



MEMORANDUM

To: All Residents
From: Douglas Elliman Property Management
Date: March 27, 2020
Re: Revised Building Protocols to Comply with Governor Cuomo's Executive Order

Revised Protocols to Comply with the Governor's Executive Order

The Governor's order mandates that employers must implement rules that help their essential employees maintain social distancing of at least six feet during the performance of their job duties. Many of the tasks performed by building service workers require them to come within six feet of other individuals, and therefore protocols must be modified to meet these new health and safety requirements.

The following recommendations on social distancing are in addition to following the CDC's guidance on sneezing and coughing protocols, handwashing, sanitizing, and cleaning of commonly touched surfaces and employees using personal protective equipment, such as gloves and face masks, as appropriate. All new protocols must be shared with residents so they can abide by the procedures and remain at least six feet away from each other as well as all building staff.

Doorpersons:

- If the building is equipped with automatic door buttons, doorpersons should be instructed to use those buttons to open the doors to the building. Doorpersons should not personally open and close doors for those entering and leaving the building.
- If the building is not equipped with automatic door buttons, consider the following options:

o Doors may be propped open using door stoppers, weather and other conditions permitting. Doorpersons should maintain watch of the door and greet those entering and leaving the building from an appropriate distance.

o When an individual is entering or leaving the building, the individual must stand behind a line while the doorperson props open the door. Once the door is open, the doorperson must step back for the person to proceed through the door. After the individual has left, the doorperson can return to the door to close it.

o If doors cannot be propped open, doorpersons should be instructed to open and close doors using a tool with grabbing capabilities.

o Instruct doorpersons not to assist with opening or closing doors. Instead, doorpersons should sanitize the handles to the doors after any individual uses the door or as soon as reasonably practicable after individuals use the door.

- Stay at least six feet away from residents, visitors, delivery persons, and others that enter or exit the building.
- If doorpersons also handle packages or deliveries for residents, then the recommendations for package attendants (below) also apply to doorpersons.

Package Attendants:

- Residents should be discouraged from picking up packages directly from a package attendant. If the resources are available, building staff should coordinate package drop-offs with residents and leave packages outside residents' apartments. If employees drop off packages outside a resident's apartment, employees should drop the package outside the apartment door, ring the doorbell, and walk away. Residents should be directed to wait at least five seconds before opening the door and retrieving the package. Alerts can be sent to residents as soon as packages are delivered, and confirmation of receipt should be sent electronically.

- If the first option is not feasible, residents should be required to stand at least six feet away from the package attendant counter while requesting their packages. The spot where a resident should stand when requesting a package should be designated (e.g. by placing a sign on the ground). When a package is placed on the counter, the package attendant should step at least six feet away from the designated package pick up area before the resident approaches the counter for the package and wait until the resident leaves to return to the counter.

Concierge:

- All individuals should be required to stand at least six feet away from the concierge desk. The spot where an individual should stand should be designated. If the individual must approach the desk, the concierge should step at least six feet away from the desk before the individual approaches the desk and wait until the individual leaves to return to the desk.

Porters:

- Porters should work at least six feet away from co-workers, residents, and any other individuals.

Elevator Operators:

- Tape or other designations should be placed on the floor around the elevator operator indicating the area around the elevator operator in which other individuals may not stand. If an elevator is not large enough to accommodate such restrictions, rules should be implemented restricting the number of people allowed in an elevator at any time.

Repairs in Residences:

- Workers should only be required to enter a residence in the case of an emergency, such as a gas or water leak.
- If workers must enter a residence during this time, encourage workers to always maintain a distance of at least six feet from all individuals in the residence. Workers should be provided with face masks and gloves and must wear the face masks and gloves while performing work in the residence.
- Workers reporting to a residence should knock on the door and step away from the doorway. If the resident opens the door, the worker should request that the resident step back. Then, or if the resident responds through the door, the workers should announce themselves, receive the necessary information from the resident and then ask the resident to back away from the door at least six feet. The worker should then enter the residence and be alert to the resident approaching. The worker should politely remind the resident to maintain as much distance as possible, but no less than six feet of distance. The worker should leave the residence as soon as possible.

The rules should be distributed to the staff, the applicable union(s), and the residents. A notice on the building entrances requesting that people respect the Governor's and building's six-foot social distancing rule for the health and safety of everyone would be prudent.

Thank you for your cooperation in these difficult times. Please contact your resident manager or DEPM Account Executive for additional information or questions. We look forward to a return to normal in the future and extend our best wishes to all our residents to stay safe and healthy throughout this unsettling situation.