

# PHASE I

## CRITERIA FOR REOPENING

The Board of Directors from time to time may change these operating guidelines. The health and safety of our residents and guests is a priority. We recognize that resuming normal operations will need to be executed in phases to allow flexibility for vendors to mobilize and for team members to resume daily functions. In an effort to resume business continuity and association operations, the following efforts will be completed in phases.

The following plan should be adhered to when resuming operations following a recognized health emergency. We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

The purpose of establishing the following guidelines and an action plan in preparation for re-opening the Tortosa Management office and community amenities is to ensure structure, consistency and adherence the physical distancing and sanitization practices as outlined by the Centers for Disease Control (CDC) and World Health Organization (WHO). The goal of the management team and the Tortosa Board of Directors is to:

- Prepare the common area tot lots: cleaning plans, pre-return inspections.
- Prepare the site team: mitigating anxiety, policies for deciding who returns, employee communications.
- Control access - protocols for safety and health checks, building reception, shipping and receiving, visitor policies.
- Creating a social distancing plan: decreasing density, schedule management, office traffic patterns.
- Reducing touch points and increasing cleaning: clean desk policy, cleaning common areas
- Communicate for confidence: recognize the fear in returning, communicate transparently, listen and survey regularly

The World Health Organization (WHO), as well as the respective health organizations and government bodies within each country, are the primary sources for guidance on COVID-19 and other health-related issues. The intention of this resource is to establish the foundation of ideas and recommendations upon which we can build on, creating an increasingly useful guide. We're certain the coming weeks and months will teach us new things, and we look forward to working together to help move forward through unfamiliar territory.

## **Guidelines & Responsibilities**

### **Physical Distancing**

Employees and community members will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines and moving around the property. In the Tortosa office, physical layouts will be arranged to in an effort ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from community members and other employees whenever possible. The Tortosa Office will comply with, or exceed, local or state mandated occupancy limits. The Tortosa Management office will allow a maximum of three persons, in addition to the four person staff, in the office at one given time. Group sizes in areas will be regulated in accordance with government regulations; current congregation size is limited to 10 people.

### **Hand Washing and Sanitizing**

Hand sanitizer dispensers will be placed at key community member and employee entrances, and contact areas such as the reception areas and meeting spaces.

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

### **Signage**

There will be health and hygiene reminders in the management office including the proper way to wear, handle and dispose of masks if worn. Signage will be posted on association property reminding employees and community members of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

### **Employee & Community Member Health Concerns**

CCMC employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Pinal County Health Department (PCHD). Employees and community members are instructed to stay home if they do not feel well. Employees are instructed to contact a manager if they notice a co-worker or community member with a cough, shortness of breath, or other known symptoms of COVID-19. Community members who are exhibiting any of the symptoms of COVID-19 will be instructed not to visit the Tortosa office until they are symptom free.

## **Case Notification**

If we are alerted to a presumptive case of COVID-19 at the community, we will work with the PCHD and the CCMC Corporate Communications Team to follow the appropriate actions and recommendations.

## **COVID-19 Training**

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact. Employees are encouraged to reference the Corona Virus resources located in CCMC SharePoint.

## **Personal Protective Equipment (PPE)**

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Every CCMC employee will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them, as determined by medical experts in direct contact with guests. Our management team will endeavor to ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

## **COMMUNITIES AMENITIES**

### **Cleaning Products and Protocols**

The Tortosa site team will utilize cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are taking inventory of all cleaning supplies needed and working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### **Tot Lots and Parks**

The Tortosa Tot Lot play structures re-opened, Friday, May 22, 2020. Signage has been posted at all tot lots until notice is provided per government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements. The frequency of cleaning and sanitizing continues to be performed by HOA Playground on a monthly basis, including, but not limited to playground equipment, picnic areas, volleyball and basketball courts, Ramada furniture and seating areas. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. Our management team will endeavor to ensure that constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

## **Tortosa Management Office**

The frequency of cleaning and sanitizing will also increase in the Tortosa office areas with an emphasis on the restrooms, door handles, light switches, offices, kitchens, service desks, conference rooms. Any area where community members or employees queue will be clearly marked for appropriate physical distancing.

## **Shared Office Equipment**

Shared tools and equipment will be sanitized before, during and after each shift. This includes phones, computers, copier and postage machine, and other communication devices, payment terminals, kitchen implements, safety buttons, cleaning equipment, and all other direct contact items used throughout the Tortosa office.

## **Locations for the Distribution of Personal Protection Equipment (PPE)**

Personal Protection Equipment (gloves & masks) will be kept and distributed to team members from the Tortosa office.

## **Lost and Found**

Lost and found will be maintained in a bin at the Tortosa office and emptied each Friday.

## **LIFESTYLE EVENTS**

- Establish revised community calendar for June, and July.
- Update community website and social media with latest information regarding Community event calendar, Tortosa office openings.
- Send e-newsletter update specific to re-opening and physical distancing guidelines for community events and association amenities.

## **STAFFING AND OPERATIONS**

### **Tortosa Office Operations**

- The Manager will contact vendors and verify their plans to maintain social distancing guidelines.
- Janitorial – Identify ability to mobilize and ability to increase cleaning schedule of Tortosa office.
- Pest Control – Identify ability to mobilize and follow physical distancing.
- Two days before opening the office, team members will start to move all electronics back to the office, clean, and set up their workspace.

- Identify team members who may not be able to come to work or have to work from home due to health concerns and/or children, management will identify work from home options and/or work will be delegated to another team member or third party vendor as deemed necessary.
- Office lobby will be marked with social distancing signage, identifying 6ft markers. Hand sanitizer and gloves will be ready for use.
- Inventory completed of all cleaning supplies for the Tortosa office.
- Masks and hand sanitizer have been ordered, received and are on hand.

### **Community Inspections**

- Community Inspections have continued with routine enforcement. Next Committee meeting is TBD.
- Architectural requests will continue as usual. Community members can use drop box for submitting applications and payment.

Committee meetings may need to be held via Zoom or phone conference.