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| **Potential Event** | **Mercy Housing Response for Employees** | **Mercy Housing Response for Residents** |
| Current Status | 1. Communicate with employees providing current factual information available regarding COVID 19 and:   * Recommended Hygiene Precautions * Recommendation that employees with a fever not physically report to work * Employees are required to notify their supervisor of an unscheduled absence from work * Temporarily waive medical clearance to return to work * Recommend preparing for potential disruption caused by COVID 19 (medications/health care) * Recommend postponement, reduction and/or cancellation of large employee gatherings, attendance at conferences, large vendor meetings, etc. is encouraged (10 or more participants) * Airline travel must be essential an approved by a respective SLT member. * Local and regional travel is acceptable and does not require SLT approval * Recommend compliance with any travel and quarantine recommendations made by Federal/State/Local agencies/ governments  1. For employees who travel overseas:  * Employee is required to check CDC website before returning to work and to follow any recommendations regarding self-quarantine. * Employee is required to notify his/her supervisor of said travel and advise them if they will be going into self-quarantine. * If employee can perform work remotely, they will be expected to do so and will receive full pay and benefits * If employee who has traveled overseas, goes into self-quarantine, based on recommendations from Federal/State/Local agencies/ governments and cannot perform work remotely then they will receive their regular pay during the period of self-quarantine, provided they submit proof of travel to the affected country to their supervisor. If an employee is advised in writing by Federal/State/Local agencies/ governments to self-quarantine and cannot perform work remotely then they will receive their regular pay during the period of self-quarantine, provided they send a copy of the quarantine recommendation to their supervisor. In all other cases the employee will have to take time off against accrued Paid Time Off (PTO). If they have insufficient PTO, technically, the time off is unpaid. Depending on the employee’s health condition, and time they are unable to work, the PTO Donation Pool may be an option for limited compensation. The PTO Donation Pool is intended for an employee, who is ill, with a serious medical condition.  1. For employees with a member of their household who travels to areas that are or that become subject to travel restrictions or recommended self-quarantines issued by Federal/ State/Local agencies/ governments  * Employee will be encouraged to refrain from reporting physically to work for time frame of family members quarantine * If employee can perform work remotely they will be expected to do so and will receive full pay and benefits * Those employees who have work but not the equipment to work remotely may be offered temporary equipment to work remotely (decision to be made by HR and Manager). * If employee cannot perform work remotely then they may be may be eligible for a maximum of \_\_\_\_\_ days of discretionary Paid Time Off   5. Family and Medical Leave Act (FMLA):  Employee Serious Health Condition   * For employees with at least 12 months of employment and worked at least 1,250 hours, are eligible for 12 weeks of job and health insurance protected leave for specific qualifying reasons. * The two most relevant qualifying events are: (1) employee’s own serious health condition; and (2) to provide care for a family member with a serious health condition. Mercy Housing will treat Coronavirus as a “serious health condition”. This means that the FMLA will not apply to an employee who is simply afraid to come to work. To qualify as a serious health condition, the employee is unable to work, perform any one of the essential functions of his or her position, attend school, or perform other regular daily activities because of the serious health condition. A serious health condition also requires a regime of treatment or recovery from the serious health condition. * So long as FMLA eligibility requirements are satisfied, employees who are diagnosed with the Coronavirus or are medically quarantined for suspicion of having Coronavirus will be eligible for FMLA since Coronavirus satisfies both the inpatient care and the continuing treatment prongs of the FMLA.   Employee’s Family Member   * As noted above, FMLA may also apply if an employee must provide care to a qualified family member (child, parent, or spouse) diagnosed with the Coronavirus. In this case, the employee may be needed to provide care to the family member because the family member is unable to care for his or her own medical, safety or other needs; the family member needs help in being transported to the doctor; or to provide psychological comfort and reassurance to the family member due to a serious health condition. * If an employee’s family member is diagnosed with Coronavirus, then the family member will be quarantined. As a result, the employee likely will not be required to provide care; provide any additional transportation to the family member; or be able provide psychological comfort and reassurance (by virtue of being separated). However, it is possible that the employee becomes quarantined if he or she had direct contact or exposure to the family member. Therefore, the employee may be eligible for FMLA for his or her own serious health condition.   6. Americans with Disabilities Act (ADA)   * Employees may qualify for the rights and protections of the ADA if they experience any one of the following:   -Physical or mental impairment that substantially limits one or more major life activities  -Record of such an impairment  -Regarded as having such an impairment   * A qualified employee with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. * Employees who are diagnosed with Coronavirus, will probably not qualify as disabled as defined by the ADA. | 1. Distribute/Post literature (flyers/posters) developed by CDC in community common areas of all Mercy Housing offices and properties. 2. Reduce, postpone and/or cancel community meetings with residents; waive meetings with seniors. 3. Out of School Time programs should continue as usual. |
