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# Coronavirus Pandemic: Continuity of Operations Plan

Version 12 | Updated: December 4, 2020

**OBJECTIVE:** Since the threat to an organization’s continuity of operations is high during a pandemic outbreak; it is important for the Tacoma Housing Authority (THA) to have a Coronavirus Continuity of Operations plan in place to ensure we can carry out our essential functions and services. While we may be forced to suspend some operations due to the severity of a pandemic outbreak, an effective Continuity of Operations Plan can assist us in our efforts to remain operational, with the emphasis of maintaining our mission.

## **A. The plan objectives include:**

- Reduce the spread of disease among staff and customers.
- Protect people at higher risk for complications. This includes staff and customers.
- Maintain essential business operations.
- Minimize financial impact on staff that could result from office and school closures.
- Minimize stress of rent payments and evictions among our portfolio and tenant-based customers and support our landlord partners.
- Provide crisis management supports for our customers.
- Where possible, coordinate food services on our sites for students and elderly customers who would have otherwise accessed food at schools or senior centers.
- Comply with directives from the Tacoma-Pierce County Health Department and civil authorities.

## **B. We have identified the following essential operations:**

- Payroll
- Pay Rent to Landlords
- ID Cards
- VO Initial Inspections: PM
- Initial Inspections: RA
- Leasing PM
- Unit Turns
- Payment of Contractors
- Wage Interviews
- PM Move Ins
- Emergency Work Orders
- Urgent Work Orders
- Sanitizing common areas in high rise buildings
- Trash pickup
- Human Resources
- Mail Processing at 902
- EOC Staffing and Communications
- Interims
- Accounts Payable
- Rent Collection
- Public Reception/ Phone Answering from 8 am to 4 pm Monday-Friday
- Fax Solutions
- IT Support
- Open Door Support
- Security/Tenant Support at Portfolios
- CSE Crisis Management
- Lock replacement at Arlington
- Programming Electronic Locks
- Server Maintenance
- Installing IT Equipment at The Rise
- Printing letters that must go out to Tenants
- Coordinating food delivery for THA tenants where this can be done safely

As more information develops about the Coronavirus emergency and more restrictions are placed on (or removed from) the general population, Tacoma Housing Authority’s list of essential functions may change and the list of designated “essential” staff may change.

**C. Current Plan, completed actions, pending actions**

Responding to the COVID-19 pandemic will require the Tacoma Housing Authority to be flexible and to move quickly. To help us do that, the Tacoma Housing Authority Board, on March 18, 2020, passed emergency resolution No. 2020-3-18(1) stating: “Tacoma Housing Executive Director (or designee) is authorized to take any or all of the following emergency actions as may, in his judgment, be needed to protect Agency operations and the health, safety and well-being of agency employees, clients, vendors and the public as a whole.” This authorization will be useful throughout this plan.

On June 22, 2020 THA adopted its ‘Workplace Safety Plan.’ This plan is a companion to this Continuity of Operations Plan and attempts to outline the staged approach THA will use to resume more of its non-essential daily operations. The Workplace Safety Plan is referenced in this document and is available as an appendix.

This Plan is divided into five (5) sections: staff, customers, properties, funding, and “other” actions.

	Topic	Completed & Pending Actions
<b>1. Staff</b>		
1.1.	<b>Assess Workplace Exposure and Risk</b> <ul style="list-style-type: none"> <li>• Identify potential employee health risks</li> </ul>	<p>We have identified the following exposure risks to our staff and customers:</p> <ul style="list-style-type: none"> <li>• Public visitors in lobbies, computer labs, and community rooms;</li> <li>• Inspections of occupied units;</li> <li>• Work orders in occupied units;</li> <li>• Case management visits to tenant apartments;</li> <li>• One-on-one appointments with customers;</li> <li>• Working in close proximity to co-workers;</li> <li>• In-person meeting with external partners;</li> <li>• In-person meetings, in general;</li> <li>• Cleaning bathrooms, common spaces and THA buildings;</li> <li>• Visits to the office from children who attend school and daycare centers;</li> <li>• Interactions with vulnerable populations.</li> </ul>

	Topic	Completed & Pending Actions
1.2.	Review Workplace Policies	<p>We have reviewed internal, State and Federal policies as they relate to:</p> <ul style="list-style-type: none"> <li>• Sick leave.</li> <li>• Union contracts as they relate to out-of-class work before and during a pandemic and requirements for notification for travel.</li> <li>• Telework</li> </ul> <p>We implemented the new federal Families First Coronavirus Response Act.</p>

