

# Coronavirus Safety Plan

Guidelines for entering a client’s home



**Tacoma  
Housing  
Authority**

**The following guidelines reflect the Washington State Department of Health  
Coronavirus Prevention Plan:**

	<b>Guidelines</b>
<b>When to enter a THA-owned unit</b>	<p><b>THA Stage One</b> <b>June 5 – 21 (Pierce County Phase I)</b></p> <p><b>Maintenance</b></p> <p><i><b>Family Properties</b></i></p> <ul style="list-style-type: none"> <li>• Maintenance will continue to process emergency work-orders.</li> <li>• Maintenance will follow PPE protocol (Attachment 1)</li> <li>• Maintenance will continue to use Pre-Entry Questionnaire (Attachment 2)</li> </ul> <p><i><b>Senior and Disabled Properties</b></i></p> <ul style="list-style-type: none"> <li>• Maintenance will continue to perform emergency work orders.</li> <li>• Maintenance will follow PPE protocol</li> <li>• Maintenance will continue to use Pre-Entry Questionnaire</li> </ul> <p><b>Inspection</b></p> <ul style="list-style-type: none"> <li>• HQS inspectors will continue to perform initial and emergency inspections.</li> <li>• HQS Inspectors will continue to follow established PPE protocol</li> <li>• HQS inspectors will continue to use Pre-Entry Questionnaire (Attachment 3)</li> </ul> <p><b>Client Support and Empowerment (CSE) Staff</b></p> <ul style="list-style-type: none"> <li>• CSE Staff will continue to meet with clients over the phone or virtually.</li> <li>• Use DocuSign when need a client signature</li> <li>• Continue work on building electronic forms</li> </ul> <p><b>Property Managers</b></p> <ul style="list-style-type: none"> <li>• Property Managers will only enter client’s home for emergency purposes.</li> <li>• Follow PPE protocols and Pre-Unit Screening.</li> </ul> <p><b>THA STAGE 2</b> <b>June 22-July 25<sup>th</sup> (As long as Pierce County has been approved by the State to move to Phase II.)</b></p> <p><b>Maintenance</b></p> <p><i><b>Family Properties</b></i></p> <ul style="list-style-type: none"> <li>• Maintenance will begin scheduling in coordination with the HQS inspectors to plan routine work orders in advance of beginning HQS inspections in THA Stage 3</li> <li>• Maintenance will continue to complete emergency work orders.</li> <li>• Maintenance will continue to follow established PPE protocol</li> <li>• Maintenance will continue to use Pre-Entry Questionnaire</li> </ul>

# Coronavirus Safety Plan

## Guidelines for entering a client's home



**Tacoma  
Housing  
Authority**

### ***Senior and Disabled Properties***

- Maintenance will continue to perform only emergency work orders.
- Maintenance will follow established PPE protocol
- Maintenance will use Pre-Entry Questionnaire

### **Inspections**

- HQS inspectors will continue to perform initial and emergency inspections.
- HQS inspectors will continue to follow PPE protocol
- HQS inspectors will continue to Pre-Entry Questionnaire
- Rental Assistance will begin sending appointment letters for start of HQS inspections starting in Stage 3.

### **Property Managers**

#### ***Family Properties***

- Property Managers will begin annual housekeeping inspections in coordination with Annual HQS inspections. Property Management will communicate with residents of these inspections.
- Property Management will follow PPE protocol and Pre-Unity entry questionnaire.

#### ***Senior and Disabled Properties***

- Property Managers will only enter units for emergencies
- Continue to follow PPE Protocol and Pre-Unit Entry Questionnaire.

### **CSE Case workers**

#### ***Family Properties***

- CSE Staff will continue to meet with clients over the phone or virtually.
- If a CSE caseworker is unable to engage the clients over the phone or virtually, then case worker will knock on client's door (knock and talk) using PPE protocol. If the resident is at home, maintain social distance, and not enter the unit. *(No confidential information will be discussed during this time but an opportunity to agree on alternate ways to communicate.)*

#### ***Senior and Disabled Properties***

- CSE will continue to meet with clients over the phone or virtually.

## **THA STAGE THREE:**

**July 26-August 22nd (As long as Pierce County has been approved by the State to move to Phase III)**

### **Maintenance**

#### ***Family Properties***

- Maintenance will continue to complete work orders.  
Maintenance will continue to follow PPE Protocol and use Pre-Unit Questionnaire

# Coronavirus Safety Plan

## Guidelines for entering a client's home



**Tacoma  
Housing  
Authority**

### ***Senior and Disabled Properties***

- Continue to perform emergency work orders only.
- Continue to use the PPE and Pre-Unity Entry Questionnaire

### **Inspections**

- HQS inspectors will resume all Inspections.
- HQS inspectors will continue to follow PPE protocol
- HQS inspectors will continue to Pre-Entry Questionnaire

### **Property Management**

#### ***Family Properties***

- Property Managers will continue Annual Unit Inspections
- Continue to utilize PPE protocols and Pre-Unit Screening questionnaire.