| If there is a confirmed cluster (in excess of # cases) of community spread COVID 19 infections within Mercy Housing’s portfolio | 1. Same as Above 2. Communicate with Employees providing current factual information available regarding COVID 19 and  * Recommended hygiene precautions * Known symptomology for COVID 19 * Instructions (if any) from state/local county/city health officials. * Instruction that employees with a fever, regardless of condition, are not to physically report to work * Recommendation that employees who have household members with a fever work remotely if possible and refrain from physically reporting to work * Recommendations for preparing for potential disruption caused by COVID 19 (medications/health care/transportation) * Recommendation for employees to communicate with Human Resources and Manager * Employees advised to communicate with managers and HR if the need or desire to work remotely (determination to be made on case by case basis) * Mercy Housing’s sick leave and leave of absence policies apply | 1. Distribute/Post literature (flyers/posters/ etc.) developed by Federal/State/Local health officials in community common areas of every property within the cluster 2. Distribute/Post literature (flyers/posters/ etc.) developed by Federal/State/Local health officials to any residential unit located within the cluster. confirmed |
| If there is a confirmed cluster  (in excess of # ) of community spread COVID 19 in a city in which Mercy Housing’s home office’s or Property is located | 1. Same as Above 2. Senior Leadership Team or GBC President will determine if affected home office will be closed or remain open 3. Mercy Housing Management Group President (MHMG)/SVP/VP will determine if affected property site offices will be closed or remain open . 4. If affected offices remains open, employees at offices may be permitted to work from home if job responsibilities allow remote work and upon agreement of manager, employee and HR. 5. If affected office is to close, employees who can work remotely will be required to work from home. Those employees who have work that can be performed remotely but not have the equipment to work remotely may be offered temporary equipment to work remotely (decision made by Manager, HR, IT). All remotely working employees shall receive pay and benefits. 6. Employees who have no work due to office closure may be subject to discretionary paid or unpaid leave. Decision to be made by SLT, MHMG/SVP/VP and Manager and communicated with the employee | 1. Same as Above 2. If affected property site offices are to be closed (THIS SECTION REVIEWED BY CHERYLL/LAURA)  * Arrangements will be made to ensure property operations continue * Property staff/Resident Services will remain available to communicate with residents via email, text or phone * If possible, site office may be open to staff but closed to residents * Mercy Housing Management Group (MHMG)/SVP/VP will determine if Maintenance staff are to continue to enter units and under what circumstances –   -Recommend limiting in unit maintenance activities to life safety and habitability issues or unit turns  -Recommend providing maintenance staff with personal protection equipment (gloves, safety glasses, masks and disinfectant spray/wipes). Written communication to residents regarding office closure and impact on in unit maintenance activity   1. Written communication with resident providing current factual information available regarding COVID 19 and:  * Recommended Hygiene Precautions * Recommendation that sick residents remain indoors * Recommendations for preparing for potential disruption caused by COVID 19 (medications/health care/transportation) * Recommend compliance with any travel restrictions issued by Federal/State/Local agencies/ governments * Known symptomology for COVID 19 * Instructions (if any) from state/local county health officials |
| If Schools are Shut Down | 1. Communicate with all employees advising that employees who have children in closed schools:  * Should communicate with local school districts to obtain relevant information * May be eligible to work from home to if job responsibilities allow for remote work and upon agreement of manager, employee and HR. All remotely working employees shall receive full pay and benefits. * May be eligible for use of temporary equipment to work remotely if they are eligible to work remotely (per above) and lack equipment to do so (Decision to provide temporary equipment will be made on case by case basis by Manager, HR, and IT) * Employees who need to care for children from closed schools and do not want to work remotely will be able to take PTO against accrued time off. * Employees who need to care for children from closed schools and their job responsibilities do not allow them to work remotely, they will need to use accrued PTO. If the employee’s PTO is insufficient, the time away from work will be unpaid. Employees will be required to return to work when closed school reopen.   . | 1. Written communication with resident recommending they contact local school district to obtain relevant information 2. S-Team + VP HR, VP Services will determine if afterschool programs at properties in affected school districts will remain open or close 3. If after school programs close at a particular property, written communication will be provided to residents explaining closure of after school programs |
| If Public Transit is Shut Down | 1. Communicate with all employees advising that employees who use public transportation to their work site and who do not have an alternative means of transportation to their work site  * May be eligible to work from home if job responsibilities allow for remote work and upon agreement of Manager, Employee and HR. All remotely working employees shall receive full pay and benefits. * May be eligible for use of temporary equipment to work remotely if they are eligible to work remotely (per above) and lack equipment to do so (Decision to provide temporary equipment will be made on case by case basis by Manager, HR and IT). * Employees who meet the above requirements, but their job responsibilities do not allow them to work remotely, may use accrued PTO. If the employee does not have sufficient accrued PTO, the employee will not be paid. * Employees will be required to return to work if public transit is reopened. | 1. Written communication with resident recommending they contact local public transit agencies 2. Mercy Housing employees should not serve as replacement for public transportation for residents. |
