



Memorandum

From: Charles H. Greenthal Management Corp
Date: March 13, 2020
Re: Advising Residents Regarding COVID-19 in the Building

In response to the WHO's categorization of the COVID-19 outbreak as a pandemic, and President Trump's declaration of a National State of Emergency, we have received a number of requests from residents and board members, regarding what steps Management is prepared to take should we learn that a tenant has tested positive for COVID-19 (Coronavirus)

While maintaining a commitment to HIPPA privacy laws, we believe we have a responsibility to residents and the board, to ensure they are advised that an infected person is on site, without disclosing the name or unit number of the individual.

A Law firm (Holland & Knight) recommends using the following language in any notification you send to the Board or Residents –

"We write to inform you that we received news that a resident may have been exposed to COVID-19. At this point, this is the only information we have, but we wanted to share these details with the residents and staff so that they can exercise the appropriate amount of caution while still providing assistance and services to all residents. We respectfully ask that all residents and staff monitor themselves for signs or symptoms of COVID-19 and self-quarantine, if appropriate.

We have already begun deep cleaning the amenities and other common areas, including the hallways and elevators. If erring on the side of extreme caution, the Board has elected to close all building amenities, we will inform you when the amenities reopen. If amenities are still in operation, we ask that you follow our protocol for usage by ensuring you sanitize your hands before and after use and wipe down any used equipment once you are done.

To ensure the safety of all residents and staff, effective immediately, all staff are being advised not enter the homes of residents. Unless somehow a situation requires it (i.e., the safety or health of a resident), close contact with residents is not encouraged at this time. We would also like residents and staff to avoid congregating at the front door or in the Lobby area to avoid the accidental transmission of COVID-19 or other viruses.

Unless required (e.g., required maintenance or safety and/or health issue in an apartment; helping an infirm resident out of a car and/or assisting someone who may injure themselves otherwise), building staff should not enter the homes of residents and should not enter the six-foot personal space of residents. Packages and other items will be left outside a resident's home after a text, e-mail, knock or doorbell ring informing the resident that they are

delivering said package. **Otherwise, items can be picked up by the resident from _____.** We also ask that residents maintain a proper distance away from each other and engage in “social distancing” in the building.

To balance safety and privacy concerns, if there is a legitimate reason (e.g., that a resident has requested an employee enter their home as noted above or provide very close assistance to a resident), residents will be asked the following questions either via e-mail, text or in person:

- Do you have any symptoms such as a fever, cough and/or shortness of breath?
- Have you been overseas in the last 14 days?
- Have you had contact with a person who has been exposed to COVID-19?

If the answer is yes to any of these questions and there is not a health or safety issue requiring immediate staff assistance, most likely, a staff member will not enter the apartment and may not be able to provide the usual level of personal assistance.

Independent of the issues discussed above, consistent with COVID-19 protocols, we have implemented key controls for the staff. Accordingly, staff will follow the CDC guidelines for disinfecting common areas, doorknobs, handles, elevator buttons, equipment, banisters – multiple times a day. All common areas will remain as sterile and as sanitized as possible. All staff members have been directed to continuously wash their hands, clean their desks and other common areas, and continue to either wear gloves and/or cleanse their hands several times a day. Consistent with these practices, it is likely that you will see and hear cleansing in all common areas, particularly hallways and elevators occurring with increased frequency.

As you know, the safety of our residents and staff is of the utmost importance. That said, as previously mentioned, we are also obligated to respect the privacy of our unit owners/residents as well as the privacy of staff members. Accordingly, to comply with federal, state and local privacy laws, we cannot disclose a resident’s medical condition nor can we disclose an employee’s medical condition or disclose any other information allowing anyone to identify any individual who has been diagnosed with COVID-19 or may have been exposed to COVID-19.

We are closely monitoring the situation, as well as the CDC, NYDOH, WHO and other sources for up to date information on the COVID-19 outbreak – and will actively keep you informed of any new developments or important information.

We ask all of you to exercise restraint and patience during this difficult time.

Please contact us should you have any further questions.

We also strongly recommend that all stay informed by monitoring the following sites:

For **CDC Updates**, go to <http://www.cdc.gov/coronavirus/2019-nCov>

For **NYS Dept. of Health Updates**, go to <https://www.health.ny.gov/diseases/communicable/coronavirus/>
call the **Novel Coronavirus Hotline** at 1-888-364-3065

or

Sign up for the **City’s text notification system**. To receive regular updates on the latest developments in New York City, text COVID to 692-692