

## RCG/CPM's Response to the Coronavirus (COVID-19) Reopening Guide



Per the NYS order, RCG/CPM will be gradually reopening and resuming business operations over the coming weeks. This order references the NYS Reopening Guide, which can be found online at:

<https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYForwardReopeningGuide.pdf>

The state will begin reopening in 4 phases beginning on Monday, May 18, 2020.

- 5/18 Construction, Manufacturing, Wholesale Trade, Select Retail, Agriculture, Fishing and Forestry
- 6/1 Professional Services, Finance and Insurance, Administrative Support, Retail and Real Estate
- 6/15 Restaurants and Food Services
- 6/29 Arts, Entertainment, Recreation and Education

Given the fact that our business was given 'essential' designation at the end of March, our properties have been and will continue to remain open under modified working conditions. Per the reopening schedule above, construction/development/professional services/finance/admin support will all resume operations in the coming weeks. Additionally, due to the nature of our business, RCG/CPM works consistently with outside contractors, agencies and vendors. It is our desire to safely collaborate with other businesses in order to resume operations.

Please see the recommendations below for departmental instructions regarding reopening procedures.

### **CPM Site Employees - Continued Modified Work Conditions – effective 4/1 until further notice**

- Site Staff - Employees will continue to be present at their sites during normal business hours; however, they will be working with the doors closed and will see residents by appointment only and only when absolutely necessary. It is recommended that site staff wear masks and gloves while interacting with the public, practice good hygiene and hand washing, avoid sharing supplies and phones with co-workers, and sanitize individual work stations at the end of each shift.
- Maintenance Technicians - Technicians will be available to perform work orders, but the office staff will contact each resident before the technician enters a unit to inquire as to the health of the resident(s). Residents who have been ill or those who are quarantined will have their work order postponed unless it is an emergency that poses a significant health and safety risk to the resident(s) and others within the building. Additionally, the technician can ask the resident to please remain in another room, such as a bedroom while he/she completes the work order. Technicians should stay equipped with proper PPE, such as gloves, masks, disinfectant wipes, towels, rags, band aids, etc. It is recommended that gloves and masks be worn whenever possible and especially when working in units. Gloves, rags and towels should only be used once, when possible. Rags and towels should be placed in a bag to be washed all together at the end of each business day. Technicians should sanitize their workspace before starting a new work order and after each work order is completed. It is recommended that technicians sanitize tools and hands before entering and after exiting a unit. Maintenance technicians will continue to clean and sanitize surfaces throughout the building a minimum of 3 times a day.
- General Building/Maintenance Advice – Site staff should ensure ventilators are working, since bringing fresh air into our buildings is important. Filters should be replaced monthly with 3M Pleated Filters (not fiberglass filters.) Community/Exercise rooms and all other non-essential areas should remain closed to residents and outside agencies unless accompanied by a site employee. All other common areas should be disinfected 3 times a day. This includes door handles and handicap buttons to open doors. Standard supply deliveries can be brought into the building so long as the vendor has proper PPE. Site

employees have the right to turn outside vendors/agency staff away should they attempt to enter building/units without proper PPE.

### **RCG Development – Site Specific Work Safety Procedures - effective 5/18/2020 until further notice**

In addition to the guidelines below, RCG Development will follow the guidelines issued by NYS for Construction. The complete NYS Construction Reopening Guide can be found online at:

<https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/ConstructionShortGuidelines.pdf>

- RCG Development Staff, Contractors, Inspectors, etc. – RCG will remain in contact with outside agencies regarding timelines and access for inspections and site visits. Some agencies may not permit site inspections during this time. Although RCG may request access, the Company will follow the most conservative guidelines of contractors/agencies/etc.
- Those who need to visit sites for general project management and inspection purposes will be asked to follow similar guidelines as those issued to Maintenance Technicians. Prior to arrival, RCG staff should inform all outside individuals needing site access to bring and wear appropriate PPE (mask and gloves) throughout the duration of the visit.
- Upon arrival at a site, individuals should check in with site staff. If entrance to a particular unit is necessary, the site staff should contact the resident before entry to inquire as to the health of the resident(s). Units occupied by residents who have been ill or quarantined are not to be entered.
- No more than 3 outside individuals will be allowed in an occupied unit at any point in time. Additionally, there should not be more than 1 person per 250 sq ft. while working indoors. Upon entering a unit, it can be requested that a resident please remain in another room, such as a bedroom, while outside personnel are present in the unit. Residents are not required to leave their unit, though some may choose to do so. RCG employees should stay equipped with proper PPE, such as gloves, masks and disinfectant wipes. It is recommended that personnel put on a new pair of gloves prior to entering each unit for the safety of the resident. Time spent in a unit should be kept to a minimum and follow-up conversation should take place either outdoors or in a common area.

### **RCG Main Office - Work Safety Procedures - effective 5/11/2020 until further notice**

- Employees will have their temperatures taken daily between 8 and 10am. Should an employee's temperature read at or above 100.4, he/she will be given the option to retest in 15 minutes. If the employee's temperature reads at or above 100.4 for a second time, the employee will be asked to return home, where he/she may use PTO to cover the absence, or the employee may choose to work remotely if possible. Should the employee develop further symptoms, he/she must notify HR and seek medical advice. The employee will be allowed to return to work the next business day if the employee's temperature is no longer elevated and if an employee does not have development of further symptoms.
- Employees are encouraged to remain in their own personal work spaces (offices/cubicles) as much as possible. While moving around office common areas (conference rooms, kitchen, etc.,) employees must adhere to social distancing guidelines and are encouraged to wear a mask.
- Internal phone calls and conference call meetings are encouraged as opposed to face to face meetings until further notice.
- All outside visitors/vendors who will be spending extended time in the main office will have their temperature taken upon arrival and will be asked to wear a mask throughout the duration of their visit. Main office employees have the right to turn outside visitors/vendors away should they attempt to enter the building without proper PPE or with a temperature reading at or above 100.4.
- Office common areas will be sanitized daily and each employee is to sanitize their work station before leaving each day.

**RCG/CPM is committed to keeping staff and business partners updated as restrictions change or work conditions need to be modified. Thank you for your consistent dedication and flexibility during these unprecedented times.**