Paul Rhodes, a National Maintenance and Safety Instructor, shared the following operational tips for service workers:

- set a clear emergency maintenance policy:
  - consider “fire, flood, and blood” requests only
- new gloves at every apartment
  - put new gloves on in front of residents to show that workers are preventing the spread of germs from apartment to apartment
  - follow proper donning/doffing procedure
- clean up work area/stay clean
  - WHO has said that using gloves is not a perfect system.
  - Washing your hands is more important than wearing gloves and hand sanitizer
- stay home if sick

**cross-training critical functions**

- office train maintenance
  - important info on a lease document
    - lock out procedures
  - important information for a message
    - name and contact information
    - time and date
    - details count
  - standards and practices
  - update contact info
- maintenance train office
  - where cut off valves are located
    - how they work
  - reset
    - breaker
    - GFCI
    - garbage disposal
NAA Micro Webinar Notes: Maintenance Requests During COVID-19

- common service request responses
- update contact info

- make sure all employees have updated and correct contact info!

**PPE for maintenance**

- washing hands is the most important thing to prevent the spread!!! do it regularly
- gloves should be used: new pair for each apartment and task
  - order more before you run out
- masks should not be used unless someone is a caregiver or you are infected or worried that you may be infected (CDC and WHO recommendation)
- shoe covers
  - wear them if applicable: don't put them on if standing on a ladder or slippery surface

**considerations for all services requests:**

- can this be resolved over the phone? can i coach the resident through a self-repair?
- suspend all non-essential repairs
- children home during the day means: BEWARE (kids will be around, be aware of safety and extra hazards from tools)
- be extra clean, wipe down as you leave
- reassurance and communication
- be aware that you may be working in someone's "office"
- smile! you may be the only person that resident has seen in a while.