



**FirstService**  
RESIDENTIAL

# 2020 COVID-19 OUTBREAK

## Community Association Operational Guidelines 2.0

For discussion and approval by the  
Board of Directors of Community  
Associations

Issued: April 2, 2020

# Published for Customers

*FirstService Residential COVID-19 Operational Guidelines Version 2.0, April 2, 2020*

*This document is a compilation of proposed operational guidelines and procedures for possible use, after consultation with your own attorney, in connection with the management of residential communities impacted by the COVID-19 pandemic. This document is not intended to, and must not be construed as or relied upon as, providing professional, medical or legal advice of any kind on any issue. The guidelines may change from time to time as federal, state, or local authorities and healthcare organizations issue new and/or revised directives.*

## TABLE OF CONTENTS

|                                                              |    |
|--------------------------------------------------------------|----|
| COVID-19 Flash Information .....                             | 3  |
| Communication.....                                           | 6  |
| Board Emergency Procedures .....                             | 7  |
| Board Meetings.....                                          | 7  |
| Committee Meetings.....                                      | 7  |
| Board and Resident Orientation .....                         | 7  |
| Cleaning & Disinfecting.....                                 | 8  |
| Restricting Amenity Usage .....                              | 9  |
| Restricting Guest/Vendor Access.....                         | 10 |
| Common Areas .....                                           | 11 |
| Staffing.....                                                | 13 |
| Preventive Universal Measures for All Residents .....        | 13 |
| Finances Under State of Emergency (AR/AP/Cash) .....         | 17 |
| Emergency Lines of Credit and Other Financial Packages ..... | 18 |
| Insurance Claims Management.....                             | 19 |
| Operational Accommodations & Actions .....                   | 19 |
| Reference Information .....                                  | 21 |

## COVID-19 FLASH INFORMATION

Since the time of compiling this Guideline 2.0, there have been a number of significant new developments in this crisis. We want to take this opportunity to inform you of those and assure you that FirstService Residential is diligently working towards solutions to continue to support our teams and associations.

New situations rapidly emerging:

1. Federal government enactment of two relief and stimulus packages:
  - a. HR 748 – Coronavirus Aid, Relief and Economic Security Act or “CARES ACT”; and
  - b. HR 6201 – The Families First Coronavirus Response Act

Our FirstService Financial team is diligently working with our lenders, attorneys and subject-matter experts in SBAs to understand these programs and how they could bring relief to our associations.

2. New, stringent orders from local municipalities requiring enhanced screening of visitors, returning residents and reporting to local law enforcement.
  - a. We need to consider how to implement these local orders working in conjunction with associations and their attorneys as well as local municipalities.

In light of this, some associations are considering more restrictive visitor screening, in particular those with higher-risk resident populations.

Our commitment is to bring new insights and solutions to be incorporated in subsequent versions as well as specific communications to our teams and associations on these important topics.



**More than 70 million people call community associations – homeowners associations, condominiums, strata corporations and cooperatives – home.** These residents entrust volunteer board members to govern and make decisions that enhance their lives. It's a tremendously important job under normal circumstances. In today's new reality of a global pandemic, it's become incredibly difficult and challenging.

The COVID-19 coronavirus ('coronavirus' or 'COVID-19') pandemic has created uncertainty for community associations on everything from meeting protocols to amenity use and restricting guest policies. Management professionals and board members are tasked with striking a balance between protecting the residents from the spread of the virus while trying to conduct business, executing their fiduciary duties while also caring for the health and well-being of their residents. This is an enormous responsibility to be placed on volunteer board members in this unsettling crisis while complying with rapidly evolving guidelines and advice from the health experts, increasing government emergency orders and their reporting and communication obligations. We are grateful for the leadership and service of community association board members.

FirstService Residential has developed these operational COVID-19 guidelines ("guidelines") for the communities we manage, adapted from information from the Centers for Disease Control and Prevention (CDC) and other healthcare authorities, taking into account the current condition of this rapidly escalating coronavirus outbreak and its anticipated spread. At the time of publishing these guidelines, many counties and municipalities have issued specific emergency orders and it is important to verify and stay current with local regulations that are changing every day. Community associations must follow all directives from local, state and national authorities.