| If Fed/State/Local Agencies issue Mandatory Quarantine for a local outbreak in county or city in which Mercy Housing office or Property is located or where employees live | 1. Communicate with Employees providing current factual information available regarding COVID 19 and instruct employees to abide by applicable quarantines 2. For employees subject to quarantine apply the same guidelines regarding remote work, and temporary remote equipment set forth above 3. Process for decision and handling of closure of home offices will be same as above 4. Process for decision and handling of closure of Property Site offices will be same as above | 1. Communicate with resident providing current factual information available regarding COVID 19 and advise residents to abide by applicable quarantines. 2. Process for decision and handling of closure of Property Site offices will be same as above |
| If Fed/State/Local Agencies issue self-quarantine for a local outbreak in county or city in which Mercy Housing office or Property is located | 1. Communicate with Employees providing current factual information available regarding COVID 19 and Instruct employees to abide by applicable self-quarantines 2. For employees subject to self-quarantine apply the same guidelines regarding remote work, and temporary remote equipment set forth above 3. Process for decision and handling of closure of Corporate offices will be same as above 4. Process for decision and handling of closure of Property Site offices will be same as above | 1. Communicate with resident providing current factual information available regarding COVID 19 and advise residents to abide by applicable self-quarantines. 2. Process for decision and handling of closure of Property site offices will be same as above |
| If there is a confirmed diagnosis of a Mercy Housing employee who works in a home office | 1. Notify county public health officials to seek guidance. 2. Process for decision and handling of closure of offices will be same as above 3. Communicate with employees in affected offices and properties to inform them of office closure 4. Apply the same guidelines regarding remote work, and temporary remote equipment set forth above 5. If based on guidance from public health officials there is recommendation to notify other potentially exposed employees provide notification while attempting to preserve privacy of employee with confirmed diagnosis   Office Staff   1. Office staff will immediately notify the Manager. The Manager will notify the respective SLT member. 2. The Manager will draft the notification communication to include all of the details that have been provided. 3. The Manager will send the notification to the respective SLT member, Ron Jackson, Kate Peterson, Jane Graf, Michele Stowe, and Janice Turner 4. Employees diagnosed with COVID-19, should contact their medical carried (CIGNA or Kaiser) regarding benefits and coverage. | 1. If based on guidance from public health officials there is recommendation to notify other potentially exposed residents, provide notification while attempting to preserve privacy of employee with confirmed diagnosis |
| If there is a confirmed diagnosis of a Mercy Housing employee who works at property site | 1. Notify county public health officials to seek guidance. 2. Process for decision and handling of closure of Property site offices will be same as above 3. Communicate with employees in affected offices to inform them of property site office closure 4. Apply the same guidelines regarding remote work, and temporary remote equipment set forth above 5. If based on guidance from public health officials there is recommendation to notify other potentially exposed employees provide notification while preserving privacy of employee(s) with confirmed diagnosis   Site Staff   1. Site staff will immediately notify the Area Director, Regional Director/RVP, Resident Services Manager and Resident Services Director. 2. The RVP will draft the notification communication to include all of the details that have been provided, including employee/resident information. 3. The RVP will send the notification to the GBC President/GBC Lead, Cheryll O’Bryan, Christopher Reed, Jacquie Hoffman, Resident Services Director, Ron Jackson, Laura Andes. Kate Peterson, Rick Sprague, Jane Graf, Dee Walsh and Michele Stowe 4. Employees diagnosed with COVID-19, should contact their medical carried (CIGNA or Kaiser) regarding benefits and coverage. | 1. Process for decision and handling of closure of Property Site offices will be same as above   As of this date, residents will not be notified regarding possible or confirmed cases of Coronavirus, unless directed to do so by the Health Department or Mercy Housing’s SLT. |
| If there is a confirmed diagnosis of a close family member of a Mercy Housing employee who lives in the same residence as the employee | 1. Employee must notify their Manager 2. Communicate with affected employee and instruct employee to refrain from reporting physically to work for time frame of family member’s illness and for 14 days after illness is resolved. 3. Apply the same guidelines regarding remote work, and temporary remote equipment set forth above 4. If affected employee is also confirmed to have COVID 19 apply appropriate guidelines set forth above | 1. No action needed unless affected employee is diagnosed with COVID 19 themselves |
| If there is a confirmed diagnosis of a resident at a property | 1. If based on guidance from public health officials there is recommendation to notify other potentially exposed employees, provide notification while attempting to preserve privacy of resident with confirmed diagnosis | 1. Notify county public health officials to seek guidance. 2. If based on guidance from public health officials there is recommendation to notify other potentially exposed residents provide notification while attempting to preserve privacy of resident with confirmed diagnosis |