



SAN DIEGO
HOUSING
COMMISSION

San Diego Housing Commission COVID-19 Actions Report April 30, 2020

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Introduction

As the novel coronavirus (COVID-19) global pandemic has evolved, the San Diego Housing Commission (SDHC) has taken many actions to maintain stable housing for the low-income households SDHC's programs serve.

SDHC's actions also have provided for the continuing health and well-being of SDHC employees, as they continue to fulfill SDHC's responsibilities to the public and provide essential housing assistance to families, seniors, veterans and additional individuals with low income and/or experiencing homelessness.

This report details SDHC's actions, including precautions, planning and preparation that began before San Diego Mayor Kevin L. Faulconer declared a local State of Emergency in the City of San Diego on March 12, 2020, and before the County of San Diego Public Health Services Department issued an order on March 16, 2020, which stated in part, "All businesses shall enact social distancing, increased sanitation standards, and shall make every effort to use telecommuting for its workforce."

This advance planning and preparation also enabled SDHC to implement swift action as circumstances changed quickly, including Governor Gavin Newsom's executive order of March 19, 2020, directing all Californians to stay home, but allowing essential functions to continue.

SDHC continues to closely monitor COVID-19 developments and determine whether additional actions may be necessary, including extensions of existing precautions, to help prevent the spread of COVID-19.

This report will be updated, as needed, to reflect additional SDHC actions related to COVID-19.



SDHC Program Participants

Landlords Urged to Rent to San Diegans Experiencing Homelessness

April 21, 2020: San Diego Mayor Kevin L. Faulconer, SDHC President & CEO Richard C. Gentry and landlord David Antczak encouraged San Diego landlords to join SDHC's Landlord Engagement and Assistance Program (LEAP) and rent units through "Operation Shelter to Home" to San Diegans experiencing homelessness.

With rental homes that already exist in the market, landlords provide the best opportunity to quickly move individuals and families out of shelters and into a home of their own.

This program also provides a unique opportunity for landlords to receive financial incentives while they may be experiencing economic challenges of their own due to COVID-19.

As of **April 29, 2020**, 29 landlords had contacted SDHC about LEAP since the announcement.

Permanent Supportive Housing Exceptions Policy

April 16, 2020: SDHC implemented the following exceptions for permanent supportive housing for San Diegans who experienced homelessness:

- Waive requirement of in-person tenant briefings. They may be completed by teleconference or webinar.
- Suspend the requirement of tenant briefing *before* issuance of voucher or move-in for applicants who are unable to timely access webinar/teleconference briefings.
- Suspend the requirement for "wet" signatures on eligibility and leasing documents for permanent supportive housing. Participants may sign documents electronically or have a service provider sign on their behalf if they do not have the technology to sign electronically.
- Temporarily waive the requirement to view the original Social Security Number (SSN) Verification document and Picture ID. Copies will be accepted.
- Revise the existing requirements to submit eligibility documents.
- Utilize SDHC's Alternative Housing Quality Standards Inspections Policy, implemented on March 16, 2020, for SDHC's Rental Assistance program.



Legislative Advocacy – Support for Additional Federal Funding

April 8, 2020: SDHC sent a letter to California's two U.S. Senators and the San Diego congressional delegation, urging them to support substantial additional funding for public housing authorities, including SDHC, that provide essential assistance to families with low income and/or experiencing homelessness.

SDHC joined the Council of Large Public Housing Authorities, National Association of Housing and Redevelopment Officials, Public Housing Authorities Directors Association, and the Moving to Work Collaborative in thanking Congress for the nearly \$3 billion for housing assistance through the CARES Act; however, this emergency funding amount was insufficient to meet the needs of public authorities due to COVID-19.