The best way to prevent illness is to avoid being exposed to the virus. The CDC has published these steps for doing just that:

- ▶ Stay home if you're sick.
- ▶ Choose to self-isolate if you fall into a high-risk category.
- ▶ Avoid close contact with people who are sick.
- ▶ Wash your hands often with soap and water for at least 20 seconds.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Follow coughing and sneezing etiquette (cover your mouth with a tissue and then toss the tissue in the trash).
- ▶ Clean and disinfect frequently touched objects and surfaces.
- ▶ Follow social distancing rules.

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These guidelines have been developed based on what other communities and organizations are implementing to limit the spread of the coronavirus and to help keep the residents we serve as healthy as possible. We recommend that you consult with your association attorney prior to making any changes in current rules and regulations or implementing any emergency measures. All decisions, even under these emergency conditions, need to be documented and ratified in duly noticed board meetings. In all cases, the board should consult their attorney and other licensed professionals as well as follow government directives.

Please keep in mind that FirstService Residential associates are subject to the same directives from local, state and national authorities. At some point, we anticipate the possibility of a limited staff at our communities, possibly reduced to staff directly responsible for life safety systems. We suggest repurposing staff at your association to meet the changing needs of the community during this pandemic. These changes should include accommodating the needs of quarantined residents or utilizing the team for an increased cleaning regimen.

We urge you to continue turning to the CDC and other qualified health professionals as your primary source of information and follow the guidelines they've put in place. As your partner, FirstService Residential will continue to provide support and guidance to navigate this unprecedented pandemic. We will be by your side and we will get through this together.

We send our heartfelt wishes and a speedy recovery to all negatively impacted by this global pandemic. We are grateful for the continued service of our healthcare workers and first responders who put themselves at great risk on our behalf for the greater community.

We also have to thank our property managers and their teams who serve as an essential service to our residents. All of this could not be possible without their caring and level of professionalism. It is not possible to capture all the specific measures and creativity our teams have shown in the midst of this crisis – while following the CDC recommendations.

We trust this COVID-19 Operational Guidelines is a valuable resource to assist community associations to provide a healthy and safe living environment for the residents and the essential property teams who continue to serve them every day.

## COMMUNICATION

Regular communication with residents is critical during this crisis. Communication should be frequent, educational and fact-based, keeping residents up to date on important information regarding their community and what is expected of them. Multiple channels including texts, emails and voice alerts, amongst others, should be utilized.

- ▶ Boards should proactively communicate with their residents on recommended health and hygiene guidelines to prevent the spread of the coronavirus and keep the community as healthy as possible.
- ▶ Property Signage – Place signs in key areas for maximum visibility utilizing the standard signage templates provided:
  - Building entrance
  - Front desk/receiving area
  - Mail room
  - Restrooms
  - Elevators
  - Fitness facilities
  - Laundry area
  - Clubhouse
  - Swimming pool
  - Spa
  - Tennis courts
  - Marinas/boat docks
- ▶ Resident Communication – Manager to regularly communicate with residents including important topics as;
  - Reminder to practice healthy habits per the CDC guidelines
  - Actions taken on property, such as housekeeping changes
  - Service level adjustments
  - Guest policies and restrictions
  - Handling of deliveries
  - Accommodations for those residents in self-quarantine and how to report a confirmed case
- ▶ Staff Communication
  - FirstService Residential will keep its associates up to date on human resources-related issues; the association’s attorney will lead communications efforts to the association’s direct employees.

## BOARD EMERGENCY PROCEDURES

- ▶ In some locations it is unclear as to whether boards can utilize the emergency powers provided to them.
- ▶ Consult with your association attorney prior to implementing emergency procedures. There are several areas these procedures impact – from board meetings, naming assistant officers and contracting on behalf of unit owners for items or services the unit owners are usually responsible for, to closing amenities and restricting access to the community. Your attorney should review these emergency procedures with your board and provide guidance on how they should be implemented.

