

NVSAA Guidelines – Moving to New Normal

As our industry looks ahead and begins their plan to phase in operations, the Nevada State Apartment Association (NVSAA) would like to provide Best Practices compiled by our members for consideration. In order to limit any confusion with Governor Sisolak's Phase Plan, we will refer to our phases as stages. There will be 3 Stages to phase in operations back to pre COVID-19 status.

Workplace Safety

The health and safety of the people who work, live and visit our communities should be a shared responsibility. The following Center for Disease Control and OSHA recommendations for protecting yourself and others (e.g., washing or sanitizing with 60% alcohol hands often, maintaining sufficient distance between individuals and regularly disinfecting surfaces) should be followed regardless of which phase your community is in and can greatly reduce the risk of transmitting the virus.

Consider the following in addition to OSHA/CDC recommendations as you prepare to re-open your communities:

- Associates are required to wear face masks by order of the Governor, residents and guests are encouraged to wear masks/face coverings while in any common space of the community (indoors and outdoors)
- Provide signage as visual reminders for all in the community
- PPE (masks and/or gloves) must be provided to associates
- Encourage open lines of communication with associates to ensure they feel properly supported
- Follow guidance from the Nevada Labor Commission regarding sick leave policies to prevent discrimination in the workplace – this is not from the NV Labor Commission but the best summarized article I found: <https://www.jdsupra.com/legalnews/nevada-labor-commissioner-issues-paid-95959/>
- Exercise 6 feet guidance in office and common areas/amenities to determine capacity
 - Rearrange office workspaces and amenities if reasonable
 - Remove guest chairs or set them back 6 feet to allow for social distancing
 - Utilize floor markings to assist in reminding all in the office of social distancing
 - Reduce number of entry points where possible. Consider leaving entry point doors open to limit touchpoints
- A cleaning & disinfecting protocol should be established and tasks must be assigned to ensure timely completion (please consider the size of your staff – office, common areas and amenities should only be opened if they can be properly maintained or consider hiring a member vendor to assist)
 - Frequency, techniques & products should be consistent regardless if performed by an associate or member vendor
 - A COVID-19 Supplier Directory has been sent via email to all and is available on our website.

Stages of Re-opening

Each stage should correlate with the Governor Sisolak's Phase Plan as follows:

Stage One – Governor Sisolak's Phase 1-2 – Reopening of businesses with social distancing

Stage Two – Governor Sisolak's Phase 3 – Further ease of measures on mass gathering

Stage Three – Governor Sisolak's Phase 4 - Nevadans to "normal" with enhanced vigilance

Preparation for Re-Opening

- Communication is key. Please ensure you communicate your plans with residents and prospects. We're all in this together and we must all be responsible to ensure we take the proper precautions to ensure everyone's safety
- Standard Operating Procedure (SOP) must be developed and added to existing safety manuals. Further direction on topics to address can be found on OSHA's website: <https://www.osha.gov/SLTC/covid-19/standards.html>
- Consider developing health questions to ask prospects prior to their appointment or residents prior to their work order appointment to limit possible exposure
- Place signage throughout community to remind all of social distancing and specific area based guidance
- Assess amenities to limit capacity by either removing or limiting seating and/or equipment
- Develop a letter to residents outlining terms of use as it relates to common areas and amenities to be delivered to all once it is determined those areas will be accessible. Procedures on how office visits, work orders and packages will be addressed should also be communicated in advance
- Assess staffing requirements based on anticipated traffic, work orders and disinfection protocols
- Develop DIY work orders or adding cellular devices for staff use (if not already in place) to provide the ability for maintenance to complete via call or video call should be considered. Scripted questions to ask when accepting a work order to evaluate risk to maintenance technician should be in practice or developed
- Purchase PPE and disinfecting supplies to ensure stock on hand and plan for disruption in availability
- Consider enhancing existing self guided tours with Smart Home Devices such as locks and cameras

STAGE 1 – To coincide with Governor's Phase 1-2

- Communicate your plan to residents and alert prospects via signage accordingly
- Leasing office should remain closed. Consider appointments for residents
- Virtual tours continue and Self Guided Tours by appointment only. Consider enhancing self guided tours with Smart Home Devices
- Work Orders will continue to focus on emergency/essential. However, consider developing DIY non emergency work order protocols and begin phasing in higher priority work orders by appointment only and with proper PPE in order to begin minimizing back log (residents are encouraged to limit their access to anticipated work areas)
- Move Ins and Move Outs continue with arrangements to leave keys in units at a pre-determined time
- Common areas and amenities remain closed
- For communities collecting packages, continue to require door deliver by driver until Stage 3 if possible

STAGE 2 – to coincide with Governor's Phase 3

- Communicate your plan to residents and alert prospects via signage accordingly
- Assess staffing requirements to address increase in disinfection protocols with increased traffic to office, common areas and amenities
- Leasing office opens with limited capacity, social distancing and PPE guidelines. Appointments should be encouraged.
- Self guided tours continue or transition to limited tours with associate remaining at entrance to unit
- Work orders by appointment only or ask residents to limit their access to anticipated work area
- Move Ins and Move Outs can be scheduled via in person appointment or Stage 1 protocol continues
- Ensure residents are notified of limited capacities of common areas/amenities
- Common areas open with visible signage encouraging face masks and use at own risk

- Amenities opened with limited capacity guidelines and cleaning protocols posted
- Office can resume accepting packages based on space available

STAGE 3 – To coincide with Governor’s Phase 4

- Communicate your plan to residents and alert prospects via signage accordingly
- Leasing office opens to regular foot traffic, appointments should continue to be encouraged
- Standard work order procedures resume
- Standard Move In and Move Out procedures resume
- Common areas and amenities reopen to regular use
- Resident events can resume