Security Deposit Loan Program Deferred Payments

April 1, 2020: Section 8 Housing Choice Voucher rental assistance households who have received Security Deposit Loan assistance from SDHC (no-interest security deposit loans up to the payment standards for the area for their voucher size) receive the following assistance through June 30, 2020:

- Payments suspended (will resume in July 2020)
- Past due notices suspended (will resume in July 2020)
- Changed terms for new loans signed between April 1 and June 30:
 - 30-month loan term instead of 24 months, which will lower the payment amount
 - Automatic 90-day deferral for initial payment (90 days start when promissory note is signed)

Hardship Policies and Programs

March 30, 2020: SDHC implemented [new policies and programs](#) to assist families in SDHC's programs who are experiencing financial hardships related to COVID-19:

- SDHC's federal rental assistance program is utilizing revised criteria for families currently in the program to report decreases in income due to COVID-19, which may enable SDHC to temporarily provide a higher amount of rental assistance to these households.
- SDHC will not terminate anyone from the federal rental assistance program, unless they engage in violent or criminal behavior or pose a threat to the safety of others in their neighborhood.
- Residents at SDHC's affordable rental housing properties who do not currently receive federal rental assistance can receive rent relief through a new hardship program. All or part of the rent will be forgiven for up to four months for eligible households.



These policies and programs are subject to change, including potential extensions, as the COVID-19 situation unfolds in the City of San Diego.

SDHC emailed details of these policies and programs to stakeholders, including the offices of California's U.S. Senators, San Diego's U.S. Representatives, California State Senators and Assemblymembers from San Diego, Mayor Kevin L. Faulconer, City Council President Georgette Gómez, all City Councilmembers and members of the SDHC Board of Commissioners.

To further raise awareness of these policies and programs, SDHC updated the [COVID-19 page](#) on SDHC's website on **March 31, 2020**, to include information and a hyperlink to the policies and programs.

In addition, on **April 1, 2020**, SDHC created a flyer about the new policies and programs, which was emailed to rental assistance households and residents of properties SDHC owns and/or manages—a total of more than 8,900 households. SDHC also printed copies of this flyer for distribution to SDHC residents for whom SDHC does not have an email address.

City of San Diego Temporary Moratorium on Evictions

March 26, 2020: SDHC worked with the office of City Council President Georgette Gómez to create a web page with important information about the temporary moratorium on evictions that the City Council adopted on **March 25, 2020**, with an emergency ordinance—www.sdhc.org/evictionban

SDHC also worked with Council President Gómez's office on Frequently Asked Questions about the eviction moratorium and a sample letter for residents to provide to their landlords, both of which were added to SDHC's website on **March 30, 2020**—in both English- and Spanish-language translations.

Council President Gómez issued a [news release](#) about the new web page and spoke about the eviction moratorium and the web page in an [interview on KUSI](#) on **March 31, 2020**.

Coordinated Approach to Help Prevent Spread of COVID-19 among the Homeless Population

March 23, 2020: SDHC joined Mayor Kevin L. Faulconer, County Supervisor Nathan Fletcher, California State Senate President pro Tempore Toni Atkins, California State Assemblymember Todd Gloria, Regional Task Force on the Homeless CEO Tamera Kohler and San Diego Convention Center President & CEO Clifford "Rip" Rippetoe and homeless service provider partners to announce plans for a system-wide coordinated approach to further help sheltered and unsheltered individuals remain healthy during the global pandemic. The plans include opening larger areas of Golden Hall and parts of the



Convention Center in phases for individuals experiencing homelessness. The plan will create more space to serve people experiencing homelessness and allow for adequate physical distancing within current shelter facilities. Individuals experiencing homelessness began moving into the Convention Center on **April 1, 2020**.

As the administrator of the City's homeless shelters and services programs, SDHC worked with the City, County, RTFH and partner agencies and organizations to support the implementation of the Convention Center shelter and will provide staff on-site daily at the Convention Center to address questions, coordinate services, build relationships and identify solutions, as needed.

Effective **April 6, 2020**, staff from the Homelessness Prevention & Diversion Program and Landlord Engagement and Assistance Program (LEAP), both part of HOUSING FIRST – SAN DIEGO, SDHC's homelessness action plan, will be on-site Monday through Friday at the Convention Center to assist residents and providers with Housing Navigation and accessing current Coordinated Entry System housing resources through the RTFH. SDHC's Homeless Housing Innovations Division leadership is also partnering with RTFH to implement an Exit Strategy Resource team dedicated to tracking and acquiring funding resources anticipated from the state and federal levels, that can support new initiatives and scale up current successful programs, as well as developing policy recommendations for regulatory waivers or exemptions to certain restrictions on federal- and state-regulated funding sources to allow broader flexibility, streamline current processes, and develop innovative housing interventions and subsidy supports to transition shelter residents into housing more quickly.