## BOARD MEETINGS

- ▶ Board members should evaluate the importance of the action items being discussed or voted upon before making any determinations on cancellations.
- ▶ Meetings should be held via phone or teleconference. Refer to the COVID-19 Emergency: Online Meeting Guide in our Reference Information section, courtesy of Community Associations Institute (CAI).
- ▶ Do not share microphones.
- ▶ Document any changes to rules and regulations, and the reasons why those decisions were made.
- ▶ Meetings need to be posted and noticed properly, and minutes included in official records.

## COMMITTEE MEETINGS

- ▶ Committee meetings should be postponed to limit in-person meetings.
- ▶ If moving forward, these meetings should be held via phone or teleconference, allowing residents to participate.
- ▶ Meetings must be posted and noticed properly. Minutes must be included in official records.

## BOARD & RESIDENT ORIENTATION

- ▶ Orientation sessions for new board members, homeowners and renters should be postponed or held via phone, teleconference or video conference.

## CLEANING & DISINFECTING

- ▶ Approved coronavirus-fighting products
  - Refer to the full list from the American Chemistry Council and the Center for Biocide Chemistries: <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>
  - Do not dilute or mix chemicals to avoid hazardous situations.
  - Follow all manufacturer instructions for using the product.
  
- ▶ Personal Hand-Sanitizing Zones – Install hand sanitizing stations (free-standing dispensers, wall dispensers, etc.) in high-traffic, common areas.
  - All entrances
    - Front doors
    - Receiving
    - Garage levels
  - Front desk
  - Receiving area
  - Elevator lobbies
  - Common area rooms
  - Fitness center
  - Management office
  - Associate break rooms
  - Time clocks
  - Biometric access control points
  
- ▶ Common Areas – Housekeeping or Janitorial Services to wipe down these high-touch areas, utilizing recommended chemicals, at least three times a day.
  - Elevator buttons in cab
  - All high-traffic entry doors
  - Mail room
  - Front desk
  - Receiving
  - Clubroom tables
  - Fitness center
  - Pool furniture
  - Restrooms
  - Valet areas
  - Management office
  - Laundry facilities
  - Associate workstations – Ensure workspaces are cleaned/disinfected in accordance with CDC guidelines at the start of shift, mid-shift, breaks, coverage changes and before leaving
  - All phones/ keyboards/ equipment
  - Surface areas including chairs
  
- ▶ Biometric time clock – Surface of time clock should be wiped down prior to and after use. Hand sanitizer should be used by each associate following the use of the time clock.

- ▶ Proper use of chemicals
  - Follow recommended manufacturer guidelines for virucidal disinfectants.
  - Update SDS Book if using new chemicals per OSHA (SDS-Data Sheets).
  - Surface typically needs to stay wet for several minutes before wiping dry.
  - Change rags often (use different rags for applying chemical and wiping off chemical) or use disposable cleaning wipes.

## RESTRICTING AMENITY USAGE

In all cases, consider the ability of the association and staff to follow health and safety guidelines including social distancing and cleaning protocols to provide a safe common area environment for residents.

*At the time of releasing these guidelines, numerous local municipalities and counties had issued new Emergency Orders limiting the use or mandating the closure of amenities, amongst other directives. In the current environment, it is critical to stay current with all local, state and federal directives. Where there are overlapping or conflicting orders, we recommend associations take the more proactive measure to close amenities to limit the potential risk of coronavirus spread throughout the community.*

- ▶ Follow orders from governmental authorities with regard to closures.
- ▶ Consider the following amenity closings, for the health and safety of your residents, in anticipation of directives from authorities and to allow staff to prioritize cleaning areas such as the front desk, door handles and mail room:
  - Fitness centers and spas (saunas, steam rooms) – or limiting the operating hours and/or number of people who can use the facilities
  - Pools
  - Gym and fitness/activity centers
  - Beach/pools and any towel service
  - BBQ areas
  - Children’s playrooms
  - Club or party rooms
  - Communal kitchens
  - Movie theatres

