



**COVID-19 PANDEMIC
CONSOLIDATED
BUSINESS CONTINUITY & ACTION PLANS**

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PROMULGATION STATEMENT

Lucas Metropolitan Housing Authority's (LMHA) mission is to "create and maintain sustainable, affordable housing opportunities, provide pathways to a better quality of life, and empower vibrant communities." To accomplish this mission, LMHA must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing LMHA's COVID-19 Pandemic Business Continuity Plan (BCP) to ensure the organization can conduct its essential functions and provide services to our clients during this emergency.

Joaquin Cintron Vega,
President and CEO

BACKGROUND

On March 9, 2020, the Governor of Ohio signed Executive Order 2020-01D declaring a state of emergency to protect the well-being of Ohioans from the dangerous effects of the coronavirus (COVID-19) to allow state departments and agencies to better coordinate in their response.

On March 13, 2020, the President declared a national emergency to help the country combat the rapidly spreading coronavirus. This declaration was made effective as of March 1, 2020.

As the premier housing provider in the Northwest Ohio/Greater Toledo area, Lucas Metropolitan Housing Authority (LMHA) is closely monitoring the spread and number of cases of the Coronavirus Disease 2019 (COVID-19). LMHA is taking precautions to help minimize the amount of people affected and help slow the threat of the virus following the guidelines and recommendations from the Toledo- Lucas County Health Department, the Ohio Department of Health and the Center for Disease Control and Prevention (CDC).

The experts expect COVID-19 cases to continue to grow as the virus spreads and the number of tests performed increases. To track the progress on the cases reported in Ohio, please refer to the following link:

<https://coronavirus.ohio.gov/wps/portal/gov/COVID-19/>

LOCAL ACTIONS

Locally, LMHA has joined a county-wide effort, to include the following partners:

1. Municipalities, townships, independent governmental boards, and other local governmental organizations to include courts and the offices of independently elected officials within Lucas County.
2. Chamber of Commerce; all local school districts as well as private and charter schools; community colleges and universities; non-profit organizations that are located within or serve Lucas County.
3. Health care organization to include public, private and non-profit hospitals, medical facilities, behavioral health, nursing homes, long-term care facilities providers and organizations that serve these organizations and populations that are located within or serve Lucas County.

All of the above organizations, including LMHA are operating within the Unified Incident Command Structure established by the Lucas County Emergency Management Agency (EMA).

John McGuire, LMHA's Director of Security Operations is appointed as Lucas Metropolitan Housing Authority's liaison with the Emergency Operations Center.

Consistent with the information and recommendations made regarding the best practices concerning the health and safety of LMHA's staff, its clients, visiting partners and the communities it serves, LMHA has developed an action plan consistent with the actions taken by the local government and in a larger scale, by the State of Ohio.

As part of those recommendations, LMHA has continuously provided information to its staff and its communities with respect to any and all efforts being taken against the COVID-19.

LUCAS METROPOLITAN HOUSING AUTHORITY ACTIONS

On March 12, 2020, the Agency published a press release with our Official Statement about the COVID-19 pandemic. In the press release, LMHA clearly established to the public the affirmative actions that were discussed.

You can access the press release on the following link:

<https://www.lucasmha.org/DocumentCenter/View/838/Lucas-Metropolitan-Housing-Authority-Official-Statement-about-the-Coronavirus-Disease>

On March 13, 2020, Lucas Metropolitan Housing Authority released our three-phased Action Plan. This document was the product of many conversations that considered the concerns by staff and clients including public housing residents and other programs' participants.

As result, Lucas Metropolitan Housing Authority implemented a robust action plan that has been shared to our community at large, the Department and Housing and Urban Development (HUD) and other Housing Authorities from HUD Region 5. LMHA's action plan has also been used as reference by Housing Authorities outside of our jurisdiction.

BUSINESS CONTINUITY PLAN

Lucas Metropolitan Housing Authority will maintain normal operations to the extent permissible under the circumstances.