On **April 16, 2020**, the process of testing all shelter residents, staff and volunteers at the Convention Center began as a preemptive, preventive effort to identify those who may be infected with the novel coronavirus that causes COVID-19 but show little to no symptoms.

SDHC Notices to Contract Vendors

March 20, 2020: SDHC sent notices to all vendors contracting with the agency to perform work at SDHC's properties, informing them that they are required to wear and utilize personal protective equipment (PPE) when performing services on the interior of any property owned and/or operated by SDHC. PPE includes a protective face mask, gloves, and protective foot coverings. SDHC also informed contract vendors working on the exterior of SDHC properties that they are expected to practice social distancing and wear PPE where appropriate.

March 19, 2020: SDHC sent notices to all vendors contracting with the agency to perform work at SDHC's properties, informing them that SDHC is taking precautions to safeguard the health and welfare of anyone at SDHC's properties; requesting that they take all necessary precautions, including practicing social distancing; and strongly recommending that they following guidance from the U.S. Centers for Disease Control and Prevention, California Department of Public Health, California Division of



Occupational Safety and Health (Cal/OSHA), and the federal Occupational Safety and Health Administration (OSHA) related to COVID-19.

SDHC Temporary Moratorium on Evictions

March 18, 2020: SDHC implemented a temporary moratorium on evictions for the 3,732 affordable rental housing units owned or managed by SDHC, including its nonprofit affiliate, Housing Development Partners (HDP), due to nonpayment of rent because of financial effects of COVID-19.

SDHC's temporary moratorium will remain in effect until the end of the City of San Diego's temporary ban on evictions related to COVID-19.

Social Distancing – Service by Telephone or Email

March 17, 2020: SDHC took the following actions to inform the public that SDHC's offices were closed to the public, but that SDHC staff continued to assist SDHC's customers by phone or email:

- Posted signs at SDHC headquarters, 1122 Broadway, San Diego, 92101, and at leasing offices at SDHC's properties
- Sent mass emails to program participants: More than 8,500 Section 8 Housing Choice Voucher households; more than 4,300 landlords who rent to Section 8 Housing Choice Voucher households or property owners and landlords with properties that SDHC monitors for compliance with affordability restrictions; more than 540 SDHC and HDP residents; more than 100 landlords who rent to Homeless Housing Innovations Division (HHID) program participants; and more than 260 HHID program participants.
- Updated the "Business Operations" text on SDHC's coronavirus web page on SDHC's website, <https://www.sdhc.org/about-us/coronavirus-covid-19/>

March 16, 2020:

- SDHC implemented an alternative Housing Quality Standards (HQS) Inspections protocol to protect the agency's staff and help to prevent the spread of COVID-19. SDHC ceased to conduct non-emergency physical unit HQS inspections until the COVID-19 public health emergency ends. Both the landlord and participant will be required to self-certify the condition of the unit with SDHC. Units that do not report an HQS failed inspection item on the self-certification form will pass HQS inspection. If the self-certification form indicates the presence of any health and safety issues, SDHC will conduct a physical inspection, taking precautions to avoid the potential spread of illness to other households.
- SDHC emailed letters and COVID-19 informational flyers to more than 540 property owners and landlords with properties SDHC monitors for compliance with affordability restrictions. The letters advised these property owners and



landlords to conduct business with SDHC as much as possible by phone, email or through SDHC's website.

- SDHC printed copies of letters and COVID-19 informational flyers for distribution to the households residing in all 3,732 affordable rental housing units owned or managed by SDHC or HDP, advising them to conduct business with SDHC as much as possible by phone, email or through SDHC's website..

March 12, 2020: SDHC emailed letters and COVID-19 informational flyers to more than 8,500 Section 8 Housing Choice Voucher households; more than 3,900 landlords who rent to Section 8 Housing Choice Voucher households; and more than 540 SDHC and HDP residents for whom SDHC had email addresses, advising them to conduct business with SDHC as much as possible by phone, email or through SDHC's website.