- Food and beverage outlets (perhaps allow for pick-up and/or delivery only)
  - Delivery services - consider a temporary policy where residents pick up their food, flowers and other delivery items at the front desk or where delivery people or designated staff use service elevators to deliver. If possible, locate pick-up and delivery spots away from high-traffic areas and in places with good ventilation, such as covered areas outside, possibly near valet areas. Provide an alternative for those residents who are not feeling well, self-quarantined or are ill, such as contactless delivery by repurposed staff members, where available.
  - Valet parking services (consider asking residents to use valet parking services only if they're comfortable with the parking attendants using sanitizing wipes to clean their steering wheels, gear shifts, etc.; valet attendants should wash hands often or use frequently changed gloves)
- 
- ▶ These amenity restrictions should be set in place in accordance with any relevant government orders or directives.
  - ▶ If you choose to keep these amenities open, cleaning and disinfecting efforts should be enhanced to help reduce risk to residents, their guests and your staff.
  - ▶ Residents should be reminded of the CDC guidelines and made aware that they are using these amenities at their own risk.
  - ▶ Utilize standardized signage templates for areas/amenities that are temporarily closed.
  - ▶ Utilize associates from amenities to supplement staff for contactless package delivery, cleaning and disinfecting, facilitating dog walking for ill or quarantined residents, front desk support, contactless garbage/recycling collection from ill or quarantined residents and/or emergency coverage needs.
  - ▶ Associations should contact their insurance providers to fully understand their coverage, determine if there is any exclusion within their policy regarding bacteria or virus cleanup, and whether their carrier has issued any recommendations for the use of common facilities and areas.

## RESTRICTING GUEST/VENDOR ACCESS

- ▶ The board, in conjunction with their attorney, should develop a revised, temporary visitor policy and communicate any changes to the residents. The revised policy should classify all visitors into essential and non-essential visitors. Essential visitors could include any contractor performing emergency repairs for plumbing or air conditioning, medical aides or healthcare workers. The board may wish to limit access to non-essential vendors, such as realtors for unit showings or contractors working on home improvements that do not affect life safety.

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- ▶ Housekeepers may be deemed non-essential at this time, except for those residents who may not be able to clean their homes.
- ▶ The board, in limiting access to the community, may have the right to ask a set of questions before granting access and should consult with their counsel in this regard.
- ▶ Cancel any guest suite reservations.
- ▶ Cancel any amenity reservations and restrict future reservations.
- ▶ Contractors working on emergency situations, such as a water leak or air conditioning repair, should be permitted entry as confirmed by governmental emergency orders.
- ▶ Healthcare workers or people providing services to the elderly should be permitted entry.
- ▶ In some locations short-term rentals have been prohibited.

## COMMON AREAS

- ▶ Social Events
  - Recommendation: postpone or cancel all social events.
  - Do not exceed the current guideline of 10 people maximum.
  - Remind the group of the basic hygiene recommendations from the CDC to prevent the spread of the coronavirus, including staying home if you are sick.
  - Do not serve communal food or drinks.
- ▶ Board Meetings (if you have in person)
  - Do not exceed the current guideline of 10 people maximum.
  - Practice social distancing.
  - Remind the group of the basic hygiene recommendations from the CDC to prevent the spread of the coronavirus, including staying home if you are sick.
  - Do not share microphones.
  - Do not serve food or drinks.
- ▶ Common-area Kitchens
  - Follow orders from governmental authorities with regard to closures.
  - Following all regulations regarding daily staff screening to maintain the kitchen operations and restaurants.
  - No leftovers or food storage in refrigerators.
  - Use single-use plastic or paper products.
  - Use single-use milk, creamer and sugar products.