For LMHA purposes, Employees are identified as essential or non-essential as it relates to the necessity of their physical presence to continue LMHA's essential operations as a housing authority and governmental operation.

Essential Employees: Are required to provide services and conduct business during their normal working or on-call hours, either from their designated work locations or through the telework option, as required by their direct supervisor. Employees must remain available for agency business during business hours.

Non-Essential Employees: Are required to provide services and conduct business but have the ability to do so through Teleworking or working a reduced work schedule, as required by their direct supervisor. Employees must remain available for agency business during business hours.

Note: The Business Continuity Plan is the collaborative result between LMHA Executive Leadership and the American Federation of State County and Municipal Employees (AFSCME).

Lucas Metropolitan Housing Authority recognizes and praises the efforts made by Union Executive Leadership, Ricky Urbina and Eleanor Mays and Regional Director, Steve Kowalik by working hand in hand with LMHA Management in the best interest of our Agency, staff and clients.

BUSINESS CONTINUITY – GUIDELINES FOR STAFF

Lucas Metropolitan Housing Authority is implementing the following measures:

1. LMHA will provide the employees with weekly updates on the agency's operational status; however, LMHA will not be confined to a timeline for such notifications and/or meetings. Staff will be notified of the implementation of the alternative work arrangements/schedules.
2. LMHA has implemented a Telework Program for Essential and Non-Essential staff.
3. Attached is the list of essential and non-essential staff. (See attached)
4. Should it become necessary to close or shutdown specific departments and/or the agency, LMHA will implement procedures as prescribed in the Memorandum of Understanding (MOU – *Furlough Program of 2019*) with AFSCME and/or any procedures to maintain efficient operations of the agency. (MOU is attached for reference)
5. Should it be necessary to send an employee home to self-quarantine due to the probable or confirmed exposure to the virus, the Employee will not be required to utilize accrued leave to cover up to a 14-day virus-related absence. If an employee needs to be absent, alternative work schedules will be considered if they meet the telework parameters.
6. If an employee chooses to self-isolate due to pre-existing health conditions, the Employee will be required to utilize their available leave time.
7. LMHA will make determinations on case-by-case basis for employees needing childcare options during this period. The Employee will not be required to utilize accrued leave to cover childcare related absences up to 14 days.
8. Employees currently on an approved Family Medical Leave, unpaid or paid, will remain on leave and there will be no interruption of the employee's 12-week entitlement of FMLA.
9. Absences due to COVID-19, will be coded in Time on Demand with a special designation code and will not affect an Employee's eligibility for the attendance bonus.
10. Employees will retain their medical insurance benefits during the COVID-19 absence period.
11. Unemployment benefits may be available for employees who are requested by a medical professional, local health authority, or employer to be isolated or quarantined as a consequence of COVID-19, even if they are not actually diagnosed with the disease.
12. The plan for all staff at LMHA is to return to their former work schedules when the immediate danger of the COVID-19 pandemic has ceased.

This implementation will remain in effect until further notice and can be renewed or modified as needed.

CALL FORWARDING INSTRUCTIONS:

All Employees must be available upon request. To exercise this, it is an important and a non-delegable duty that Employees forward their desk phone to their cellphone. To complete this task, you must follow the procedure below:

1. On the desk phone press *72
2. Enter the phone number to which phone is to be forwarded. Enter the entire number including the Area Code, not just the extension. This number does not have to be an LMHA number.

Note: After forwarding, all calls to the desk phone will ring on the forwarded number entered. The desk phone WILL NOT ring until Call Forwarding is turned off, nor will it receive voicemail messages.

To turn off Call Forwarding:

1. On the desk phone press *73

Employees who forget to forward their phone, may send IT a ticket with their desk phone number and the forwarded number. IT can turn on forwarding for that number in the TeleSystems Admin console.

LUCAS METROPOLITAN HOUSING AUTHORITY ACTION PLAN

LMHA will implement a four-phased action plan defined by:

Phase 1: Education and Active Prevention Phase: Providing information and guidance about COVID-19 to employees and LMHA's clients including public housing residents and other programs' participants.