<p><b>1.3. Adjust essential operations, where possible, to mitigate workplace exposures and risks</b></p>	<ul style="list-style-type: none"> <li>• Our Emergency Operations team will monitor Tacoma-Pierce County Health Department, CDC, World Health Organization, State of Washington Department of Health, Governor Inslee’s Office and King County Health Department updates, directive and Coronavirus statistics daily and adjust plans in response to this information. As of December 1, 2020, THA is in Stage 1 of its operations. Details on this stage are in Appendix E.</li> <li>• On May 1, 2020, the Governor’s office outlined the state’s Safe Start four-phase approach to reopening businesses;</li> <li>• THA has developed a Workplace Safety Plan which outlines a four-stage plan to reopen and resume operations. THA’s four stages track the state’s approval of Pierce County’s application to move to each phase. THA will not move through its four stages faster than Pierce County moves through its four phases. However, THA may move slower</li> <li>• The Workplace Safety plan includes social and physical distancing, sanitation, and PPE guidelines;</li> <li>• We have closed all of our offices to the public starting Friday, March 13, 2020. Our offices will remain closed through THA’s Stage Three and until after the suspected second wave of the virus has passed. First, we will open by appointment only. Next, we will begin taking walk-ins during limited hours and will also limit the number of people in the lobby. This will be determined by the square footage of each lobby and the guidance given by the local and state health departments;</li> <li>• Community rooms at family properties will begin to reopen when Pierce County reaches Phase Three and when THA reaches Stage Three, with social distancing and sanitation measures in place; Some exceptions are allowed for community partners using spaces to assist clients and serve Head Start Students.</li> <li>• Community rooms within the seven S&amp;D buildings will not open until Pierce County receives clearance for Phase Four and when THA reaches Stage Four.;</li> <li>• THA computer labs will begin to open under THA Stage Two Guidelines which includes social distancing and sanitation measures, use by appointment only, monitoring by property staff and limited hours;</li> <li>• All non-essential meetings have been cancelled or moved to a virtual meeting space through June 30, 2021;</li> <li>• All essential meetings will be held virtually or, when held in person, in meeting spaces that allow for a six-foot distance between participants by</li> </ul>
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	Topic	Completed & Pending Actions
		<p>appointment only, as long as Pierce County is in Phase Two and THA is in Stage Two or beyond.</p>

<p><b>1.4. Apply Infection Control Measures:</b> We will create a constant culture of wellness.</p>	<p>We have and will continue to do the following:</p> <ul style="list-style-type: none"> <li>• Placed Tacoma-Pierce County Health Department (TPCHD) posters and material at each entrance of THA offices and emailed them to all staff. This material encourages staying home when sick, cough and sneeze etiquette and hand hygiene</li> <li>• Provided soap, water, and alcohol-based hand rubs in multiple locations and routinely refill.</li> <li>• Placed hand sanitizer (60% Alcohol), sanitizing wipes, face masks and facial tissue at all front desk areas, meeting rooms, and employee work areas. Set up Sanitation Stations at the entrance of each THA office.</li> <li>• Placed/supplied hand sanitizer, sanitizing wipes, face masks and facial tissue are stocked in all Fastenal machines.</li> <li>• Instructed employees to clean hands often with an alcohol-based hand sanitizer or by washing with soap and water for at least 20 seconds.</li> <li>• Ensured that sick leave policies are in place.</li> <li>• Clean commonly touched surfaces at least daily during the work week.</li> <li>• Ensured Tour maintenance and inspection staff have appropriate personal protective equipment (PPE) and are trained accordingly when performing daily functions of their job class that may require such equipment.</li> <li>• All maintenance staff are trained on bloodborne pathogens.</li> <li>• All THA staff members are required to complete three COVID training modules in the Targeted Solutions platform.</li> <li>• Encourage staff to disclose a positive Coronavirus test result for themselves, family or close social circle</li> <li>• Require exposed staff to monitor for symptoms and to quarantine for a period of 10 days per TPCHD guidelines;</li> <li>• Staff will be required to perform a self-wellness and contact assessment prior to coming into a THA office. Staff are required to check in /out and let the COVID Site Supervisor know they are there.</li> <li>• Require and recommend PPE for all staff, including facemasks, effective May 6, 2020 (See Appendix B).</li> <li>• Per Governor Inslee’s order beginning June 8, 2020, all employees will be required to wear a cloth facial covering, except when working alone in an office, vehicle, or at a job site, or when the job has no in-person interaction.</li> </ul>
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	Topic	Completed & Pending Actions
		<ul style="list-style-type: none"> <li>Per Governor Inslee’s order requiring face covering for all Washingtonians when in public spaces, all visitors to THA offices will be asked to wear face covering or to conduct their business remotely. THA’s offices will have a supply of face masks to offer.</li> </ul>