- In the event of closure, clean the area, in accordance with CDC guidelines, then lock or secure it.
- ▶ Fitness Facilities (if they remain open)
  - Follow orders from governmental authorities with regard to closures.
  - Recommendation: All gyms, related workout rooms and restrooms should be cleaned, in accordance with CDC guidelines, closed and locked.
  - Encourage residents to utilize virtual trainers or online programs that may fit their needs.
  - Provide appropriate cleaning supplies for guests to wipe down equipment after use.
  - Adapt fitness classes so there's no equipment sharing.
  - Remove remote control to TV (set to one station).
  - Utilize standard signage template.
- ▶ Swimming Pools and Spas
  - Follow orders from governmental authorities with regard to closures.
  - Recommendation: All swimming pools and spas should be closed. Utilize standard signage template for pool/spa closure.
  - Towel service should be discontinued. No towels or linen should be handled by the pool attendant.
  - Remove or stack pool furniture to discourage social gathering.
  - Once pools/spas have been closed, utilize pool attendants to enhance property cleaning in other areas, contactless package delivery and garbage/recycling pick-up.
- ▶ Spa Services
  - Follow orders from governmental authorities with regard to closures.
  - Recommendation: discontinue all spa services.
  - Clean then close and lock all treatment rooms, locker rooms and restrooms.
  - Utilize standard signage template for spa closure.
- ▶ Tennis Courts
  - Follow orders from governmental authorities with regard to closures.
  - Upon order for closure, tennis courts should be closed and locked.
  - Utilize standard signage template.
- ▶ Marinas and Boat Ramps
  - Follow orders from governmental authorities with regard to closures.
  - Utilize standard signage template in the event of closures.

## STAFFING

- ▶ Consistent across governmental orders to date: onsite property personnel are considered essential and report to work as scheduled at the property.
- ▶ Limit any group work or staff working in close proximity; follow safety precautions for tasks requiring two people.
- ▶ Consider front desk, gate house and security attendants operating on 12-hour shifts to comply with municipal orders.
- ▶ Repurpose associates from amenities that are closed to supplement staff for contactless package delivery, enhanced cleaning, contactless garbage/recycling collection, and to facilitate dog walking for residents. Repurposed associates may also be utilized for front desk support and/or emergency coverage needs.
- ▶ Ensure protocols are in place for all staff to report cases or concerns regarding coronavirus.

## PREVENTIVE UNIVERSAL MEASURES FOR ALL RESIDENTS

- ▶ Universal Policies – The board should adopt policies and procedures applicable to all residents, regardless of whether residents are ill, self-quarantined or have tested positive for the coronavirus. Adjustment to property operations to accommodate quarantined residents could include the following:
  - Assign a door attendant to reduce touchpoints.
  - Cancel all non-essential and in-unit work orders.
  - Anyone performing work in a unit must take proper precautions in accordance with the CDC guidelines before entering the unit and when work is completed.
  - All deliveries will be left at the front desk or at a separate table in the lobby or valet station outside for resident pick-up (residents who are ill or could have been exposed to the virus can send someone else to pick up or can request contactless delivery).
  - Follow contactless garbage and recycling SOP as defined.
- ▶ Common Areas
  - Always follow CDC guidelines.
  - Schedule enhanced cleaning of high-traffic areas or touch points.
  - Provide signage.
  - Remove food products that can be cross contaminated.
  - Provide hand sanitizing stations, if available.
  - Remind people who are not feeling well to limit/restrict use.

▶ Front Desk

- Wipe down all areas with disinfectant at change of shift, break, and change in associate, every hour at minimum.
- Add a buffer zone (you can use poles and rope) to provide six feet of space between front desk attendant and anyone approaching the front desk.
- Handle packages with clean hands (washed thoroughly and regularly) or with gloves (changed frequently).
- Do not share pens.
- View IDs from a distance; do not handle.
- Remove signature pads; complete sign-in without guest signature.
- Release packages without signature, noting who picked up and when (date/time).
- Do not let residents leave anything at the front desk for others to pick up; residents must make their own arrangements.

