

CAI-OC Couch Connect

3/25 at 2 pm



Join us for CAI-OC Couch Connect, a virtual conversation with experienced community managers, the OC Health Care Agency, the National Alliance on Mental Illness – Orange County and the Small Business Administration on COVID-19.

How

Register on www.caioc.org by 12 pm on 3/25.

Please logon to your Zoom link 5 to 10 minutes before the start of the call.

Managers will earn 1 CEU for attending and upon completion of SurveyMonkey.

Agenda for CAI-OC Couch Connect

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- Welcome – Anna Lisa Lukes, JD; MBA, CAI-OC Executive Director
- CAI-OC, CAI resources (Anna Lisa Lukes, 3-5 minutes)
 - A word about our Chapter events

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- April 30 Symposium postponed to later date, TBD
- Monitoring COVID-19 for May 2020 luncheon, Billiards and other events
- March 2020 Luncheon and Mini Trade Show moved to October 2020
- Community Managers on the Ground – How we are managing communities right now? (15-20 minutes)
 - **Marla Miller, CCAM, CMCA, AMS, PCAM**, General Manager, Niguel Shores Community Association
 - **Kevin Chudy, CMCA, AMS, PCAM**, General Manager, Woodbridge Village Association
 - **Angie Adams, CMCA, AMS, PCAM**, Pacific Coast Management, Inc.

1. Notices and meetings

• **How have you been handling board meetings and annual meetings?**

- Angie – Have been cancelling open session meetings, executive meetings through freeconferencecall.com, seems to be working really well. Still discussing what to do with April meetings
- Marla Miller - April 8th board meeting – cancelled, annual meeting May 19 – planning to postpone, several executive session meetings on the phone. Has amenities such as beaches, basketball – moving forward has update community with several notices.
- Kevin Chudy – No board meetings – met early March – Annual meeting in April – fortunately has the election by acclimation this year – doing their April 9th meeting via telephone – possibly via zoom, still needs to look into this. Communicating with residents via e-blasts, updates on their community's website and the communities' Facebook page.

2. **Have you seen more engagement with the virtual formats?**

- a. Angie – no open session yet for the members to be present in the virtual formats – individuals seem to be happy with the communication the community members have received. It seems like they just want to stay informed.
- b. Kevin – Using all of the resources that they have, have been going through all of the issues and looking at what do they need to do, how can they meet the needs of their community, and trying to predict what their needs are.

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3. Q& A to attorneys – what obligation does a board have to notify the community if they know of a member who has COVID-10?

- a. Managers – please review the Q&A, CCAL webinar from CAI National, www.caionline.org for additional resources
- b. Denise Iger, Esq. - Need to assume a lot of people have the virus and haven't received tests – and act accordingly instead of identifying those that have it
- c. Dirk Petchul, Esq. – There is a conflict between Discrimination Laws and Emergency responses – agrees with Denise that it is best not to call out individuals and respond assuming a lot of people have it

4. Closures of amenities – how have they managed – have they closed any or keep open

- a. Kevin – Lots of facilities -41 satellite recreation facilities – they closed every facility including parks – debated leaving parks open – left open for a bit and was cleaning regularly, but due to the governor's recent order – they have met with legal counsel and it was clear to them that they needed to close the parks – in regards to enforcement – it is not a gated community so people can still just walk in – can't actively enforce the closure due to working with small staff to protect their employees – some push back from the members regarding the closures.
- b. Marla – March 17th first order – mailed letters to everyone – cancelling meet the candidates event, closed the pool, spa, sauna and clubhouse, On March 20th they also closed down the tennis courts, closed beach parking lots, moved all portable tables to storage – posted notices to bulletin boards with bullets on what is closed. The bullets are helpful for ease to read, also posted to website

5. How have you been handling maintenance and previously signed contracts? Painting, landscaping, etc.

- a. Marla – Patrol and landscaping still coming – they are a gated community - only one person in the gate at the time – they have been providing gloves and hand sanitizers for the security guards. Each landscaper is now bringing their other equipment and driving their own vehicles, still working on pool project while the pool is closed – watching distancing
- b. Angie – Associations have closed pools, still maintaining pools, security still patrolling, still have landscaping. Only really dealing with plumbing emergencies – needing extra communications with the plumbing companies regarding the procedures during this time.

6. Assessments – can we reduce/delay paying

- a. Joe – board considering reducing the assessments
- b. Angie – reached out to legal counsel, unfortunate no as we need the funding to continue to service and maintain the association – paying for insurance, utilities, what it all covers
- c. Marla – pays quarterly assessments, offering monthly payment plans instead – working to reduce interest and late fees to avoid any legal or collection fees
- d. Dirk – best advice in addressing these questions – people expecting reduced assessments since amenities are closed, but we should educate them on what other items the dues cover – not a great time to address this as associations are possibly spending more to address these issues, we won't know until months

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down the line on how much this is going to cost and how it is really going to impact the budgets in the long run.