#### ***Senior and Disabled Properties***

- Property Managers will continue to enter units for emergency purposes only.

### **CSE Caseworkers**

#### ***Family Properties***

- Case workers will continue to meet with clients over the phone or virtually.
- If needed cases workers can “knock and talk” using PPE and social distancing.

#### ***Senior and Disabled Properties***

- Case workers will continue to meet with clients over the phone or virtually.

## **THA STAGE FOUR**

**August 23<sup>rd</sup> (As long as Pierce County is approved by the State to move to Phase IV)**

### **Maintenance**

#### ***Family Properties***

- Maintenance will continue to complete work orders.
- Follow State, Tacoma Pierce County Health Department guidelines regarding PPE

#### ***Senior and Disabled Properties***

- Begin processing routine work orders
- Continue to use the PPE and Pre-Unity Entry Questionnaire

### **Inspections**

- HQS inspectors will resume all Inspections.
- Follow State, Tacoma Pierce County Health Department guidelines regarding PPE

### **Property Management**

#### ***Family Properties***

- Property Managers will continue Annual Unit Inspections
- Continue to utilize PPE protocols and Pre-Unit Screening questionnaire.

#### ***Senior and Disabled Properties***

- Property Managers will begin Annual Unit Inspections.

# Coronavirus Safety Plan

## Guidelines for entering a client's home



**Tacoma  
Housing  
Authority**

	<ul style="list-style-type: none"> <li>Utilize PPE and Pre-Unit Screening Questionnaire.</li> </ul> <p><b>CSE Caseworkers</b></p> <p><b><i>Family Properties</i></b></p> <ul style="list-style-type: none"> <li>Caseworkers will begin utilizing a hybrid work schedule assigning caseworkers an “A” or “B” schedule taking to allow for social distancing.</li> <li>If needed cases workers can “knock and talk” using PPE and social distancing.</li> </ul> <p><b><i>Senior and Disabled Properties</i></b></p> <ul style="list-style-type: none"> <li>Case workers will continue to meet with clients over the phone or virtually.</li> <li>If needed case workers will start using “knock and talk” using PPE and social distancing.</li> </ul>
<b>Procurement of PPE Equipment</b>	<ul style="list-style-type: none"> <li>Continue procurement policies established for PPE equipment in the Continuity of Operations Plan.</li> </ul>
<b>Communication with Residents</b>	<ul style="list-style-type: none"> <li>After the final Reopen proposals are approved by the EOC the week of 6/22/2020 there will be detailed communications to our residents outlining what these proposals mean to residents.</li> </ul>

# Coronavirus Safety Plan

Guidelines for entering a client's home



**Tacoma  
Housing  
Authority**

Attachment 1

## PPE Protocol for Unit Entry

	THA Stage One	THA Stage Two	Stage Three	Stage Four
	PPE Requirements	PPE Requirements	PPE Requirements	PPE Requirements
<b>PLAN</b>				
<b>MAINTENANCE, PROPERTY MANagements, HQS INSPECTORS</b>	<ul style="list-style-type: none"> <li>• Disposable cloth masks*</li> <li>• Face Shields</li> <li>• Booties</li> <li>• Gloves</li> <li>• Other PPE requirements as required for tasks</li> <li>• Maintain Social Distancing*</li> </ul>	<ul style="list-style-type: none"> <li>• Disposable cloth masks*</li> <li>• Face Shields</li> <li>• Booties</li> <li>• Gloves</li> <li>• Other PPE requirements as required for tasks</li> <li>• Maintain Social Distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Disposable cloth masks*</li> <li>• Booties</li> <li>• Gloves</li> <li>• Other PPE requirements as required for tasks</li> <li>• Maintain Social Distancing</li> </ul>	<p>Family Properties</p> <ul style="list-style-type: none"> <li>• Discontinue use of PPE equipment and Pre-Unit Questionnaire for Family Properties</li> <li>• Follow state, local, CDC Guidelines regarding PPE.</li> </ul> <p><b>Senior and Disabled Properties</b></p> <ul style="list-style-type: none"> <li>• Continue to use PPE equipment and Pre-Unit Questionnaire for Senior and Disable Properties.</li> </ul>
<b>Client Support and Empowerment (CSE)</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Disposable cloth masks</li> <li>• Booties</li> <li>• Gloves</li> <li>• Maintain Social distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Disposable cloth masks</li> <li>• Booties</li> <li>• Gloves</li> <li>• Maintain Social distancing</li> </ul>	<p><b>Family Properties</b></p> <ul style="list-style-type: none"> <li>• Discontinue use of PPE Equipment.</li> <li>• Maintain Social Distance</li> </ul> <p><b>Senior and Disabled Properties</b></p> <ul style="list-style-type: none"> <li>• Disposable cloth masks</li> <li>• Booties</li> <li>• Gloves</li> <li>• Maintain Social distancing</li> </ul>

\* **Disposable Cloth Masks:** If a resident is Deaf, hard of hearing, or relies on language cues such as facial expressions and mouth movements/lip reading an exception may be made and a face shield can be used in place of a mask.