▶ Doorperson

- If the building is equipped with automatic door buttons, doorpersons should be instructed only to use those buttons or access control device to open the doors to the building.
- If the building is not equipped with access control automated doors or automatic door buttons, consider the following options and implement what is most appropriate for the building:
  - Doors may be managed by staff that has been repurposed from other positions, if needed. Doorpersons should maintain watch of the door and greet those entering and leaving the building from an appropriate distance of not less than six feet.
  - Doorpersons should assist with cleaning of the doors. Doorpersons should be provided with the CDC-approved cleaning materials to clean the handles to the doors after each time an individual uses the door or as soon as reasonably practicable after individuals entering/leaving together use the door.
- Stay at least six feet away from residents, visitors, delivery persons, and others that enter or exit the building. Create a buffer zone by using tape on sidewalk or lobby or other measures.
- If doorpersons also handle packages or deliveries for residents, the recommendations for package attendants (below) also apply to doorpersons.

▶ Packages/Deliveries

- Wipe down all areas with disinfectant.
- Handle packages with clean hands (washed thoroughly and regularly) or with gloves (changed frequently).
- Keep workspace clean.



- Residents should be instructed not to pick up packages directly from a package attendant/Receiving Department.
  - If resources permit, building staff should coordinate contactless package delivery with residents. Consider use of concierge or front desk attendant to call in advance.
  - Consider having oversized or heavy packages delivered to the resident by the carrier.
  - If the building staff is utilized for contactless package delivery, the staff member should place the package outside the unit door, ring the doorbell or knock on the door and walk away.
  - Residents should be directed to wait at least thirty seconds before opening the door and retrieving the package.
  - Alerts can be sent to residents as soon as packages are delivered and confirmation of receipt should be sent electronically.
  - If delivery to the resident's unit is not feasible, residents should be required to stand at least six feet away from the package attendant counter while requesting their packages.
  - The spot where a resident should stand when requesting a package should be designated (e.g. by placing a sign or line on the floor or the use of stanchions).
  - When a package is placed on the counter, the package attendant should step at least six feet away from the designated package pick up area before the resident approaches the counter for the package and wait until the resident leaves to return to the counter.
  - Buildings that have residents sign for each package (either by a hand signature on a log book or other record or using a package tracking system such as the one available through FirstService Residential Connect) should have the package attendant sign for the resident by signing his/her name and recording the name of the resident who picked up the package. This will be a reasonable record of the pick-up and will avoid close contact between the attendant and the resident.
- ▶ Exterior Areas
    - Consider installation of portable hand-washing stations, available at home improvement retailers (like Home Depot). With board approval, these can be easily installed in areas such as side entry, garage entry and receiving area. Encourage frequent use by residents and staff.
  - ▶ Receiving Department/Loading Dock
    - Contractors and delivery persons are required to maintain a six-foot distance between the contractor/delivery person and Receiving Desk. This can be accomplished by lines on the floor or the use of stanchions.
    - Association may wish to limit contractors entering the building to emergencies only.

- Contractors are to be registered in Connect by the receiving clerk. The use of the signature pad or manual sign-in sheet should be discontinued at this time.
  - Contractors should be required to use personal protective equipment (PPE) while on the premises, including the use of gloves and disposable booties.
  - Any contractor/delivery person who displays signs of illness may be denied entry to the premises.
- ▶ **Maintenance and Janitorial**
- Consider personal tool kits where possible. Otherwise, clean and disinfect prior to transferring tools.
  - Provide individual radios and ensure these are cleaned well. If radios must be shared, ensure proper cleaning and disinfecting prior to transfer.
  - Increase inspections of association equipment (i.e. air conditioning units, elevators, water pumps) as the load on these will be increased.
  - Eliminate any in-unit work orders.
  - Under no circumstances should an associate enter a unit to handle a gray water discharge or backup. A third-party plumber must be called to handle all plumbing emergencies. (See template for resident communication in Reference Information section.
- ▶ **Management Office**
- Restrict access to residents and other visitors; conduct business via phone or email.
  - Utilize provided standard signage templates.
  - Work remotely if practical, forwarding calls made to office phones to home or cell phones.
  - Transfer items like key fobs by appointment only or via US Mail or other delivery service.
  - Utilize online options that allow for contactless application processing and payment.
  - Utilize online options for screening interviews.
- ▶ **Elevator Operations**
- Rules should be implemented restricting the number of people allowed in an elevator at any time, following social distancing guidelines.
  - Communicate new restrictions to residents.
  - Post signs on every floor and lobby with restrictions.
  - If available, consider remote elevator operation via access control from a safe distance. Some associations may be able to operate from the front desk or control center.