Property Management and Resident Services Staff will provide informative and educational materials to our clients and staff. LMHA will use materials recommended by the Ohio Department of Health, the Toledo- Lucas County Health Department and the Centers for Disease Control and Prevention. Some of those recommendations are listed below:

1. Wash hands often with water and soap for 20 seconds or longer
2. Dry hands with a clean towel or air dry
3. Cover your mouth with a tissue or the bend of your elbow when coughing or sneezing; immediately wash hands afterward
4. Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
5. Clean and disinfect "high-touch" surfaces often
6. Call before visiting your doctor
7. Practice good hygiene habits
8. Avoid large in-door gatherings
9. Remove candy dishes and limit the sharing of pens and workplace equipment

LMHA will take the following actions:

1. Secure a vendor to perform enhanced environmental cleaning of commonly touched surfaces such as, countertops, railings, door handles, and doorknobs.
2. Provide staff with disinfectant to clean their personal workstations.
3. Provide protection supplies such as soap and water, antibacterial wipes, hand sanitizer, tissues, no-touch disposal containers, gloves, and masks for use by employees.
4. Partner with Lucas County to secure sanitizing kits prioritized for our staff and clients.
5. Obtain backup personal sanitizing supplies for our staff and clients.
6. Reserve toilet paper and bottled water for clients, particularly those who may become infected and unable to obtain these items due to being quarantined.
7. Postpone all non-essential business travel.
8. Continue to accept employment applications and conduct interviews exercising social distancing or using teleconferencing.
9. Continue to work with our clients and process all documentation received, including direct interaction by phone and emails.

10. Postpone the on-boarding class scheduled for March 19, 2020 and postpone future on-boarding classes until further notice.
11. Postpone resident meetings until further notice.
12. Limit completion of work orders to emergencies only and continue vacant unit turns until further notice.
13. Postpone oral briefings for rehouse (unit transfers) for the Housing Choice Voucher Program. New briefings for the Housing Choice Voucher Program will be held and LMHA will practice social distancing.
14. Postpone walk-ins at our Byrne Road facility until further notice.
15. Postpone all Resident Services Department activities except delivery of commodities until further notice. Distribution of commodities will be handled utilizing social distancing.
16. LMHA will evict a non-compliant tenant consistent with the requirements of the CARES Act. LMHA reserves the right to evict a tenant for fraud, safety and security of LMHA properties, and criminal or drug activity.
17. Resident Services and Asset Management offices will close to the public. All face-to-face meetings with residents are cancelled. All contact will be via e-mail and phone calls.
18. Housing Choice Voucher will conduct informal hearings via phone.

Action Plan – Guidelines for Staff: LMHA has taken extra steps to ensure a safe and healthy environment, as much as possible, for all employees and are asked to help by doing their part.

1. LMHA Staff will continue to practice social distancing as defined in the attachment – “Social Distancing Protocols”.
2. As defined by the State of Ohio's COVID-19 Responsible Protocols for “Getting Ohio Back to Work”, all staff will be required to wear face coverings and gloves at all times.
3. Staff should practice good hygiene at all times – hand washing, sanitizing.
4. Staff should clean and sanitize their work areas and workplace throughout the workday.
5. LMHA will conduct health assessments (taking employees' temperatures) as well as self-assessments, as needed.
6. Before going to office/workstation, employees must check in with the designated staff and certify they are free of any illness, symptoms, or exposure to any illness or symptoms that could affect other employees. Employees will be sent home if they are symptomatic.
7. Employees are to clock in/out on their computer. **DO NOT USE HAND SCANNER.**
8. Selected offices will remain closed to the public while a stay at home order is in effect. Visitors, guests or in-person appointments will not be allowed until further notice.
9. Employees working a normal workday, will be allowed to take their lunch and two (2) 15-minute breaks. Employees may eat at their desk. Staff break rooms will have restricted use for social distancing purposes. Staff may use the refrigerator and microwave. Keep all common areas and equipment clean. Do not bring food to share or leave in a common area to share.
10. To avoid exposing others to illness/symptoms due to contacts with the general public, staff are encouraged from leaving the premises during their lunch/breaks. As a reminder, all staff must be certified by designated management staff before entering the building.
11. If face-to-face meetings are necessary, Employees must wear a mask and maintain social distancing by using every other chair. Keep the attendees to less than ten (10) people. Virtual meetings should be conducted when possible.
12. Yield to others in aisles, stairways, and spaces where social distance cannot be maintained.
13. Do not enter someone else's cubicle space, or touch anything in their cubicle space.
14. Use of common areas is limited. Staff are encouraged to stay within their assigned floor and use the restrooms and common areas closet to their work area.
15. Restroom protocol: Do not loiter; refrain from conversations in closed spaces; refrain from brushing your teeth in the restroom as this could create risk for others; do not bring personal property, including cell phone or agency property/work into the restroom.