<p><b>1.5. Prepare for Social Distancing and Accommodate Personal Challenges as a Result of the Pandemic:</b>  Social distancing is an intervention to increase the physical distance between people and in an effort to decrease the spread of disease. the Health Departments asks all organizations:</p> <ul style="list-style-type: none"> <li>● to consider what policies and procedures they can implement to accomplish working remote.</li> <li>● prepare for employee absences resulting from personal illness, caring for ill family members, and dismissal of early childhood programs and K-12 schools.</li> <li>● be ready to adapt business practices to maintain critical operations.</li> </ul>	<p>Effective March 13<sup>th</sup>, operations were scaled back to essential operations, which are shown on the list on page 1 of this document. This was necessary to protect staff and begin implementing telework and staggered shift plans.</p> <p>Effective <b>June 17, 2020</b> we directed that:</p> <ul style="list-style-type: none"> <li>● All non-essential and non-client facing staff will continue to work remotely through June 30, 2021;</li> <li>● We will continue to equip all essential staff with work-from-home equipment where possible.</li> <li>● We will schedule all essential and public-facing staff that need to work onsite in staggered shifts to promote social distancing.</li> <li>● We have equipped all administrative and non-client facing staff with the ability to telework.</li> <li>● We have implemented staggered staffing and increased distance between work spaces to allow for social distancing within our staff teams.</li> <li>● We have surveyed all non-client facing staff on their reasons and needs to be in the office. This information will inform physical distancing needs for desks and office spaces for those that need to come into the office.</li> <li>● We will install Plexiglass barriers at counters and desks in public-facing offices.</li> <li>● We will formalize a Telework Program.</li> <li>● We will encourage appointments and meetings to be conducted via video and phone and purchase, as necessary, technology to support virtual ways of meeting.</li> <li>● We will minimize the amount of physical paperwork passed around the office and will, therefore, minimize exposure not only to the virus but also help protect sensitive information.</li> <li>● We will obtain electronic signatures through a licensed certification authority.</li> <li>● Tablet kiosks will be made available when the lobbies reopen to submit forms as well as scan or upload paperwork.</li> </ul> <p>Staff resources about working remote are on our website. We did this so that staff can easily access them offsite: <a href="http://www.tacomahousing.net/coronavirus-info-for-staff">www.tacomahousing.net/coronavirus-info-for-staff</a></p>
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	Topic	Completed & Pending Actions
1.6.	<p><b>Plan to Separate Sick Employees and Employees Confirmed with Coronavirus:</b></p>	<p>1. We will separate the following staff from others and send them home for 10 days to quarantine (even if they test negative) before returning to the worksite:</p> <ul style="list-style-type: none"> <li>• employees who report to work having a fever or an acute respiratory illness upon arrival to work;</li> <li>• who become sick during the workday;</li> <li>• employees that have recently returned from travel to “high risk” areas should self report to their supervisor;</li> <li>• employees who self-report a recent exposure to someone with Coronavirus symptoms or diagnosis;</li> <li>• Employees who self-report having attended an indoor gathering;</li> <li>• Employees will be asked to stay home until they feel better, if applicable, and have completed a virtual assessment: <a href="http://multicare.org/virtualcare/">multicare.org/virtualcare/</a>;</li> <li>• We will continue to sanitize the buildings where the sick employee(s) worked.</li> <li>• Per the Workplace Safety Plan, we will designate COVID Safety Supervisors who are tasked with monitoring their fellow colleagues and reminding them of PPE and face covering guidance.</li> <li>• Employees will work with their supervisor to determine if they have the ability to work from home while waiting test results or self-quarantining.</li> <li>• We have written a business process for handling suspected and confirmed COVID cases among staff or tenants.</li> </ul> <p>2. We have ensured that:</p> <ul style="list-style-type: none"> <li>• All managers and employees are aware of Tacoma Housing Authority policies and the expectation that sick employees stay home;</li> <li>• All managers have been reminded to send sick employees home.</li> </ul> <p>3. If an employee is confirmed to have Coronavirus, we will:</p> <ul style="list-style-type: none"> <li>• Close the office building(s) they’ve worked in until those building(s) have been sanitized;</li> <li>• Hire a 3rd party vendor to sanitize the office(s);</li> <li>• Advise all employees and visitors that have been in the building that they have been exposed and ask that they follow TPCHD guidelines related to "close exposure;"</li> <li>• Work closely with TPCHD on any further action items and inform them of a confirmed COVID employee.</li> </ul>

	Topic	Completed & Pending Actions
1.7.	<p><b>Encourage Personal Preparedness:</b> We encouraged employees to take standard steps to prepare for staying at home if needed.</p>	<p>We continue to email staff and post to social media information about personal preparedness steps like:</p> <ul style="list-style-type: none"> <li>• Store a two-week supply of water and food;</li> <li>• Make sure to have enough prescription drugs at home.</li> <li>• Keep non-prescription drugs and other health supplies on hand. Get copies of electronic health records from the doctor, hospital, or pharmacy.</li> <li>• Talk with family members and loved ones about how they would like to be cared for if they got sick, and what's needed to care for them at home.</li> </ul>