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- Partner Resources (30 minutes)
 - Public Health - **Michelle Cheung, MD, MD MPH, FAAP**, Orange County Health Care Agency – The Facts in Orange County (8-10 min)

From Dr. Cheung - Here are the links I mentioned

- HCA: <https://ochealthinfo.com> or <https://occovid19.ochealthinfo.com>
- Effective immediately, residents can now sign up to receive text message updates related to novel coronavirus (COVID-19) in Orange County, California. To opt-in for this service, text **OCCOVID19** to 888777.
- Governor's order website: <https://covid19.ca.gov/>
- CDC: <https://www.cdc.gov/coronavirus/index.html>
- CDC travel: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- CDPH: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>

I realized I was going to answer these two questions too verbally at the end, but forgot after the questions started:

Risk to pets (<https://www.cdc.gov/coronavirus/2019-ncov/prepare/animals.html>)

- CDC has not received any reports of pets or other animals becoming sick with COVID-19. Further studies are needed to understand if and how different animals could be affected by COVID-19.

How to protect pets if you are sick

- If you are sick with COVID-19 (either suspected or confirmed), you should restrict contact with pets and other animals, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. This can help ensure both you and your animals stay healthy.
- When possible, have another member of your household care for your animals while you are sick. Avoid contact with your pet including, petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with them. For more information visit: [What to Do if You are Sick](#).

Can the COVID-19 virus spread through pools and hot tubs? (<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>)

- There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

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- 2,159 people tested in OC – can test about another 1,400 people – more supplies coming in. OCHealthinfo.com – check there for the most to date information as it is changing daily
- Mild symptoms – don't need to be tested – stay home – seek health care if worsens/breathing issues – call in advance to ask about coming in
- They have priority for testing people with certain qualifications – not enough tests to test everyone – testing people with high risks for complications
- Self-isolate if sick! Even 72 hours after last fever and 7 days after onset of illness – try to separate yourself from other family members – open windows to increase ventilation – notify people you have had prolonged contact with
- Governor's website – www.covid19.ca.gov/

- Economic Health - **Christopher Lorenzana, MBA**, Deputy Director, Small Business Administration, Orange County/Inland Empire – Resources for small businesses (5-6 minutes)
 - Christopher – Discussed applying for Economic Injury Disaster Loan and Emergency EIDL Grants sba.gov/disaster; also attached handouts
 - Approved within two weeks and disperse in 5 days – do not have to accept loan if approved. <https://www.sba.gov/offices/district/ca/santa-ana>
 - Needs to be established companies – can be applied to non-profit organizations – HOAs are 501 corporations – would the programs apply? – Chris can get an official answer – but believes HOAs would qualify. – EIDL is open to non-profits because it is a time of disaster
 - Also **Carma Lacy from County of Orange OC Development Board** – OneStop Center in Garden Grove one in Irvine – workforce and business services – working on business and economic recovery.
 - Unemployment has tripled since the COVID-19 stay at home order – call center to open on Monday – will share once available oconestop.com – resources and employee or employer can share with someone who isn't working. Financial resources for people who have lost jobs –
- Mental Health – **Rachael Ferraiolo, LSW**, OC Health Care Agency and **Amy Durham**, NAMI OC (6 minutes)

From Rachael: Here is the link to our HCA COVID-19 website. It provides updated information regarding Orange County's response as well as information regarding things like coping, hand hygiene, social distancing, etc. Scroll all the way down on the page and

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you will see the colorful fact sheets that can be printed.

<http://ochealthinfo.com/bhs/disaster>

- Use your coping skills that have worked for you in the past to help with your mental health – self-care – can't take care of others if you don't take care of yourself
- Amy – NAMI Orange County – remember social distancing does not mean social isolating – continue to engage your residents safely – maybe online? – increase of anxiety attacks, people feeling isolated. Find ways to connect and engage sagely. Facebook putting together groups, community Facebook. Too much news and creating more fear. Find things people can do. There are also financial worries – higher impact on older males – danger for suicide – there are places that are looking for people to work – help connect them to places that are hiring during this time – connect to resources – **suicide hotline – 800.273.8255**
– OC Warm line – 714.991.6412, advice to business leaders –
- Rachel – advice to business leaders – be available to listen to your staff – don't feel like you must fix, but available to hear, encourage self-care! – how is your work space set up, are you taking breaks, be creative to allow staff to come up with out of the box ways to cope with this unique situation – **Alert OC** – time sensitive messages from the county of orange/city – can be sent to any phone – enroll in this service www.alertoc.org

- Next Steps & Adjourn

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