16. LMHA's Telework Program for Essential and Non-Essential staff will continue with staffing levels adjusted under each Phase of Recovery.
17. All out-of-state travel should be kept to a minimum with the exception of travel to and from work. If you travel to a vacation home across state lines, under the governor's current order, you are still to self-quarantine, as that is considered to be "vacationing".
18. Avoid public transportation such as busses, taxis, ride-share, etc. If you cannot avoid the use of these services, use hand sanitizer, antibacterial wipes, and open fresh air. Avoid air travel to minimize exposure to other people from different locations.
19. Previously identified Essential and Non-Essential staff will work as outlined in revised list of essential and non-essential staff based upon each Recovery Phase. (See attached revised schedules).
20. LMHA will provide the employees with weekly updates on the agency's operational status; however, LMHA will not be confined to a timeline for such notifications and/or meetings. Staff will be notified of the implementation of the alternative work arrangements/schedules.
21. LMHA will continue to implement procedures as prescribed in the Memorandum of Understanding (MOU – *Furlough Program of 2019*) with AFSCME and/or any procedures to maintain efficient operations of the agency. (MOU is attached for reference)
22. Should it be necessary to send an employee home to self-quarantine due to the probable or confirmed exposure to the virus, the Employee will not be required to utilize accrued leave to cover up to a 14-day virus-related absence. If an employee needs to be absent, alternative work schedules will be considered if they meet the telework parameters.
23. If an employee chooses to self-isolate due to pre-existing health conditions, the Employee will be required to utilize their available leave time.
24. LMHA will make determinations on case-by-case basis for employees needing childcare options during this period. The Employee will not be required to utilize accrued leave to cover childcare related absences up to 14 days.
25. Employees currently on an approved Family Medical Leave, unpaid or paid, will remain on leave and there will be no interruption of the employee's 12-week entitlement of FMLA.
26. Absences due to COVID-19, will be coded in Time on Demand with a special designation code and will not affect an Employee's eligibility for the attendance bonus.
27. Employees will retain their medical insurance benefits during the COVID-19 absence period.
28. Unemployment benefits may be available for employees who are requested by a medical professional, local health authority, or employer to be isolated or quarantined as a consequence of COVID-19, even if they are not actually diagnosed with the disease.

Phase 2: Mitigation: Actively enforcing actions that avoids COVID-19 from spreading.

Triggering Event: First suspected case reported in Lucas County and/or Northwest, Ohio.
LMHA Leadership and Senior Management will continuously work with staff to:

1. Encourage employees to do a self-assessment each day to check if they have any COVID-19 symptoms (fever, cough, shortness of breath, etc.)
2. Educate staff to avoid contact with people who are sick.
3. Encourage sick employees to stay home until they are free of fever or symptoms (without the use of medication) for at least 24 hours.
4. Employees who appear to have acute respiratory illness symptoms, will be sent home immediately. Access to the business will be restricted until they have recovered.
5. Staff who may have come in contact with an individual who is suspected of having the virus will be sent home immediately. They will not be allowed to return it is determined the individual was not positive, or the employee self-isolates for fourteen (14) days.