	Topic	Completed & Pending Actions
	<p><b>1.8. Prepare for operations under the Safe Start Plan directive from the government:</b>            We have determined that, under the Governor’s orders, the Tacoma Housing Authority is an essential business and exempt from closure. Accordingly, staff essential to THA’s business are themselves exempt. Staff who report to work will still be governed by state and THA expectations for social distancing and other precautions.</p> <p>On May 29, 2020 Governor. Inslee announced an updated 4-phase, county-by-county “Safe Start” reopening plan.</p> <p>During the Stay Home Stay Healthy order March 25, 2020 – May 31, 2020 Tacoma Housing Authority continued its operations in a limited capacity as it is considered an essential business.</p> <p>THA’s Stages are outlined in Appendix E. THA is currently in Stage 1.</p> <p>Each Stage will be based on THA’s ability to meet the guidance and requirements outlined in THA’s Workplace Safety Plan and as long as Pierce County has been approved to move to each aligned phase by the state. THA’s movement through its four stage will not be faster than Pierce County’s movement through its four phases. However, THA’s movement may be slower than the county’s.</p>	<p>We will continue to fulfill our essential functions. During the Safe Start Plan we will begin to reopen and resume our operations and services in a staged approach as outlined in THA Workplace Safety Plan.</p> <p>THA’s Reopen Team presented the following plans and proposals to the EOC for approval during June 2020:</p> <p>Proposal for Non-Client Facing Employees            COVID Safety Plan for Public Facing Staff            COVID Safety Plan for Community Spaces            COVID Safety Plan for Staff Interacting with Clients</p> <p>The Continuity of Operations Plan Appendix B – Face Coverings was also revised to require face coverings for all employees and visitors.</p> <p>As we work through the reopen stages staff will continue to be responsible for these functions, or their backup, to report to our offices/sites as required. All non-client facing staff will be asked to complete work from home. The type and amount of work will be determined by the supervisor and may include work in support of the EOC.</p> <p>Should we need to reduce essential functions, we will be prepared to modify the list of essential functions. This reduced list of functions will still include:</p> <ul style="list-style-type: none"> <li>• Payroll;</li> <li>• Pay rent to landlords;</li> <li>• Issue Key cards to new tenants and/or replace any lost cards;</li> <li>• Initial Inspections: Rental Assistance;</li> <li>• Emergency and Urgent Work Orders;</li> <li>• Crisis Management for Tenants (virtually)</li> <li>• Emergency Operations Center (EOC) Staffing and Communications;</li> <li>• Accounts Payable</li> <li>• Rent collection</li> <li>• Return Urgent Phone Calls</li> <li>• Process Mail</li> <li>• Lease enforcement related to health and safety</li> <li>• Payment of vendors/contractors</li> </ul>

	Topic	Completed & Pending Actions
<b>2. Customers, Clients and Partners</b>		
2.1.	<p><b>Prepare for Tenants and Landlords to be Challenged About Rent Payments</b>  Employed Residents and Rental Assistance Participants have been hit by the closure of schools, restaurants, bars, and other service businesses. They are having trouble paying rent. This is also a challenge for the landlords of rental assistance participants. We continue to plan to ease the stress of the uncertainty of income and rent over the next several months.</p> <p>Residents on fixed incomes will also experience financial impacts due to increased expenses that have resulted from few social services being offered.</p>	<p>We have developed a policy to allow for a more lenient hardship and interim rent adjustment policies. Beginning March 25<sup>th</sup>, we asked clients to start reporting any financial hardships they are experiencing due to the pandemic. Based on the information received, we will reduce tenant rent payments through a Coronavirus-specific hardship rent policy. We have also made it easy for clients to request these adjustments by reducing the paperwork we usually require, e.g, allowing self-certification of income loss.</p> <p>We have also communicated with our landlord partners about the policy change.</p> <p>We coordinated our response with the rental assistance programs that the City of Tacoma is developing with its newly enhanced federal and state money.</p> <p>We suspended until December 1, 2021 the expiration of all-time limits on the duration of THA’s rental assistance.</p> <p><b>June 29, 2020 we issued Executive Emergency Action 12: Superseding Prior Actions re: Residential and Commercial Tenant Rents, Rent Adjustments &amp; Program Documentation, and Time Limits.</b></p> <p>The purpose of Executive Action 12 is to update THA’s policies to comply with state proclamations and to account for federal requirements detailed in the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The authorizations granted in this Executive Action supersede the following previous Executive Actions:</p> <ul style="list-style-type: none"> <li>• Executive Action 3: Residential and Commercial Tenant Rent (Fees and Notices)</li> <li>• Executive Action 5: Emergency Coronavirus Hardship: Easing Rent Adjustments and Program Documentation</li> <li>• Executive Action 9: A Moratorium on Time Limits for Voucher Participants</li> <li>• Executive Action 11: Entering into Rent Repayment Plans with Commercial Tenants</li> </ul>

