

COVID-19

STOP THE SPREAD

IMPORTANT NOTICE TO ALL VISITORS



Please do not enter for your safety and the safety of others
unless you are an essential health-care professional, essential caretaker or work for a service provider who has been approved by building management.

All visitors must sign in.

Contact building management with any questions.

You are not permitted to enter this building *even as an essential visitor* if you:

- Have any flu symptoms, i.e. fever, cough or shortness of breath
- Have had person-to-person contact with someone who has exhibited coronavirus symptoms in the last 14 days

Add Town Website/Logo here

COVID-19: STOP THE SPREAD

Guidance for apartment complexes, condos or multi-unit facilities

To protect you and the residents in your building from COVID-19/Coronavirus, please follow these guidelines:

Personal Protection

- **Social Distancing:** Maintain 6 feet of space between yourself and others and avoid crowded areas.
 - **Only use elevators with others who you live with.**
 - Social distancing includes eliminating unnecessary trips and staying home when possible.
 - For common spaces (i.e. laundry and mail rooms), do not use them unless they are empty or you can maintain proper social distancing from others.
 - Consider getting your groceries and other necessary supplies delivered. If necessary to take group transportation, limit outings as much as possible.
- **Personal Hygiene:** DO NOT leave your unit if sick. Wash or sanitize hands frequently and avoid commonly touched surfaces when possible (for example push door buzzer or elevator button with elbow). Clean frequently touched services in your unit.
- **Personal Protective Equipment (PPE):** Wear face covering when leaving your unit. Please make sure to throw out disposable gloves or masks in a trash receptacle.
- **Mail and Packages:** Wash your hands or use hand sanitizer after handling.
- **Take out and food delivery:** Pay online or via phone (including any tip) when you order if possible. Accept deliveries without in-person contact whenever possible. If food can not be left in a safe spot, stay at least 6 feet away from the delivery person.

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html>

Restricting Visitors

- The only visitors permitted should be those that ensure critical nutritional and medical services and assistance with activities of daily living (i.e. bathing, dressing, eating and toileting)
 - The “Essential Visitors” may include personal care attendants, “meals on wheels” programs, and family members serving as caregivers providing such nutritional and medical services.
 - **If Service Provider does not fall in these categories, please obtain approval for entrance from building owner/manager**
- Where possible, obtain essential services without having visitors physically enter the building (for example, having food, meals or medicines dropped off in the lobby and delivered to residents’ unit by owner/manager staff rather than by visitors)
- Residents are encouraged to maintain contact with family members who provide emotional support via phone and online technology. If physically able, meet visitors outside, provided that they can maintain appropriate social distance of at least 6 feet.
- Visitor sign-in logs should be utilized to enable future contact tracing for COVID-19 if necessary

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Safe Usage of Common Areas including Laundry Room

- Do not use non-essential community spaces (gyms, pools, shared kitchen/party rooms, etc).
- Only use essential common spaces (e.g. laundry room) when empty or can maintain proper social distancing from others; disinfect frequently touched surfaces before and after use.
- Some Laundry tips:
 - Use warmest appropriate water temperature and dry completely
 - Sort your dirty laundry at home before heading to the laundry room, and fold clean laundry at home to minimize your contact with the laundry room's surfaces. You want to be in and out of the room as fast as you can.
 - Be aware of what you and your clothing touch, and don't bring your hand near your face until you've washed your hands after you're done.
 - Wipe down surfaces you're likely to touch as you go, like buttons, door handles, change, machine handles and doors. You should also wipe down these places after you're finished to leave it clean for the next person.
- Additional guidance can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>

Disclosing COVID-19 Information on Residents

Due to privacy laws, medical or personal information about an individual cannot be released or discussed. Please know that any resident who tests positive for COVID-19, including close contacts who may be quarantined, are followed closely by your local health department. The Health Department will advise them on what they can and cannot do during this time. While sensitive information will not be shared, your best protection is to follow the guidance in this document. You will be notified by your local Health Department if you need to take any additional precautionary measures.

If you or a family member suspect you might have COVID-19: you can use this [Buoy Health COVID-19 Website](#), which will provide screening based on a series of questions and connect you to a health care provider via telehealth.

Additional Resources

- **Massachusetts Department of Public Health (DPH):** [Information on the Outbreak of Coronavirus Disease 2019 \(COVID-19\)](#)
- **U.S. Centers for Disease Control and Prevention (CDC):** [Coronavirus information website](#)
- **Dial 2-1-1 for non-emergency questions** - it's free, confidential and multilingual
- **Town of Winchester:** Page dedicated to Coronavirus www.winchester.us/coronavirus

Attention Building Owners and Managers for complexes, condo associations and other multi-unit living facilities. Important information related to COVID-19.

April 2020

Please read the attached guideline document covering: **Personal Protection, Restricting Visitors, Safe Usage of Common Areas, Disclosing COVID-19 Information on Residents and Additional Resources.** Please share with all building staff. In addition, take note of the following:

CONFIDENTIALITY OF COVID-19 DIAGNOSIS

The Health Department will be taking steps necessary to inform and manage confirmed COVID-19 cases and their close contacts. Due to privacy laws, the Health Department cannot release or discuss medical or personal information about an individual. However, individuals with a diagnosis of COVID-19 or those under quarantine are encouraged to voluntarily disclose the need for precautions to be used by individuals who may be entering their unit.

STAFF PRECAUTIONS

SICK EMPLOYEES MUST STAY HOME. No staff should enter the building at any time if they have symptoms of body ache, fever, cough and/or nausea. All employees should be asked to assess themselves for signs and symptoms of illness (such as fever and respiratory symptoms like cough or shortness of breath) before coming to work.

ESSENTIAL VISITORS

- Limit visitors to “Essential Visitors” who are providing care such as nutritional and medical services
- If visitor does not fall in these categories, resident should obtain prior approval from you
- Post sign to help enforce this (example included)
- Require sign-in log for visitors if not already doing so (example included)

PERSONAL PROTECTION SIGNAGE

- Put up visible signage that encourages proper handwashing and strongly discourages non-essential visitors, especially those who are showing cold or flu-like symptoms. Appropriate signage should be posted throughout the development in common areas, lobbies, elevators, and hallways.
- Please evaluate the need for translating signage into different languages, as appropriate to the resident population. COVID-19 signs in a variety of languages can be found at this link: <https://www.mass.gov/info-details/covid-19-printable-fact-sheets#prevention>

COMMON SURFACES AND SPACES

- Wherever feasible, install handwashing stations and/or sanitizer stations at common lobbies that serve multiple housing units and instruct visitors to use it
- Shut down use of all non-essential community spaces (gyms, pools, shared kitchen/party rooms, etc)
- Provide guidance on safe usage of essential shared spaces such as laundry rooms. Consider using a sign-up sheet for specific time slots to ensure safe distancing between users.
- Identify all high touch surface areas such as door handles, elevator buttons, laundry equipment, railings in stairwells, handicap buttons for opening doors, call-boxes etc. Make sure to include areas such as trash rooms and mail rooms. **These areas and surfaces should be disinfected twice daily or more if possible, especially for the most highly touched surfaces.** More details can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>

MAINTENANCE REQUESTS

- Recommend deferring non-urgent maintenance requests during this time. If urgent maintenance is required, social distancing and use of personal protection such as gloves and face coverings must be followed.