



**COVID-19**  
**Property Department Protocol**  
**Revised May 22, 2020**

- The day to day operations of Reena’s property department have changed due to the current situation with COVID-19
  
- Only essential property visits will occur for any of our locations. This includes:
  - Immediate health and safety issues
  - Maintenance or project that must be completed and not be delayed
  - **Note:** If unsure whether it is essential or urgent- then a consultation will occur with the Property Supervisor, Residential Supervisor and Manager to see how to proceed
  
- Any Essential Property Visits will:
  - Be planned in advance with consultation from the Supervisor with a scheduled time for the work to be completed
  - Be arranged so that staff and supported individuals be relocated in the home away from where the work is occurring (Property staff should call ahead to let staff know they are on their way)
  - **Property staff will have their phone screening completed with the first location they visit on that day.** All answers on the phone screening should be NO.
  - Property staff must contact the supervisor prior to visiting any subsequent locations.
  - Property staff will use the hand sanitizer before entering the location (hand sanitizer will be available outside of the location entrance)
  - After entering, property staff will sign the Staff/Visitor Log- in sheet
  - Use hand sanitizer again
  - Property staff will then put on a mask and will follow the “How to Wear a Mask” poster that is posted at the entrance of the location.



- After the completion of the work, property staff will remove their mask and discard in the container for “dirty surgical masks”, wash their hands with soap and water or use hand sanitizer and leave the location
- Ensure staff at the location proceed to clean and disinfect the area where the maintenance or project took place
  
- If a location is in **Outbreak** with COVID-19 positive individual(s):
  - Only emergency maintenance (for health and safety reasons where the issue cannot wait) can occur in the location
  - The property staff will call the location first and speak to the Supervisor to arrange a specific time for the visit. Property staff should call ahead to let staff know they are on their way
  - The supervisor will explain the procedures for the home and the Outbreak Management protocols that are in place
  - Property staff will use hand sanitizer before entering location
  - Property staff will sign the Staff/Visitors Log-in sheet
  - The property staff enters will put on full PPE: gown, mask, face shield or goggles, gloves – following the PPE Instructions posted
  - The supervisor/staff will make arrangements for individuals to be in their bedrooms or in another part of the location while property staff are inside the location
  - The property staff will complete the project while wearing **full PPE**
  - After the completion of the project, the property staff will return to the front door and remove all PPE as per PPE protocol and instructions posted
  - The gloves, gown and mask will be placed in the garbage and the goggles will be placed in the blue tote for disinfecting. If wearing a face shield, the property staff will clean and disinfect their face shield before leaving location
  - The property staff will perform hand hygiene – using hand sanitizer
  - Property staff will then leave location
  - Staff at the location will then proceed to clean and disinfect the area where the maintenance or project took place