

CITY OF RAHWAY

Recommended Guidelines for Apartment Complexes in Response to COVID-19 Crisis

The City of Rahway has prepared the following recommended guidelines for apartment complexes within the City in response to help ensure the safety of residents and staff in response to the COVID-19 crisis. These suggested guidelines are based on information from the Centers for Disease Control and Prevention, City of Rahway Department of Health, Union County, State of New Jersey, National Multifamily Housing Council, National Apartment Association, and a survey of current practices among the City's complexes.

Please direct questions, concerns, or requests for additional information to administration@cityofrahway.com or (732) 827-2001.

General

- Establish and maintain clear and consistent communication with residents.
 - Encourage residents to stay at home except for essential and emergency purposes.
 - Reinforce social distancing and precautions, including respecting a six-foot space between residents and staff as they move through the building.
 - Post signage throughout the facility reminding residents of implemented policies and procedures.
 - Utilize online resident portals to provide information, resources, and updates.
 - Include reliable information resources, including:
 - Centers for Disease Control (CDC) COVID-19 Information
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - State of New Jersey COVID-19 Information
<https://covid19.nj.gov>
 - State of New Jersey Phone/Text Information
General COVID-19 Questions: 2-1-1
Medical COVID-19 Questions: 1-800-962-1253
Text NJCOVID to 898-211 to receive alerts
 - City of Rahway COVID-19 Information
<https://www.cityofrahway.com/departments/community-development/health-housing-services/covid/>
 - City of Rahway Nixle Information Communication Service
(text, email, and voice alerts)
<https://local.nixle.com/rahway-police-department>
 - Union County COVID-19 Updates (including testing information)
<https://ucnj.org/coronavirus-update/>
- Ensure all staff (including contracted maintenance and janitorial services) are properly trained, briefed, and equipped to limit exposure and contamination, apply CDC social distancing and handwashing guidelines, and maintain facilities consistent with recommendations below.

Recommended Guidelines for Apartment Complexes in Response to COVID-19 Crisis

- Maintain adequate staffing levels to implement and maintain guidelines below effectively and in a manner that ensures the safety of residents, visitors, and staff.
- Consider cross-training of office and maintenance staff to help ensure continuity of operations.
- Utilize phone, email, text, and online portals to communicate with residents to the greatest extent possible, in lieu of in-person contact.
- Have residents pay rent via online portals to the greatest extent possible.
- Restrict elevator occupancy to no more than two residents at a time. Advise residents to wait for the next elevator cab if they cannot maintain social distancing.
- Limit access to mail/package areas to one resident at a time.
- Suspend use and restrict access to amenities including on-site gyms, fitness centers, spas, community rooms, lounges, billiard rooms, business centers, playgrounds, etc.
- Prohibit resident gatherings, parties, and activities.
- Monitor, clean, and disinfect common laundry facilities frequently. Consider limiting access to one-resident at a time.
- Modify leasing and move-in/move-out procedures to limit exposure on the part of residents and staff.
- Have leasing and management staff work from home to the greatest extent possible.
- Deploy hand sanitizing stations and disinfectant wipes, ensuring availability for residents and staff
- Ensure that staff wash hands regularly and do not rely exclusively on hand sanitizer.
- Have staff stay home if sick.
- Ask that residents inform management if they have been diagnosed with COVID-19 or have received medical advice to self-quarantine. Communicate this information to relevant staff only, otherwise maintaining confidentiality.
- Remind residents that wipes, paper towels, and feminine hygiene products, and paper towels should not be flushed down the toilet, in order to avoid plumbing issues.

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Cleaning and Disinfecting Facilities

- Frequently clean and disinfect all common areas, including entrance and lobby areas, elevators, stairwells and railings, lounges, garbage disposal areas, mail/package rooms, and laundry facilities. These areas should be cleaned and disinfected repeatedly throughout each day, with emphasis on highest traffic areas.
- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water, especially frequently touched surfaces including entry systems, elevator controls, door handles, light switches, etc.
- Follow cleaning, disinfect using EPA-registered household disinfectants (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>) and following instructions on labels.
- Diluted household bleach solutions may also be used (e.g., 1/3 cup bleach per gallon of water), as may alcohol solutions with at least 70% alcohol.
- For soft surfaces such as carpets, rugs, and drapes, clean using soap and water or appropriate cleaners. Launder items if possible, or disinfect with EPA-registered household disinfectants
- For electronics such as touchscreens, etc., consider wipeable covers. Follow manufacturer's instruction for cleaning and disinfecting or use alcohol-based wipes or sprays containing at least 70% alcohol.

Cleaning and Disinfecting Facilities if Someone is Sick

- Close off areas used by the person who is sick.
- Open outside doors and windows to increase air circulation in the area. Wait 24 hours if possible before cleaning and disinfecting.
- Clean and disinfect all areas used by the person who is sick. Continue cleaning and disinfecting for 7 days following the use or visit of the sick person

Maintenance Requests

- Respond only to emergency maintenance requests within apartments. Defer non-emergency requests so that staff can maintain focus on cleaning and disinfecting common areas.
- Remind residents that maintenance staff may be coming from other apartments and precautions will be taken.
- Utilize proper personal protective equipment.
 - Use new gloves upon entering every apartment.
 - Properly don and doff in front of resident.
 - Utilize recommended masks (non-medical).
 - Clean and disinfect work areas before and after work is performed.

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Resources

Centers for Disease Control (CDC) COVID-19 Information

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Union County COVID-19 Updates (including testing information)

<https://ucnj.org/coronavirus-update/>

National Multifamily Housing Council

<https://www.nmhc.org/research-insight/analysis-and-guidance/emergency-preparedness/coronavirus-resources-for-apartment-firms/>

National Apartment Association – Guidance for Dealing with the Coronavirus

<https://www.naahq.org/coronavirus-guidance>

Centers for Disease Control – Schools, Workplaces & Community Locations

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

EPA-registered Household Disinfectants

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>