



## AMC Property COVID-19 Protocol

March 17, 2020

Dear Team,

The health and safety of you, your families and our residents are our highest priorities. We ask you all to adhere to the guidelines recommended by the CDC, as well as what we have outlined here for you as AMC Protocol. We must all do our part to slow the spread of Coronavirus, remain calm and know that we will get through this together.

- If you are sick, do not come to work
- Social Distance of a minimum 6 feet must always be kept between all staff personnel, residents and prospective VIPs
- Break periods and lunch must be taken separately
- Hands must be washed at least every 45 minutes for 20 seconds
- No handshaking or direct contact with anyone
- Leasing Offices to operate by appointment-only
- Regular Office and Maintenance Hours to Remain
- Packages are not currently being accepted by the leasing office
- Work Orders to be prioritized and completed based on urgency
- When a work order is placed or about to be completed, resident must be asked if anyone in the home has been or is sick. If an individual is sick and is home, kindly ask if they can be in another room while completing work order. Social distance of 6' must be kept at all times.
- Service Teams to wear gloves, masks and booties when entering apartments
- Service Teams to disinfect work area in the apartment before and after the service request is completed
- All service personnel to carry hand sanitizer and/or wipes and use before and after all maintenance work
- Porters to wear gloves always while cleaning
- Common Area Amenity Spaces are closed until further notice
- Laundry Rooms are to remain open and all surfaces need to be cleaned with disinfectant every 2-3 hours during business hours
- All high traffic areas including but not limited to: Handrails, elevator buttons, mailboxes, community access points such as pedestrian gates, leasing office doors, desks, chairs, phones, keyboards, etc. all to be cleaned with disinfectant every 2-3 hours during business hours
- Hand Sanitizer and/or Disinfectant wipes to be placed in Leasing Office and Laundry Rooms as they are and become available
- Maintenance On-Call Phones Must be Answered; Take More Frequent Turns with On-Call Phone
- Office/Manager Cell Phones Must be Answered

Please remember we are a team, let's come together and have each other's backs during this trying time. If you have any concerns or questions regarding COVID-19 please reach out to your Regional Supervisor, Danielle Holloway, Vicki Binford, or Nikki Lizardi. We are here to help you and navigate our team and residents through this pandemic.