City of San Diego Homeless Shelters and Services Programs

March 10, 2020 and Ongoing:

- SDHC began sending out regular updates to homeless shelters and service providers on ongoing activities of the Regional Task Force on the Homeless (RTFH), SDHC, the City of San Diego and County of San Diego to mitigate the spread of COVID-19 among homeless shelters and services programs and unsheltered populations, including providing updated guidance as it is released from the Centers for Disease Control and Prevention (CDC), the U.S. Interagency Council on Homelessness and the County of San Diego related to serving persons experiencing homelessness.
- SDHC began tracking stock levels of critical cleaning supplies and Personal Protective Equipment (PPE) at all SDHC/City of San Diego contracted homeless shelters and services programs. SDHC began assisting with procuring needed cleaning and PPE supplies to ensure providers could effectively clean and sanitize program spaces in alignment with guidance from the County of San Diego and CDC.

March 9, 2020:

- SDHC, the City of San Diego (City), the Regional Task Force on the Homeless (RTFH) and the County of San Diego (County) held in-person meetings with the leadership of the main City-funded shelter programs. These meetings included information and guidance from the County, as well as operational reviews of current policies and practices and information on guidelines for cleaning and sanitation activities.
- Shelters were also instructed to review their stock of current supplies. SDHC and the City have been supporting them in additional bulk orders of relevant supplies. (Shelters already have high levels of ongoing cleaning and sanitation schedules, but shelters are still required to review their current practices and cleaning supply types and compare them to the HUD and CDC guidance).
- Shelters were instructed to identify essential vs. non-essential functions and prepare backup staffing schedules that ensure staff and resident health and



safety, while also accommodating for reduced workforce if persons have to stay home to take care of others or are impacted by closures. Shelters also were instructed to develop modified feeding practices/schedules in case disruptions or reductions of current food handling-certified staff occur.

- The City print shop started creating bundles of posters and flyers for providers for posting through facilities and delivered material on an ongoing basis to providers throughout the week.
- Communication trees were created between providers, SDHC, the City, the County and RTFH, and shelter leadership were encouraged to ensure redundancy is in place at leadership and program management levels (as SDHC has done) in regard to communication and knowledge sharing, in case leadership workforce reduction occurred.

March 9 – 13: SDHC began providing information to the City-funded shelter programs regarding guidance from the U.S. Department of Housing and Urban Development (HUD) and Centers for Disease Control and Prevention (CDC) on mitigating the spread of infectious disease in congregate living facilities/shelters and among the unsheltered population.

COVID-19 Information Distribution

March 10, 2020:

- SDHC created a flyer based on information provided by the Centers for Disease Control and Prevention (CDC) and the County of San Diego Public Health Services Department that was printed and distributed to residents of the 3,732 affordable rental housing units owned or managed by SDHC or its nonprofit affiliate, HDP. This flyer also was included with letters SDHC distributed on **March 12, 2020**, to program participants, advising them to conduct their business with SDHC as much as possible by phone, email or through SDHC's website.
- SDHC created and launched an informational page on its website to provide the public with information and updates about COVID-19: www.sdhc.org/about-us/coronavirus-covid-19



SDHC Employees

Updated “Pay In-Lieu of Annual Leave” Policy

April 29, 2020: SDHC announced on its intranet site that the agency is temporarily updating its “Pay in Lieu of Annual Leave” policy to allow employees to obtain payment this fiscal year for a larger number of hours of their accrued annual leave time.

Within Fiscal Year 2020, which ends on June 30, 2020, SDHC is doubling the number of hours for which an employee may submit a request for payment in lieu of annual leave. Employees may submit up to a total of three requests within Fiscal Year 2020.

