

CHARLESGATE

— *property management* —

IN-UNIT SERVICE CALL PROTOCOL

As work resumes in occupied units and COVID-19 restrictions are eased, Charlesgate Property Management has established the following procedures for the safety of our employees, vendors, and tenants.



DAILY HEALTH CHECK-IN



Prior to starting each shift, each employee must self-certify to their supervisor that they:

- Have no symptoms of COVID-19
- Have not had "close contact" with an individual diagnosed with COVID-19.

Close contact is defined as:

- Living in the same household as a person who has tested positive for COVID-19
- Caring for a person who has tested positive for COVID-19
- Been within 6 feet of a person who has tested positive for COVID-19 for at least 15 minutes
- Come into direct contact with secretions (e.g. sharing utensils, being coughed on) from a person who tested positive for COVID-19, while the person was exhibiting symptoms

There is **zero tolerance** for sick workers reporting to work. Employees are required to stay home if experiencing COVID-19 symptoms and must be sent home if they show symptoms at work. Typical symptoms of COVID-19 include: fever, cough, shortness of breath, and sore throat.

STEPS FOR IN-UNIT SERVICE WORK



1. Ready your COVID-19 kit. Your kit should include:



Face Mask



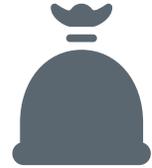
Booties



Hand Sanitizer



Disinfectant/
Paper Towels



Trash Bags

Note: Please ensure your COVID-19 kit includes enough supplies for any accompanying vendor/extra face masks for tenants if social distancing is not possible.

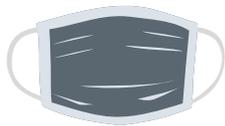
2. Confirm with the Property Manager that they've completed a "health check-in" with the resident and access details.
 - a. Confirm whether the tenant will be home during the service call. If yes, confirm they will isolate in a separate room, where possible. If not, social distancing protocol should be observed and residents should be instructed to wear a mask.

Note: Unless in the event of an extreme emergency, do not enter a unit where we know a resident is/has been recently sick.
3. Put on your mask and sanitize your hands before and after entering the building. Put on your booties prior to unit entry
4. Announce your arrival and conform to entry procedures detailed in step 2
5. Disinfect work areas before you begin work
6. Perform your service work
7. Disinfect work areas again, be sure to disinfect any knob/handles you may have touched
8. Upon leaving the unit, be sure to disinfect entry handles. Carefully remove your booties and safely dispose. Remove the booties slowly and carefully
9. Upon leaving the building, sanitize your hands. Wash your hands for at least 20 seconds with soap and warm water as soon as you are able.

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Note: Your COVID-19 kit should include enough supplies for any accompanying vendor/extra face masks for tenants if social distancing is not possible.

Confirm with the Property Manager that they've completed a "health check-in" with the resident and access details.

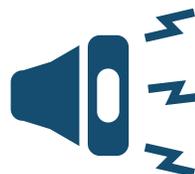
- If the tenant is home during the service call, confirm they will isolate in a separate room.
- If not, social distancing protocol should be observed and residents should be instructed to wear a mask.



Note: Unless it is an extreme emergency, **do not enter a unit** where we know a resident is/has been recently sick.



Put on your mask and sanitize your hands before and after entering the building. Put on your booties prior to unit entry.



Announce your arrival and conform to entry procedures detailed above.



Disinfect your work area before you begin. Perform service work. Disinfect work area again, including door handles/knobs.



Upon leaving the unit, disinfect entry handles, carefully remove and dispose of booties. Sanitize hands after leaving the building and wash your hands as soon as possible.

HEIGHTENED HYGIENE PRACTICES

We request that employees escalate their use of healthy habits to limit the spread of disease. Remember to:



Wash your hands often with soap or use hand sanitizer

Avoid touching eyes, nose, and mouth with unwashed hands



Cover your cough and sneeze

Stay home when sick

Avoid close contact (6 feet or less) with others including skin-to-skin contact (e.g. shaking hands)



All persons (employees and clients) in the workplace should wear a mask or covering over the mouth and nose when in the same room as another person

Clean and disinfect commonly used surfaces

Minimize close contact with sick persons