\* **Social Distancing Measures:** People must maintain 6-foot distance between themselves. They should not touch their face. They should frequently wash, or sanitize hands, and sanitize their work area and high-touch areas.

# Coronavirus Safety Plan

## Guidelines for entering a client's home



Tacoma  
Housing  
Authority

Attachment Two

### Pre-Entry Questions for Maintenance Staff's Coronavirus Safety Assessment

Guidelines Revised: 4-28-2020

Before entering an occupied unit please go through these screening questions with the tenant or client so you can: a) explain our safety precautions to tenant BEFORE entering their unit; and b) assess the health risks for your safety and the occupant's safety.

### Pre-Entry Screening Questions

#### 1. Email or Call the client before entering the unit and start your assessment:

- A. We have a work order for your unit. Before I visit your unit, I want to explain to you the procedures we have in place to prevent the spread of corona virus.
- B. Are you ill? Anyone in your household ill have fever, coughing, shortness of breath?
  - a. No? Go to Step 2
  - b. Yes? Go to Step 3

#### 2. Explain Safety Precautions to the Client:

- A. These are the safety precautions that you will follow during the service call:
  - Staff will wear a mask and gloves, and any other protective gear necessary for the job.
  - Please ask everyone but you to be outside of the unit while staff are inside.
  - We require you to be in a different room than where staff working
  - We'll ask that everyone does their best to maintain a 6-foot distance from each other.
  - You are encouraged to sanitize your space after staff leaves.
  - Ask tenant to cancel the appointment if anyone in the household has the following symptoms: fever, coughing, or difficulty breathing.
  - Assure them that you will do the same.
- B. Confirm the appointment time and close the conversation.

#### 3. Ask Follow-up Questions about Illness. Then talk with David Dailey before entering the unit.

- A. Do you have Fever, cough, and/or shortness of breath (COVID symptoms)?  
Or, Can you give me more detail about your symptoms?
- B. I need to check with my supervisor about the safety precautions to keep everyone safe.
- C. Get clearance from David Dailey before you enter the unit.

# Coronavirus Safety Plan

## Guidelines for entering a client's home



Tacoma  
Housing  
Authority

Attachment Three

### Coronavirus Safety Assessment & Pre-Inspection Questions

Before inspecting an occupied unit please go through these screening questions with the tenant and landlord so you can:

1. Explain our safety precautions to each party BEFORE entering the unit
2. Assess the health risks for your safety and each party's safety

### Pre-Inspection Screening Questions

#### 1. Call the client and landlord *before* entering the unit and start your assessment:

- A. There is an inspection scheduled for your unit. Before I visit your unit, I need to ask you a few questions as well as explain to you the procedures we have in place to prevent the spread of corona virus.
- B. Are you ill? Has anyone in your household had a fever, coughing, or shortness of breath?
  - No? Go to Step 2 below
  - Yes? Go to Step 3 below

#### 2. Explain Safety Precautions to the Client:

- A. These are the safety precautions that we aim to follow:
  - Staff will wear a mask and gloves, and any other protective gear necessary. You are welcome to do the same.
  - We ask that everyone, aside from you, be out of the unit while staff are inside.
  - We ask that everyone does their best to maintain a 6-foot distance from each other.
  - We may ask for your assistance during the inspection to prevent cross contamination and create a safe environment for all.
  - You are encouraged to sanitize your space before and after the inspector leaves.
  - We ask you to reschedule the appointment if anyone in the household begins to show the following symptoms: fever, coughing, or difficulty breathing. Call us ASAP.
  - We assure you that we will do the same (if staff start to exhibit symptoms).
- B. Confirm the appointment time and close the conversation.

#### 3. Ask Follow-up Questions about Illness. Then talk with your supervisor before entering the unit.

- A. Can you give me more detail about your symptoms?
  - If symptoms resemble COVID symptoms you can ask to reschedule
- B. If you need, let them know you need to check with your supervisor about the safety precautions to keep everyone safe and that you will call them back.
- C. Send your supervisor a Chat on Teams or an e-mail