- Designations should be placed on the floor around the elevator indicating the area in which other individuals may not stand. Alternatively, use markings or foot stickers on floor to indicate where occupants may stand.
- Recommend 24-hour housekeeping service to maintain cleaning in elevators.
- If a sick or quarantined resident is leaving or returning to the building, we offer that resident the opportunity to notify the team so the team can provide an isolated elevator for the resident to use. We will take measures to properly clean the impacted path within the property, including the elevator itself and any door handles the resident may touch.
- ▶ Break/Lunch Rooms
  - Stagger staff lunch times to accommodate social distancing
  - Provide cleaning supplies so individuals can clean surface areas before and after use.
  - Do not allow shared food items (such as a box of doughnuts).
- ▶ Valet Parking
  - Consider eliminating valet parking and allowing residents to self-park.
  - If the property is still receiving visitors/guests, consider eliminating valet parking and allowing visitors and guests to self-park.
  - Valet parking attendants can direct traffic rather than park vehicles or fill in as doormen.
  - Where valet remains in operation, use ticketless valet system where possible.
  - Valet attendants should use hand sanitizer prior to putting on disposable gloves and prior to entering a vehicle. Where possible, wipe down door handles with a cleaning wipe. Park the vehicle and return to valet station. Remove and properly dispose of gloves.

## **FINANCES UNDER STATE OF EMERGENCY (AR AND COLLECTING ASSESSMENTS / AP AND PAYING BILLS / CASH)**

- ▶ FirstService Residential has executed on our business continuity plan to ensure uninterrupted continuation of essential financial services.
- ▶ Accounts Receivable, Accounts Payable, Banking, Cash Management and General Ledger teams are under normal operations with minimal changes.
- ▶ The majority of our accounting team members are working remotely with the relevant business continuity processes in place to ensure minimal disruption.



- ▶ Walk-in traffic is being restricted in both local and onsite management offices. Our teams are available via email and telephone. Please direct residents to make payments via [ClickPay.com](https://www.clickpay.com) or 888.354.0135.
- ▶ Managers will be seeking emergency release of funds to ensure the buildings can continue running close to normally.
- ▶ Associations considering relaxing late payment and collection policies during this time, as well as violations policies during this crisis, need to carefully consider their impact; boards should confirm new policy with their attorney and communicate any changes, including a timeline, to residents. Please ensure that you advise Accounts Receivable of any board-approved collection hold requests.
- ▶ The recent federal CARES Act imposes a nationwide moratorium for federally backed mortgages as well as evictions. Associations should hold on any new foreclosure actions to be discussed further with their attorney.
- ▶ Anticipating potential delays in manual paper processes and a possible slowdown or shutdown of the US Postal Service, wet signature customers will be transitioned to digital options from hereon in to ensure association payments will continue to be made on a timely basis.
- ▶ FirstService stands prepared to handle true emergencies requiring special handling or expediting of checks.
- ▶ Our Customer Care Center is available 24 hours a day, 7 days a week and can be reached at 866.378.1099.

## EMERGENCY LINES OF CREDIT AND OTHER FINANCIAL AID PACKAGES

The FirstService Financial team is putting together programs to assist community associations with short-term emergency cash.

In addition, the FirstService Financial team is working with lending institutions specializing in Small Business Applications (SBAs) to determine what financial relief, if any, associations would be eligible to receive under the new CARES Act and other federal relief and stimulus packages.

These programs will be communicated to associations in the coming weeks.

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## INSURANCE CLAIMS MANAGEMENT

Each association should contact their insurance broker for a policy review concerning any coverage related to COVID-19. For assistance from FirstService Financial, contact [insert contact information].

Important information on claims, risk mitigation, exclusions and denials, and gap coverage are provided in the Reference Information section.