<p><b>2.2. Plan to Offer Moratorium Evictions for Non-Payment</b>  On October 14, 2020 (<a href="#">20-19.4 – COVID-19 Moratorium on Evictions</a>) Governor Inslee extended the moratorium of March 18, 2020 (<a href="#">20-19 – COVID-19 Moratorium on Evictions</a>) that was expanded and extended on April 16, 2020 (<a href="#">20-19.1 – COVID-19 Moratorium on Evictions</a>), June 2, 2020 (<a href="#">20-19.2 – COVID-19 Moratorium on Evictions</a>) and July 24, 2020 (<a href="#">20-19.3 – COVID-19 Moratorium on Evictions</a>). This order prohibits issuing or serving the following notices until December 31, 2020:</p> <ul style="list-style-type: none"> <li>• notice to terminate a tenancy for nonpayment of rent or other charge, unless it is for a failure to comply with a repayment agreement.</li> <li>• notice to terminate a tenancy or a writ of restitution for other reasons unless the eviction is necessary to respond to a significant and immediate risk to the health, safety, or property of others created by the resident. In such a case, the notice must attach an affidavit attesting to this necessity.</li> <li>• On October 14, 2020 Governor Inslee issued another statewide moratorium further limiting termination and rent increase notices to residential and commercial tenants. This included disallowing increases in rent through December 30, 2020.</li> <li>• Notice to prohibit treating any unpaid rent or other charges as an enforceable debt or obligation owing or collectable, where such non-payment was as a result of the COVID-19 outbreak</li> <li>• On September 4, 2020, the U.S. Department of Health and Human Services (“HHS”) Centers for Disease Control and Prevention (“CDC”) published an agency order titled</li> </ul>	<p>For both our residential and commercial tenants, we will not issue notices for non-payment of rent for the months of April 2020 through December 2020. Additionally, we will waive late fees.</p> <p>Through December 30, 2020, we will not issue any notices for non-payment of rent nor any notice to terminate a tenancy for other reasons necessary to respond to a significant and immediate risk to the health, safety, or property of others created by the resident. In such a case, the notice must attach an affidavit attesting to this necessity. Staff will confer with THA’s attorneys to discuss and prepare such a notice and affidavit. We will also not file any rent-related judicial actions for the months of April through December 2020.</p> <p>Effective April 16, 2020, we will not increase any contracts rent while the governor’s moratorium is in effect. Rent increase notices that were sent prior to April 16, will remain effective for the date stated on the notice.</p> <ul style="list-style-type: none"> <li>• Additionally, we will allow for repayment plans for unpaid rents amongst our commercial tenants</li> </ul>
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	Topic	Completed & Pending Actions
	<p>“Temporary Halt in Residential Evictions to Prevent the Further Spread of COVID-19” (the “CDC Eviction Moratorium” or the “Moratorium”). The CDC Eviction Moratorium is effective September 4, 2020, through December 31, 2020.</p>	
2.3.	<p><b>Coordinate Resources to Come On Site</b>  We will attempt to coordinate on-site resources as we learn of population-level challenges. To date the widespread challenge that has been identified is food resources, medication, and medical supplies for our elderly/disabled clients, and students home due to school closures. We expect that if households run out of toilet paper, they will use other material that will damage building pipes.</p> <p>Arranging these deliveries can serve several purposes:</p> <ul style="list-style-type: none"> <li>● It can equip tenants with necessities that may otherwise be hard for them to get;</li> <li>● It can keep them out of the stores to reduce the chance that they will get or give infection;</li> <li>● It can save them money;</li> <li>● The deliveries can relieve a tenant’s isolation and loneliness.</li> <li>● Reduce social visiting to individual units by friends and family bringing supplies and resources.</li> </ul>	<p>Under the Safe Start plan, senior and disabled residents are considered high-risk and are asked to continue to shelter in place through Phase Four. We continue to coordinate with local organizations to deliver food (prepared, boxed and fresh) to all seven elderly/disabled high rise buildings in our portfolio. We also worked with Tacoma Farmers market to connect residents with fresh food tickets that can be redeemed at the mobile farmers market and sites. Additionally, we are working with other partners to bring food to Arlington Drive and Bergerson Terrace.</p> <p>We are also working with Korean Women’s Association to reach out to our tenants in elderly/disabled buildings to find out medication needs and help them get refills by mail.</p> <p>We will work to identify how to get residents needed toiletries and other items. We shop for bulk purchases.</p> <p>We have partnered with KCTC to provide meals to students at Salishan, Hillside Terrace and Bergerson Terrace. We have partnered with the Salishan Association and St Leos Food Bank to provide summer lunches at Salishan. Nourish Mobile Food Bank is also at Salishan every Friday.</p> <p>Tacoma Public Schools (TPS) is providing free lunch to all children under 18 through the 2020-21 school year.</p> <p>We have produced a document further outlining how we will serve our customers during this time. It has been incorporated as Attachment C to this document.</p>

