

Rocky Hill Housing Authority  
36 Willow Road  
Rocky Hill, Connecticut 06067  
Telephone: 860-563-7868  
Email: [smoores@rockyhillhousing.org](mailto:smoores@rockyhillhousing.org)

## **Rocky Hill Housing Authority**

### **COVID-19 RESPONSE PLAN**

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The Rocky Hill Housing Authority has created the following COVID-19 Response Plan in accordance with Executive Order No.7X, WHA and NHHA. Effective March 20, 2020

This response plan is intended to identify changes in the operating procedures and the delivery of services to applicants and residents. The Rocky Hill Housing Authority is following the guidelines brought forth by the local, state and federal government to take necessary precautions and implement additional safety measures to allow our agency to sustain daily operations while attempting to decrease the chance for staff, residents and potential applicants of contracting COVID-19

Beginning March 20, 2020, The Executive Director will remain on site, unless she has the capacity to work remotely from home. Business will continue to be conducted by telephone or VIA email during the hours of 7:30 a.m. and 1:30 p.m. All walk-ins will not be accepted and all face to face meetings will not be conducted

Maintenance will remain on site and perform emergency maintenance requests ONLY. All non-emergency maintenance requests will be postponed until May 20, 2020

#### **EMPLOYEES:**

- Appropriate social distancing of six feet and face masks/coverings and/or higher level of protection including disposable gloves will be required for all staff. Taking temperatures daily and reporting any identified symptoms to local health care provider and public health officials when applicable
- Staff should not report to work if they have any symptoms identified by the CDC (100.4 degrees (F) or greater and any other symptoms related) or have been in contact or close contact/proximity with a confirmed person (case) in the last 14 days. Maintenance will report immediately to the Executive Director and the Executive Director will report immediately to the Chairperson of the Board of Commissioners

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**RESIDENTS:** Appropriate social distancing of six feet and face masks/coverings are encouraged on the grounds/community. Any visitors, which include: home care aids, visiting nurses, family and conservators, whom are entering dwelling units should also adhere to safety precautions due to our at-risk population. We ask that tenants limit the number of visitors on site during this time and we are encouraging belongings to be dropped off at front door (if of non-urgent nature) Any tenant/resident who gets diagnosed with COVID-19 must notify The RHHA Executive Director or any other tenant/resident, if contact was made with ED/Maintenance Personnel or any other tenant/resident, so appropriate guidelines are followed regarding quarantine

**ENTERING OCCUPIED UNITS:** Any non-essential / non-emergency business will not be performed in dwelling units and will be rescheduled when RHHA can resume normal daily operations. If Maintenance/Executive Director /outside contractors have to enter dwelling unit, the tenants are required to wear a mask and will be asked if they have a fever or cough. RHHA personnel/outside contractors will follow appropriate safety measures including face masks, gloves and/or Tyvek Suits

**CLEANING and SANITIZATION:** RHHA has increased cleaning and sanitization of both community buildings/laundry rooms/bathrooms and offices by utilizing Covid 19 Diamond Free and Clear Spray. The community buildings have been shut down, other than utilization of the food pantry/laundry facilities. RHHA has limited the occupancy to one (1) person at a time

- The community buildings, offices, bathrooms and laundry rooms are cleaned daily with Diamond Free and Clear Covid-19 Spray including all door knobs, entry ways, light switches and desks. The utilization of Lysol spray daily after persons exit laundry facilities and end of each business day in common areas/offices
- The receipt of mail, rental checks or paperwork from tenants is not to be handled without gloves and disinfectant. No parcels are to enter the buildings unless sanitized
- Once a month the community buildings, offices, bathrooms and laundry rooms are professionally cleaned utilizing Diamond Free and Clear COVID-19 These common spaces are shut down to residents for 24 hours proceeding sanitization
- Two (2) Simonize Touch Free Hand Sanitizing Stations have been installed on the 36 Willow Road Community Building and Two (2) Simonize Touch Free Hand Sanitizing Stations have been installed on the 20 School Street Community Building

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**HOUSING BUSINESS:**

**RENT:** All rental payments are to be mailed or left in drop boxes located at 36 Willow Road office /20 School Street office. The collection of rent will be performed daily between 1<sup>st</sup> and the 11<sup>th</sup> (if 10<sup>th</sup> is on weekend or holiday) of each month, during normal business hours (not be handled without wearing gloves)

**MAINTENANCE REQUESTS:** Entering Occupied units: Any non-essential /non-emergency business will not be performed until May 20, 2020. In the event there is an urgent/emergency request/medical/fire alarm, please see section: Entering Occupied Units. All requests should be called in when applicable

**RE-CERTS:** No appointments will commence during this time except by telephone. Residents/Tenants are being asked to mail in /utilize drop box on 36 Willow Road office for processing. If any questions arise, The Executive Director will contact you via telephone

**SIGNING OF DWELLING LEASES/NEW TENANTS:** The Executive Director and Maintenance Person will go door to door, placing leases in door to sign on May 19 and May 20 (or schedule a private lease signing for new tenants) between the hours of 9:00 am -12:00 pm. We will maintain social distancing while adhering to safety protocols by wearing face masks/gloves. Disposable pens will be provided. After signature is obtained, the dwelling lease will be placed on cart to be sanitized

**INSPECTIONS:** All routine inspections will be postponed until further notice unless an apartment becomes vacant

**COMMUNITY BUILDING/LAUNDRY:** The community buildings have been shut down, other than utilization of the food pantry/laundry facilities. RHHA has limited the occupancy to one (1) person at a time. All donations to be left outside the front door during normal business hours of 7:30 am- 1:30 pm