Phase 3: Business Continuity: Implementing a Business Continuity Plan which guarantees the continuity of operations and services to LMHA's clients including public housing residents and other programs' participants while taking precautions with staff.

Triggering Event: First documented case in the City of Toledo

LMHA will maintain normal operations to the extent permissible based upon the current circumstances. In the event of an outbreak, critical operations will be maintained by implementing the following:

1. Policies such as telework and staggered shifts to enhance distance between employees.
2. New sick leave policies to ensure flexibility, and non-punitive actions to allow sick employees to stay home to care for themselves, children, or other family members. The revision of the sick leave policy may include allowing staff to use accumulated leave time for childcare purposes.
3. New staff will be covered under the new sick protocols once established.

Phase 4: Recovery of Operations: Process by which LMHA will resume normal operations, operations that will be guided by new standards due to COVID-19. LMHA's Leadership will work in partnership with state and local government, the Emergency Operations Center and Bargaining Unit Leadership, to affect a smooth transition. To comply with a responsible full operations restart, LMHA is enacting this fourth phase.

- ✓ Always require face coverings for all employees and clients/customers
- ✓ Conduct daily health assessments by screening employees to determine if "fit for duty"
- ✓ Always maintain social distancing and good hygiene: handwashing, sanitizing
- ✓ Clean and sanitize workplaces throughout the workday, between shifts, and at the close of business
- ✓ Limit capacity to less than 10 persons to meet social distancing guidelines

Social Distancing Guidelines: LMHA is enacting/maintaining the following measures to guarantee the implementation of responsible protocols for operations recovery to:

- ✓ Protect Employee Health
- ✓ Prevent Crowds from Gathering
- ✓ Keep Clients and Residents At Least Six Feet Apart
- ✓ Prevent Unnecessary Contact
- ✓ Increase Sanitization

Social Distancing Guidelines document can be accessed via the link below:

<https://www.lucasmha.org/DocumentCenter/View/874/Social-Distancing-Protocol-Final-004>

Current version of the Action Plan can be accessed via the link below:

<https://www.lucasmha.org/254/Press-Releases>

LMHA's Leadership Team will initiate and coordinate activities to restore LMHA Operations after receiving approval from the appropriate State and local officials and the Emergency Operations Center. LMHA will institute a recovery over three phases in order to maintain the safety of staff and residents. Each phase will be triggered by need for essential/non-essential staff; improvement with COVID-19 cases and declarations by State and Local Government as follows:

Soft Recovery – Phase 1: Continuation of LMHA Operations and services to clients including public housing residents and other programs' participants with minimal increase of staff in offices to continue to minimize the spread of COVID-19 allowing for reduction of new COVID-19 cases within LMHA residents, City of Toledo and Lucas County. Potential timeline 30 days.

Timeline: 30 days and/or additional reduction in COVID-19 cases at LMHA sites, City of Toledo and Lucas County and/or additional state and local declarations.

Triggering Event: Ohio Governor rolls out plan for "Getting Ohio Back to Work".

LMHA will continue to promote Education and Active Prevention:

Property Management and Resident Services Staff will continue to provide informative and educational materials to our clients and staff. LMHA uses materials recommended by the Ohio Department of Health, the Toledo- Lucas County Health Department and the Centers for Disease Control and Prevention. Some of those recommendations are listed below:

1. Wash hands often with water and soap for 20 seconds or longer
2. Dry hand with a clean towel or air dry your hands
3. Cover your mouth with a tissue or sleeve when coughing or sneezing
4. Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
5. Clean and disinfect "high-touch" surfaces often
6. Call before visiting your doctor
7. Practice good hygiene habits
8. Avoid large in-door gatherings
9. Remove candy dishes and limit the sharing of pens and workplace equipment

LMHA will take the following actions during this Soft Recovery Phase:

1. Implement Social Distancing Protocol and all measures outlined within the Protocol.
2. Implement measures to protect employees' health as outlined in the attached Social Distancing Protocol including sanitizing of offices and community areas.
3. Acquire the appropriate amount of PPE to protect staff and residents. (contingent upon available funding)

4. Postponement of all non-essential business travel.
5. Low Income Public Housing (LIPH) offices and Housing Choice Voucher Office (211 Byrne Road) will remain open to serve the residents, vendors, and partners; however, to ensure the safety of all during the COVID-19 pandemic, services will be limited to telephone, email, US mail, and fax only.
6. There will continue to be no immediate in-person assistance to the public during Phase 1.
7. All LMHA Playgrounds will remain closed during Phase 1 and residents should not gather on the playgrounds.
8. The Occupancy Department will not host any in-person meetings, onboarding classes or client meetings during Phase 1. Instead, business will continue to be conducted via telephone or email.
9. Low Income Public Housing Clients should not come into the office to drop off any paperwork. All business during Phase 1 will continue to be handled via telephone, email, US mail or fax. Property Managers will contact residents to schedule meetings, as necessary.
10. Resident meetings are postponed until further notice during Phase 1.
11. Asset Management Department will continue to limit work orders to emergencies only and will continue vacant unit turns until further notice.
12. Postpone oral briefings for rehouse (unit transfers) for the Housing Choice Voucher Program. New briefings for the Housing Choice Voucher Program will be held and LMHA will practice social distancing.
13. Postpone walk-ins at the Byrne Road facility until further notice during Phase 1.
14. Resident Services Department will resume office hours working two to three days per week and will resume some activities including distribution of commodities and all activities will be handled utilizing social distancing protocol.
15. LMHA will evict a non-compliant tenant consistent with the requirements of the CARES Act. LMHA reserves the right to evict a tenant for fraud, safety and security of LMHA properties, and criminal or drug activity.
16. Resident Services and Asset Management offices will remain closed to the public with no face-to-face meetings with residents. All contact will be via e-mail and phone calls.
17. Housing Choice Voucher will conduct informal hearings via phone.
18. Annual inspections will continue to be postponed during Phase 1 until further notice. LMHA will continue the following HQS inspections:
 - ✓ Initial inspections of unoccupied units
 - ✓ Abatement Cure inspections
 - ✓ Health & Safety (24-hour) inspections
19. LMHA will develop a communication plan to notify HUD, staff, vendors, community partners and stakeholders of each Phase of Recovery. LMHA will utilize its website, social media and press releases to update all.

Intermediate Recovery – Phase 2: Allow for additional decrease in COVID-19 cases within LMHA residents, City of Toledo and Lucas County that permits increase in staff from 37% to a minimum of 75% (52-105 employees) increasing operational productivity and delivery of services to clients and residents. Potential timeline 30 days.

Timeline: 30 days and/or significant reduction in COVID-19 cases at LMHA sites, City of Toledo and Lucas County and/or additional state and local declarations.

Triggering Event: Local and/or State declarations and significant reduction in new COVID-19 cases at LMHA sites, City of Toledo, and Lucas County.

LMHA will continue to promote Education and Active Prevention:

Property Management and Resident Services Staff will continue to provide informative and educational materials to our clients and staff. LMHA uses materials recommended by the Ohio Department of Health, the Toledo-Lucas County Health Department and the Centers for Disease Control and Prevention. Some of those recommendations are listed below:

1. Wash hands often with water and soap for 20 seconds or longer
2. Dry hand with a clean towel or air dry your hands
3. Cover your mouth with a tissue or sleeve when coughing or sneezing
4. Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
5. Clean and disinfect "high-touch" surfaces often
6. Call before visiting your doctor
7. Practice good hygiene habits
8. Avoid large in-door gatherings
9. Remove candy dishes and limit the sharing of pens and workplace equipment

LMHA will take the following actions during Intermediate Recovery Phase:

1. 75% (105) of staff will return to work utilizing the Social Distancing Protocol.
2. Request residents wear PPE during any meetings with staff. LMHA will provide face coverings and hand sanitizers to residents who come into the office without PPE.
3. Increase the frequency of sanitizing offices and community rooms due to increased activity to 2 times per week.
4. HCV and Property Management Offices will open by appointment only or through the use of Kiosk video technology for annual and interim recertifications, and oral briefings. HCV and Property Management offices may use large drop boxes to collect resident and client documentation.
5. Asset Management will resume responding to regular work orders; however, staff will need to wear PPE (face coverings, gloves and overalls provided by LMHA) and residents may be asked to wear face coverings while staff are in their apartments.

6. Resumption of non-essential business travel on a case-by-case basis.
7. Low Income Public Housing (LIPH) offices and Housing Choice Voucher Office (211 Byrne Road) will open to serve the residents, vendors, and partners; however, to ensure everyone's safety, the number of residents allowed in each office at any point in time will be limited to 2-5 residents depending upon the office size. Residents will be encouraged to wear PPE(face coverings).
8. In-person assistance may resume with the public during Phase 2. Clients and residents will be encouraged to wear PPE (face coverings).
9. All LMHA Playgrounds will remain closed during Phase 2 and residents should not gather on the playgrounds.
10. The Occupancy Department may resume hosting in-person meetings, onboarding classes or client meetings during Phase 2 practicing social distancing and/or utilizing any available technology video conferencing.
11. Low Income Public Housing Clients and Residents may resume coming into the office to drop off paperwork however the number of individuals in the office will be restricted from 2-5 depending upon the office. Property Managers may resume meetings but may also maintain scheduling meetings, as necessary.
12. Resident meetings may resume with LMHA Property Management staff limiting the number of residents during Phase 2 and residents will be encouraged to wear PPE.
13. Resumption of oral briefings for rehouse (unit transfers) for the Housing Choice Voucher Program on as deem appropriate. HUD waivers provide flexibility to continue postponement of the waivers until December 31, 2020. New briefings for the Housing Choice Voucher Program will be held and LMHA will practice social distancing.
14. LMHA will resume walk-ins at our Byrne Road facility limiting the number through the use of a Security Guard.
15. LMHA will evict a non-compliant tenant consistent with the requirements of the CARES Act. LMHA reserves the right to evict a tenant for fraud, safety and security of LMHA properties, and criminal or drug activity.
16. LMHA's Resident Services and Asset Management offices will open to the public with limited access. Face to Face meetings may resume with residents following the Social Distancing Protocol.
17. HCV may resume informal hearings in person using Social Distancing Protocol.
18. Annual inspections will resume during Phase 2. LMHA will continue the following HQS inspections:
 - ✓ Initial inspections of unoccupied units
 - ✓ Abatement Cure inspections
 - ✓ Health & Safety (24-hour) inspections
19. LMHA will develop a communication plan to notify HUD, staff, vendors, community partners and stakeholders of each Phase of Recovery. LMHA will utilize its website, social media and press releases to update all.

Full Recovery – Phase 3: Allow for elimination of new COVID-19 cases within LMHA residents, and significant reduction in new COVID-19 cases within the City of Toledo and Lucas County permitting relaxation of social distancing with 100% of staff returning to work fully optimizing operational productivity and delivery of services to clients and residents. Potential timeline 30 days.

Timeline: Thirty (30) days and/or elimination of new COVID-19 cases at LMHA sites, and significant reduction of COVID-19 cases in the City of Toledo and Lucas County and/or additional state and local declarations.

Triggering Event: Local and/or State declarations and elimination of new COVID-19 cases at LMHA properties, significant reduction in new COVID-19 cases at LMHA sites, City of Toledo, and Lucas County.