Compensation Benefits for Employees During COVID-19 Pandemic

April 14, 2020: SDHC announced on its intranet site that the agency implemented temporary compensation benefits for employees:

- Pay differentials for employees whose job responsibilities require them to report to SDHC’s offices at 1122 Broadway, another SDHC facility, or an assignment in the field.
- A monthly stipend for employees who are telecommuting to help defray business-related expenses, such as internet provider fees, usage and maintenance of personal equipment, and cell phone expenses.
- Employees who have used all of their paid time off (PTO) but need additional time off because of COVID-19 may use future PTO that has not yet been earned.

Gym Membership Payroll Deductions Suspended

April 3, 2020: SDHC announced through its intranet that for employees who have the cost of gym memberships through SDHC’s wellness program deducted from their paycheck, these deductions will be suspended until further notice.

Families First Coronavirus Response Act Information and Parking Deductions Suspended

April 1, 2020:

- SDHC announced through its intranet that important information about the Families First Coronavirus Response Act (FFCRA) and its related emergency benefits has been added to SDHC’s “COVID-19 Resources” page on the intranet and provided a hyperlink and contact information for employees who have questions.



- SDHC announced through its intranet that for employees who have the cost of parking deducted from their paycheck, these deductions will be suspended until further notice.

Employees Work From Home Unless Designated as “Critical”

March 20, 2020: SDHC informed employees through the agency’s intranet site, a mass-notification text message system, and the password-protected employee web page www.sdhc.org/employees that all employees are expected to continue to work from home until further notice, except for employees specifically identified by the Senior Leadership Team as critical to the continuity of SDHC’s operations and services. Supervisors informed staff if they were determined to be “critical” (this list is subject to change).

“Critical” SDHC employees are allowed to report to SDHC’s offices and/or field operations to perform essential job responsibilities pursuant to work plans and schedules coordinated with and approved by their supervisors. During times when “critical” employees may be in the office, they are required to practice social distancing—maintaining a distance of at least 6 feet apart.

California Governor Gavin Newsom had issued an executive order late on **March 19, 2020**, instructing Californians to stay home, but allowing specified functions to continue.

All Employees Informed to Stay Home, Per Governor’s Executive Order

March 19, 2020:

- SDHC informed employees through a mass-notification text message system in the evening that all SDHC employees are required to stay at home on Friday, **March 20, 2020**, because California Governor Gavin Newsom announced that evening a “shelter in place” order that applies to the entire state in response to COVID-19. This information also was posted on SDHC’s password-protected employee web page, www.sdhc.org/employees. SDHC employees were informed that additional instructions would be provided over the weekend, with updates posted on the password-protected employee web page www.sdhc.org/employees
- SDHC ordered hazardous materials suits to help protect inspectors and maintenance technicians who may need to perform emergency repairs or inspections at rental housing units. SDHC received 250 of these suits on **March 23, 2020**, and 55 suits on **March 24, 2020**.



SDHC Offices Closed to the Public and Additional SDHC Actions Announced

March 17, 2020: SDHC sent an announcement through SDHC's intranet, as well as a text message to all employees with a link to a password-protected web page for employees, that provided them with the following information.

- SDHC's offices are now closed to the public, but staff continue to serve customers by phone or email.
- Effective no later than 6 p.m. Tuesday, **March 17, through April 6, 2020**, all SDHC employees who want to work from home may do so, unless the Senior Vice President or Vice President for their department has identified them as "essential" employees with job responsibilities that are required to be performed in the office.
- Employees who work from home will receive work plans from their managers by the close of business on **March 17, 2020**, and may be required to return to the office to pick up and drop off work files at least two times per week, with staggered schedules.
- Employees who continue to report to the office for work will be distributed throughout the building. Desks or offices of those working remotely may be used to achieve the optimal social distancing in the office.
- All staff not currently set up for working from home will continue to be paid if they are on stand-by for a call from the Information Technology (IT) Department to be set up for secure remote access to SDHC's computer system.
- Inspectors and maintenance technicians will be provided alternative work assignments; however, they will need to remain available to respond to calls for emergency inspections and/or repairs. All available protections will be provided. Effective on **March 18, 2020**, SDHC contracted with vendors with personal protective equipment to perform critical inspections and repairs and reassigned SDHC maintenance technicians to alternative work assignments.
- If employees wish to continue to come into the office, they may do so, and should notify their supervisor by close of business **March 17, 2020**.

