

Attention Building Owners and Managers for complexes, condo associations and other multi-unit living facilities. Important information related to COVID-19.

April 2020

Please read the attached guideline document covering: **Personal Protection, Restricting Visitors, Safe Usage of Common Areas, Disclosing COVID-19 Information on Residents and Additional Resources.** Please share with all building staff. In addition, take note of the following:

CONFIDENTIALITY OF COVID-19 DIAGNOSIS

The Health Department will be taking steps necessary to inform and manage confirmed COVID-19 cases and their close contacts. Due to privacy laws, the Health Department cannot release or discuss medical or personal information about an individual. However, individuals with a diagnosis of COVID-19 or those under quarantine are encouraged to voluntarily disclose the need for precautions to be used by individuals who may be entering their unit.

STAFF PRECAUTIONS

SICK EMPLOYEES MUST STAY HOME. No staff should enter the building at any time if they have symptoms of body ache, fever, cough and/or nausea. All employees should be asked to assess themselves for signs and symptoms of illness (such as fever and respiratory symptoms like cough or shortness of breath) before coming to work.

ESSENTIAL VISITORS

- Limit visitors to “Essential Visitors” who are providing care such as nutritional and medical services
- If visitor does not fall in these categories, resident should obtain prior approval from you
- Post sign to help enforce this (example included)
- Require sign-in log for visitors if not already doing so (example included)

PERSONAL PROTECTION SIGNAGE

- Put up visible signage that encourages proper handwashing and strongly discourages non-essential visitors, especially those who are showing cold or flu-like symptoms. Appropriate signage should be posted throughout the development in common areas, lobbies, elevators, and hallways.
- Please evaluate the need for translating signage into different languages, as appropriate to the resident population. COVID-19 signs in a variety of languages can be found at this link: <https://www.mass.gov/info-details/covid-19-printable-fact-sheets#prevention>

COMMON SURFACES AND SPACES

- Wherever feasible, install handwashing stations and/or sanitizer stations at common lobbies that serve multiple housing units and instruct visitors to use it
- Shut down use of all non-essential community spaces (gyms, pools, shared kitchen/party rooms, etc)
- Provide guidance on safe usage of essential shared spaces such as laundry rooms. Consider using a sign-up sheet for specific time slots to ensure safe distancing between users.
- Identify all high touch surface areas such as door handles, elevator buttons, laundry equipment, railings in stairwells, handicap buttons for opening doors, call-boxes etc. Make sure to include areas such as trash rooms and mail rooms. **These areas and surfaces should be disinfected twice daily or more if possible, especially for the most highly touched surfaces.** More details can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>

MAINTENANCE REQUESTS

- Recommend deferring non-urgent maintenance requests during this time. If urgent maintenance is required, social distancing and use of personal protection such as gloves and face coverings must be followed.