	Topic	Completed & Pending Actions
2.4.	<b>Communication About Other Offsite Resources</b>	<p>We continue to compile a list of available resources and host them on our website at: <a href="http://www.tacomahousing.net/coronavirus-resources">www.tacomahousing.net/coronavirus-resources</a></p> <p>We will include a link to this website in our communication with tenants and Rental Assistance Participants. We will also post this information to our social media accounts.</p>
2.5.	<b>Communication About Coronavirus</b>	<p>We communicate regularly with staff, clients, customers, and partners about our response to the COVID pandemic in the following ways.</p> <ul style="list-style-type: none"> <li>• View Appendix A for a complete list of signage throughout our properties.</li> <li>• Post TPCHD infographics at every managed property of ours in a variety of high visibility areas and in a variety of languages;</li> <li>• Post TPCHD infographics on each apartment door, and in each elevator that houses a high-risk population. E.g. senior/disabled buildings;</li> <li>• Advise our third-party managers to communicate similarly at their properties;</li> <li>• Post tips and links to social media sites;</li> <li>• Update tenants and voucher holders with regular updates about operation changes that affect them, eviction prevention, social distancing, personal preparedness, and TPCHD prevention measures such as handwashing;</li> <li>• Communicate with landlords and partners by email, phone, and letters about eviction prevention and resources for landlords, tenants and voucher holders;</li> <li>• Communicate with investors, lenders, elected officials, and other partners about our Coronavirus pandemic response;</li> <li>• Update staff regularly, via email, about social distancing, flexible leave, exposure, prevention measures, supplies, telework procedures, and operational status;</li> <li>• Update staff via text of emergency closures or of possible close contact with suspected or confirmed COVID ill staff;</li> <li>• Maintain a webpage that communicates our Coronavirus pandemic plan, TPCHD tips and links, resources, and FAQ's;</li> <li>• Maintain proactive phone, email, and written communication with tenants, clients, landlords, and others for the purposes of answering questions, helping with resources, well-being checks so people can remain housed and safe;</li> <li>• Post notices on office doors about how they can reach staff for services by phone and email during regular business hours.</li> </ul>

<p><b>2.6. Prepare for how we will respond if a tenant is confirmed with Coronavirus</b></p>	<p>Should we become aware that a tenant is displaying symptoms of Coronavirus, we will:</p> <ul style="list-style-type: none"> <li>• Notify the Emergency Operation Committee Commander and /or call an EOC meeting if needed;</li> <li>• Contact the tenant and ask the following questions: <ul style="list-style-type: none"> <li>○ Do you feel well? Are you experiencing any of these symptoms: shortness of breath, cough, fever?</li> <li>○ Have you seen a doctor?</li> <li>○ If the answer is NO ask: <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you need support?</li> <li><input type="checkbox"/> Multicare offers free e-visits for people who show symptoms of coronavirus. Offer to send them the link to the Multicare Virtual screening or offer to help them complete it over the phone: <a href="http://multicare.org/virtualcare">multicare.org/virtualcare</a></li> </ul> </li> <li>○ If the answer is YES: <ul style="list-style-type: none"> <li><input type="checkbox"/> Did the doc test for COVID?</li> <li><input type="checkbox"/> Are you following doctor's orders?</li> <li><input type="checkbox"/> Do you need support?</li> </ul> </li> </ul> </li> <li>• If we can't confirm that a person is not displaying symptoms and/or refuses to share information with us, we will ask them to self-quarantine for 14 days.</li> <li>• Refer to BP EOC-Suspected or Confirmed COVID-19 Cases</li> </ul> <p>Should we become aware that a tenant in a high-rise building (and other THA properties with shared entrances) has been tested for Coronavirus because they have shown symptoms of the virus, we will:</p> <ul style="list-style-type: none"> <li>• Hire a 3<sup>rd</sup> party sanitization vendor to complete a thorough cleaning of the building;</li> <li>• Let staff and vendors in those buildings know and ask that they not enter the building until a full 3<sup>rd</sup> party sanitization has occurred;</li> <li>• Notify the tenants in the building that we do not know of a positive test but they will be seeing a 3<sup>rd</sup> party vendor as an extra precaution.</li> <li>• Remind all THA staff and tenants in that building of social distancing recommendations.</li> </ul>
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	Topic	Completed & Pending Actions
		<p>If we get notified by TPCHD or by tenant that tenant has a confirmed case of Coronavirus. We will:</p> <ul style="list-style-type: none"> <li>• Contact TPCHD and follow the instructions of the TPCHD investigative team.</li> </ul>