Employees Begin to Work from Home and Additional SDHC Actions Announced

March 16, 2020: SDHC sent an announcement through SDHC's intranet, as well as a mass-notification text message system, with a link to a password-protected web page for employees, that provided them with the following information.

- Effective immediately, SDHC employees who are currently equipped to work from home and are able to perform their job responsibilities from home are welcome to do so.
- The Information Technology Department (IT) continues to work with those who are not yet equipped to work from home to provide secure remote access necessary to enable telecommuting.



- SDHC is only conducting vital Housing Quality Standards (HQS) inspections. Effective Wednesday, **March 18, 2020**, all inspections will cease unless they are for units for which life-threatening, safety or health violations have been reported.
- Effective Wednesday, **March 18, 2020**, maintenance technicians will perform only vital inspections and emergency work orders. Non-emergency work orders will be suspended.
- Four hundred individual-sized hand sanitizer bottles have arrived at SDHC and will be distributed to each field staff member and at SDHC Hub offices. Additional hand sanitizers and disinfecting wipes have been ordered and are expected to arrive later this week; however, supplies are limited.
- SDHC will validate parking for employees who normally take public transportation to and from work and have decided to drive their personal vehicles for social distancing during the coronavirus (COVID-19) situation. Please contact HR at hr@sdhc.org for parking validation.

‘High Risk’ Employees to Work from Home and Additional SDHC Actions Announced

March 15, 2020: SDHC sent a message to all employees through a mass-notification text message system with a link to a password-protected web page for employees that informed them of the following.

- Employees who are “high risk” as defined by the Centers for Disease Control and Prevention are not expected to report to work on Monday, **March 16, 2020**. These employees will work from home, if they have the necessary technical equipment to do so. These employees who are not yet technically equipped to work from home have the options to utilize paid time off (PTO), be prepared to work from home and available to receive a call from IT to assist them with secure remote access to SDHC’s system, or report to work as usual.
- Employees who are affected by school closures will work from home, if they have the necessary technical equipment to do so. Those who are not yet equipped with the resources to work from home will need to report to work as scheduled on Monday, **March 16, 2020**, or use paid time off (PTO) until the Information Technology (IT) Department is able to provide them with secure access to SDHC’s computer system and their department is able to provide telecommuting responsibilities.
- All employees who are NOT “high risk” and are NOT affected by school closures are expected to report to work as usual on Monday, **March 16, 2020**.
- SDHC’s temporary Remote Work Policy was shared with employees.



Employee Web Page and Mass-Notification System Launched and Additional SDHC Actions Announced

March 14, 2020: SDHC created a password-protected web page for employees and sent a message to all employees through a mass-notification text message system with a link to this new web page that informed them of the following.

- Request to inform the Senior Vice President or Vice President for their department by noon on **March 15, 2020**, whether or not the employee is at higher risk for COVID-19, as defined by the Centers for Disease Control and Prevention, whether or not the employee is affected by school closures, and how long the employee would need to be absent due to school closures.
- Request to inform the Senior Vice President or Vice President for their department what available resources they have for telecommuting, if that were determined feasible for the employee's job responsibilities (home high-speed internet, personal computer, SDHC laptop, etc.)
- SDHC would make every effort possible to accommodate staff requests to telecommute. Priority would be given first to those who are in a "higher risk" population, as defined by the CDC, followed by individuals with children living in their home who are out of school and for whom alternative childcare arrangements are not available.
- Telecommuting cannot be guaranteed, as some job responsibilities cannot be carried out remotely.
- Beginning on Monday, **March 16, 2020**, employees who choose to or need to stay home may use their PTO until arrangements can be made for them to work from home, if telecommuting is feasible for their job responsibilities.
- Email addresses for the Executive Vice President & Chief of Staff, all Senior Vice Presidents, and the Vice Presidents for Human Resources, Procurement & Compliance, and Communications & Government Relations were provided.

Public Access to SDHC's Offices Limited and Additional SDHC Actions Announced

March 12, 2020: SDHC announced on its intranet that effective on Monday, **March 16, 2020**, meetings with members of the public who visit SDHC's offices at 1122 Broadway will be limited to phone or email.