LMHA will continue to promote Education and Active Prevention:

Property Management and Resident Services Staff will continue to provide informative and educational materials to our clients and staff. LMHA uses materials recommended by the Ohio Department of Health, the Toledo- Lucas County Health Department and the Centers for Disease Control and Prevention. Some of those recommendations are listed below:

1. Wash hands often with water and soap for 20 seconds or longer
2. Dry hand with a clean towel or air dry your hands
3. Cover your mouth with a tissue or sleeve when coughing or sneezing
4. Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
5. Clean and disinfect “high-touch” surfaces often
6. Call before visiting your doctor
7. Practice good hygiene habits
8. Avoid large in-door gatherings
9. Remove candy dishes and limit the sharing of pens and workplace equipment

LMHA will take the following actions during Full Recovery Phase:

1. 100% of LMHA staff will return to work utilizing Social Distancing Protocol as needed.
2. LMHA may request residents wear PPE during any meetings with staff. LMHA will continue to provide face coverings and hand sanitizer to residents who come into the office without PPE as needed.
3. Maintain the frequency of sanitizing offices and community rooms of two (2) times per week.
4. HCV and Property Management offices will open as normal operations and will continue the use of Kiosk video technology for annual and interim recertifications, and oral briefings as this process should be very efficient.

5. Asset Management will resume responding to regular work orders; however staff will need to wear PPE(face coverings, gloves and overalls provided by LMHA) and residents may be asked to wear face coverings while staff are in their apartments.
6. Resumption of non-essential business travel on a case-by-case basis.
7. LMHA Low Income Public Housing (LIPH) offices and Housing Choice Voucher Office (211 Byrne Road) will open to serve the residents, vendors, and partners, however, to ensure everyone's safety, the number of residents allowed in each office at any point in time will be limited to 2-10 residents depending upon the office size. Residents will be encouraged to use PPE(face coverings).
8. In-person assistance will resume with the public during Phase 3 residents will be requested to wear PPE.
9. All LMHA Playgrounds will open during Phase 3 however signs will be posted for residents to not congregate on the playgrounds.
10. The Occupancy Department may resume hosting in-person meetings, onboarding classes or client meetings during Phase 3 practicing a more relaxed social distancing than Phase 2 and/or utilizing any available technology video conferencing.
11. Low Income Public Housing clients and residents may resume coming into the office to drop off paperwork; however, the number of individuals in the office will be restricted from 2-5 depending upon the office. Property Managers may resume meetings but may also maintain scheduling meetings, as necessary.
12. Resident meetings may resume with LMHA Property Management staff. Staff will encourage residents to wear PPE.
13. LMHA may resume oral briefings for rehouse (unit transfers) for the Housing Choice Voucher Program on as deem appropriate. HUD waivers provide flexibility to continue postponement of the waivers until December 31, 2020. New briefings for the Housing Choice Voucher Program will be held and LMHA will practice social distancing.
14. LMHA will resume walk-ins at our Byrne Road facility limiting the number through the use of a Security Guard.
15. LMHA will evict a non-compliant tenant consistent with the requirements of the CARES Act. LMHA reserves the right to evict a tenant for fraud, safety and security of LMHA properties, and criminal or drug activity.
16. Resident Services and Asset Management offices will open to the public with limited access. Face-to-face meetings may resume with residents following the Social Distancing Protocol.
17. HCV may resume informal hearings in person using Social Distancing Protocol.
18. Annual inspections will resume during Phase 2. LMHA will continue the following HQS inspections:
 - ✓ Initial inspections of unoccupied units
 - ✓ Abatement Cure inspections
 - ✓ Health & Safety (24-hour) inspections

19. LMHA will develop a communication plan to notify HUD, staff, vendors, community partners and stakeholders of each Phase of Recovery. LMHA will utilize its website, social media and press releases to update all.

Linked Documents:

1. LMHA Business Continuity Plan
2. LMHA Action Plan
3. Essential and Non-Essential Staff Schedule
4. Memorandum of Understanding – COVID-19
5. LMHA IT Department COVID-19 Preparedness Plan
6. Short Term Telecommuting Agreement
7. LMHA Teleworker Self-Evaluation
8. Social Distancing Protocol
9. COVID-19 Screening Protocol Form

This is a living document and will be revised as needed