	Topic	Completed & Pending Actions
2.7.	<p><b>Limit Staff Entry into Apartments. Phase in unit entry for routine repairs, inspections, and case workers through THA Stages.</b></p>	<p><b>THA Stage One:</b> Maintenance staff and inspectors will not enter any apartment except in an urgent or an emergency. Staff will be trained as follows before entering even on those occasions:</p> <ul style="list-style-type: none"> <li>• To ask the appropriate questions of the occupant to allow for an assessment of risk.</li> <li>• In the event of a risk of COVID-19 infected occupant, the staff person will not enter without appropriate personal protective equipment.</li> <li>• Also, see below of required and recommended use of PPE.</li> </ul> <p>Senior and Disabled Buildings will continue to stay in THA Stage One for emergency staff entry through THA Stage Four. PPE protocol and pre-entry questionnaire will be followed at all times through Stages One – Four for all properties.</p> <p><b>THA Stage Two:</b> Family Properties Only - Maintenance will begin scheduling in coordination with the HQS inspectors to plan routine work orders in advance of beginning HQS inspections in THA Stage Three. Property Managers will begin annual housekeeping inspections in coordination with Annual HQS inspections. Property Management will communicate with residents of these inspections.</p> <p>Family and Senior &amp; Disabled Properties - 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. Staff will do Health Screening and Check In prior to visiting building.</p> <p><b>THA Stage Three</b> Family Properties Only - Maintenance will continue to complete work orders, HQS inspectors will resume all Inspections, Property Managers will continue Annual Unit Inspections and case worker will knock and talk as necessary.</p> <p><b>THA Stage Four</b> Maintenance, Inspectors, Property Management and Case Workers will resume normal operations at all properties using PPE protocol and pre-entry questionnaire.</p>

	Topic	Completed & Pending Actions
2.8.	<p><b>Addressing Isolation and Stress of Residents</b> We should expect that our clients will suffer from isolation and stress during the pandemic. Our senior and disabled clients may be more likely to suffer this.</p> <p>We will attempt to ease this distress.</p>	<p>Our case workers are in regular communication with THA’s residents and connecting them to resources, as needed.</p> <ul style="list-style-type: none"> <li>CSE Staff will continue to meet with clients over the phone or virtually.</li> <li>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 during THA Stages Two, Three and Four. 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.)</li> </ul> <p>We have delivered bag of side-walk chalk to all THA family properties. Each bag contained a flyer inviting children, and others, to use the chalk to spread color throughout their neighborhood on sidewalks, walkways, and play yards. To every apartment in our senior buildings, we delivered a bottle of bubbles, with a flyer inviting them to blow bubbles. Each flyer also had a reminder about social distancing and hand washing.</p>
2.9.	<p><b>Continue to encourage limited Social Visiting</b> Senior and Disabled residents are considered high-risk populations and are asked to continue to shelter in place through Phase Four of the State’s Safe Start Plan.</p> <p>We will attempt to encourage limiting unnecessary visits.</p>	<p>We have discontinued the security guards monitoring the entrances of the seven high rise buildings that we placed there to discourage visiting by anyone not exempted by the Governor’s Stay Home order.</p> <p>The full detail on these restrictions can be found in Appendix D of this document.</p> <p>We will continue to encourage residents of the Senior and Disabled buildings to limit social visiting.</p> <p>We will check in regularly with the TRAC board</p> <p>We will monitor security reports</p>
2.10	<p><b>Required Face Covering</b> The Governor’s Proclamation of June 2, 2020 requires all persons in the state to wear face coverings when out in public, with limited exceptions and requires all businesses to limit entry to their premises to persons who are complying with the directive.</p>	<p>THA will explore its ability to deliver face masks to all its residents and rental assistance clients, along with a written reminder of the Governor’s order. July 15, 2020 THS received 12,500 washable face masks from Pierce County that were distributed to tenants and clients (including special programs and shadow portfolio properties).</p>