- Signs will be posted in the first-floor lobby and third-floor lobby, informing visitors that they will need to call or email SDHC staff, unless they have a previously scheduled appointment.
- Additional phone lines will be installed in the first-floor and third-floor lobbies to facilitate telephone communications with walk-in customers.
- Security will be informed to notify walk-in visitors that they will not be able to meet in-person with staff unless they have a previously scheduled appointment.
- All non-essential meetings, including off-site meetings, will be conducted by phone or email instead of face-to-face. Supervisors, managers and directors will determine which meetings are essential or non-essential.



- Residents at properties owned or managed by SDHC or its nonprofit affiliate, Housing Development Partners (HDP), will also be advised to call or email the leasing office instead of meeting with staff face-to-face. Signs will be posted at the leasing offices.
- Although SDHC maintenance work at residential properties and inspections will need to continue, SDHC will take additional precautions for maintenance technicians and inspectors. Staff will ask residents in advance of maintenance work or inspections if the residents have recently experienced flu-like symptoms or traveled internationally. If so, the inspection or maintenance work will be rescheduled. For situations involving emergency maintenance that cannot be rescheduled, gloves and hand sanitizers will be provided to staff, who are encouraged to wash their hands frequently and after each visit for at least 20 seconds or use hand sanitizer.
- SDHC's telecommuting pilot program, originally announced on **March 10, 2020**, will begin no later than **Wednesday, March 18, 2020**. Supervisors will inform staff who have been identified to participate in this pilot program, which will involve working from home one day, returning to the office the following day to address any technical issues, and then working from home again the next day. This pilot program was developed to evaluate the potential impact of telecommuting on employees and the agency's essential operations. This program would allow a small percentage of employees from multiple departments and with a variety of job responsibilities and computer skills to work from home on a trial basis for a short period of time. In accordance with CDC guidance for businesses and employees, SDHC is preparing for the possibility that some staff may work from home, if necessary and feasible, in accordance with SDHC's policies.

SDHC Business Travel Discontinued and Additional SDHC Actions Announced

March 10, 2020: SDHC announced the following information through its intranet.

- Until further notice, no further SDHC business travel will be authorized, and all previous authorizations for pending travel are rescinded.
- SDHC employees who personally travel internationally during their time off from work have been asked to review the travel information from the CDC – <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html> – and inform their supervisor about the geographic areas to which they traveled and whether they have developed symptoms of respiratory illness.
- SDHC will be implementing a mass notification system to provide pertinent, appropriate instructions and information to all employees by telephone call and/or text message.
- SDHC is preparing for the possibility that some staff may work from home, if necessary and feasible, in accordance with SDHC's policies.
- A process is being developed to call clients scheduled for maintenance work, inspections, home visits, etc., prior to an SDHC staff visit. This call would



determine if anyone in the household is ill or has recently traveled to an impacted area.

Preliminary Precautionary Actions

March 3, 2020: SDHC announced through its intranet several precautionary actions, with progress occurring in the subsequent days, as indicated below.

- Hand sanitizer stations have been placed and disinfecting wipes have been distributed to locations throughout SDHC's offices at 1122 Broadway, San Diego, 92101, as well as SDHC offices off-site for properties owned or managed by SDHC and its nonprofit affiliate, Housing Development Partners.
- SDHC's janitorial services contractor is using heightened cleaning protocols, as recommended by the Centers for Disease Control and Prevention (CDC) in common areas and surfaces throughout SDHC's offices, including elevator buttons, door handles and faucets.
- SDHC has installed hands-free door openers on all restroom doors, including employee restrooms, where possible. (These hands-free door openers are not feasible on automatic doors in the building.)
- Disposable gloves and pocket-size hand sanitizer dispensers have been distributed to inspectors, maintenance technicians and SDHC staff who perform home visits in the course of their job responsibilities.
- SDHC continues to encourage employees who are ill to stay home.
- SDHC employees also are encouraged to wash their hands often with soap and water for at least 20 seconds or to use hand sanitizer with at least 60 percent alcohol if soap and water are not available.