## OPERATIONAL ACCOMMODATIONS AND ACTIONS IF A RESIDENT VOLUNTARILY SELF REPORTS QUARANTINE OR ILLNESS

FirstService suggests the following accommodations in service be provided to these residents at their time of need. At all times, respect their privacy and confidentiality. Affected residents should be treated with empathy, knowing this is likely a stressful time for them as they are concerned about their health and well-being.

These recommendations are intended to both provide service to the resident in need and to prevent the spread of the coronavirus to residents and staff. Each community will modify as needed.

- ▶ **Facilitate expected deliveries.** The resident will be instructed to let our staff know if they have a delivery coming to the building. We will escort delivery personnel to the unit or take the item to the unit. Deliveries will be left at the front door, and the residents will be asked to only pick up the delivery after the staff member or delivery person has left the vicinity of the unit.
- ▶ **Help the resident enter and exit the building when necessary.** In advance of any need to leave the building (and in advance of returning), the resident will notify our team. We will endeavor to provide an isolated elevator for the resident to use. We will take measures to properly disinfect the impacted path within the property, including the elevator itself and any door handles the resident may touch.
- ▶ **Pick up garbage/recycling.** Notify all residents that if they or someone in their household is not feeling well or ill, that they should refrain from use of the common area hallways and trash chutes. The resident should contact Front Desk via telephone and arrange with Front Desk/Concierge, a scheduled time for contactless garbage/recycling pick-up outside the door of their unit and without the resident leaving their unit. Upon request or by appointment, the association can dispatch a porter/janitor with a rolling bin that contains a secondary liner for trash and/or recycling to their unit at the appointed time. The porter/janitor should remain six feet or more away from the front/service door. The resident may place their bagged trash and recycling in the appropriate bins, re-enter their residence

and close the door. The staff member may then approach, close and seal the secondary liners without touching the resident's bagged trash or recycling, then place the recycling or trash in the appropriate receptacle. Then wipe down chute handles with sanitizing wipes.

- ▶ **Facilitate dog walking.** The resident will arrange dog walking with a third party so they don't have to leave the unit. Our staff will help arrange pick-up and drop-off of the pet at pre-arranged times but will not walk any pets.
- ▶ **Close amenities as appropriate, with board approval.**
- ▶ **Document all action taken.** Make note of the dates and times that areas are cleaned including any specific direction from the board.
- ▶ **Clean and disinfect** high-traffic areas and those visited by the affected resident, following the CDC's [enhanced environmental cleaning and disinfection recommendations](#) for COVID-19.
- ▶ **Screen outside vendors.** If hiring a third-party vendor to clean and disinfect in the building, ask the following questions:
  - Do you have the proper personal protective equipment (PPE) for your employees to correctly complete the task?
  - Are you using disinfectant chemicals from the [list](#) created by the American Chemistry Council and the Center for Biocide Chemistries?
  - Are you following the CDC's enhanced [environmental cleaning and disinfection recommendations](#) for COVID-19?
  - Can you serve our needs in a timely fashion?
- ▶ **Follow recommendations** from the CDC to reduce the risk of exposure and spread of the virus. This is important, and we want to remind you of these:
  - Avoid close contact with people who are sick.
  - Avoid touching your eyes, nose and mouth.
  - Stay home when you are sick.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
    - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
  - Maintain a proper distance from each other and engage in social distancing when in common areas.

In the event a community experiences multiple reported cases from residents, staff and vendors, more aggressive preventive measures should be put in place. Such measures for further review should include:

- ▶ Greater restrictions on visitor policies
- ▶ Further closure of amenities or limiting common area access
- ▶ Increased frequency of cleaning and disinfecting in common areas and elevators
- ▶ Use of third-party intensive cleaning services

In escalating situations, please follow all directives and instructions from healthcare authorities or local municipalities.

## REFERENCE INFORMATION

- ▶ Centers for Disease Control and Prevention, [cdc.gov](http://cdc.gov)
- ▶ World Health Organization, [who.int](http://who.int)
- ▶ Community Associations Institute, [caionline.org](http://caionline.org)