### **3. Properties**

<p><b>3.1. Maintain Sanitary Common Spaces in our Residential Properties</b></p>	<p>Effective March 13<sup>th</sup>, all community rooms and computer labs were closed in our residential buildings. We also discontinued meeting with tenants in our offices located in residential buildings.</p> <p>We posted signs at elevators and benches to discourage congregating.</p> <p>We installed temporary fencing to make play structures inaccessible, with explanatory signage.</p> <p>We posted signs on benches limiting their use to one person at a time. We posted signs on elevators limiting them to two person per ride.</p> <p>We will begin to open community rooms at Family properties during THA’s Stage Three with limited capacity, in accordance with the state’s Safe Start Plan. We will not open community rooms at Senior and Disabled buildings until Stage Four. We will ensure the spaces are cleaned before and after each use.</p> <p>We will allow limited community partners use of our community rooms or classrooms during Stages Two and Three upon approval by the EOC under the following conditions:</p> <ul style="list-style-type: none"> <li>• Partner must provide plan / outline of how they handle Health Check / PPE / Contact Tracing</li> <li>• Responsible for cleaning their own spaces</li> <li>• Use Separate Entrance</li> <li>• No use of other areas other than Restrooms only</li> <li>• Maintenance will continue with twice daily cleaning as usual but no capacity for anything beyond</li> <li>• Office Staff are aware of partners but not responsible for screening etc</li> </ul> <p><i>Two examples of approved community partner use are The Y’s Social Impact Center for Arlington Apartments lease up and Tacoma Public School Head Start at Bay Terrace.</i></p> <p>We will begin to open the computer labs at the family properties during THA’s Stage Two with limited capacity. Use will be by appointment only and the property management staff will monitor and clean between each use.</p> <p>We will continue to monitor Metro Park’s plan for reopening their playgrounds and parks and apply any restrictions within our portfolio, if necessary.</p>
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<b>3.2.</b>	<b>Continue to Make our Properties Safe and Sanitary for Residents</b> While Tacoma and the nation is in a state of heightened social distancing to curb Coronavirus, we still have an obligation to maintain the health and safety of our residents.	Elevators, hallways, and entrances will continue to be used in our high-rise buildings. In these buildings, we will regularly sanitize all high touch areas twice daily during weekdays. Our maintenance crew will thoroughly address each common area and sanitize areas such as but not limited to door handles, elevator buttons, handrails, counter tops, and common area bathrooms. This sanitization will be in addition to our normal schedule of janitorial work in these locations.
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## 4. Funding

<p><b>4.1. Search for funding for Coronavirus related expenditures</b> We have not budgeted for the costs associated with this crisis. We will search for funds to reimburse the agency for its costs. We will determine which funding source is the best fit for each expense so that we can utilize available resources to the maximum benefit.</p>	<p>We created a code CV19 in the “Type” dimension in our financial system. As much as possible, we will code all coronavirus expenses, included payroll to this code.</p> <p>These expenses could include:</p> <ul style="list-style-type: none"><li>• Staff paid for unworked time under administrative leave;</li><li>• Staff time dedicated to COVID response, both Administrative and Maintenance.</li><li>• Costs of sanitation supplies;</li><li>• Computer and phone supplies to accommodate teleworking;</li><li>• Cost of lost rent and additional HAP paid to account for tenant loss of income;</li><li>• Cost of third-party contract for sanitizing, if necessary;</li><li>• Additional security costs</li><li>• Any future costs to bring additional supportive services into the agency.</li></ul>
<p><b>4.2. Review Insurance Coverage</b> Some of our losses and expenses may be covered by our insurance policies.</p>	<p>Potential sources of funding include:</p> <ul style="list-style-type: none"><li>• City of Tacoma</li><li>• Pierce County</li><li>• State of Washington</li><li>• HUD</li><li>• FEMA</li><li>• Other federal resources</li><li>• Private donors</li></ul>

## 5. Other

<p><b>5.1. Holding Open Public Meetings While in Emergency Status</b></p>	<p>While in this emergency status, we might still need to hold regular meetings that are subject to the Open Public Meetings Act, Chap. 42.30 RCW. We will comply with these requirements while practicing safe practices as provided by the TPCHD.</p> <p>On March 24, 2020, Governor Inslee issued Proclamation BY the Governor 20-28 order allowing public entities to hold meetings remotely and waive the requirement to provide in-person settings.</p>	<ul style="list-style-type: none"> <li>• All Board meetings will be by conference call. We will provide notice of the ways the public can call into these meetings in accordance with State requirements.</li> <li>• We will continue to hold public meetings through video conferencing through THA’s Stage Three or the state’s Safe Start Plan Phase Three which allows up to 50 people to gather together with safe social distancing.</li> </ul>
<p><b>5.2. Housing Under Construction</b></p>	<p>We have three buildings (two at Arlington Drive and The Rise on 19th) of affordable housing under construction that is scheduled to be completed in 2020. Our financing sources for this construction impose deadlines for getting them built and occupied. This is especially the case for Low Income Housing Tax Credit financing and the governing federal rules. Missing those deadlines will mean THA loses financing.</p>	<ul style="list-style-type: none"> <li>• The City of Tacoma has confirmed that the construction activity, including architects, engineers, inspectors and others necessary for the construction are exempt from the Governor’s Stay Home-Stay Healthy Order because it fits within the Governor’s list of essential services.</li> <li>• We are communicating with the general contractors at these sites to ask that they continue working.</li> <li>• We are communicating with our investors and lenders and reviewing our financing contracts seeking any necessary flexibility.</li> <li>• We are participating in discussions with federal authorities and Congress seeking any necessary regulatory or legislative flexibility.</li> </ul>

