessary to implement if ordered by Governor)

- **15 Day Quarantine:** All residents will be quarantined in their units. There will be no in person contact with other residents or visitors. Residents will not be permitted in the hallways or common areas.
- **Staff Limited:** Staff will be instructed to self-quarantine at home. Emergency maintenance will be available in an on-call basis approved by the Executive Director. All contact with residents will be by phone or email unless an emergency exists.
- **Minimal Office Operations:** The Executive Director will be in the office one day a week, only long enough to carry out basic business operations. There will be no personal contact with residents.

RECOVERY STAGE

- **Cleaning:** Once the pandemic risk has been declared under control, all residents should thoroughly clean their units with antiseptic cleaners. All housing authority public areas will be cleaned and wiped down with antiseptics.
- **Open Windows:** Weather permitting, residents should open windows where possible to allow for fresh air into their units.
- **Social Distancing:** Social distancing measures should be maintained for a minimum of 3 months after the pandemic risk is declared under control.
- **Public Access/Visitors:** Ilion Housing Authority will allow visitors and use of common areas on a limited basis.
- **Public Gatherings:** Public gatherings will be limited to the restrictions place by the Governor’s office.
- **Staff –** Office staff will return to work on limited hours, working from home for the remainder of the day. After two weeks regular hours will resume with limited contact with residents. At the discretion of the Executive Director interviews and inspections will resume with precautions taken by staff members conducting them. Travel restrictions for staff are lifted.