***ZENITH TERRACE***

***COMMUNITY PREPAREDNESS PLAN***

In an effort to assist our customers and residents at Zenith Terrace, we will ensure the following safety protocols are adhered in our offices as per CDC and MN COVID-19 safety recommendations:

**ENCOURAGE CONTACTLESS PAYMENTS**

We encourage our residents and customers to use our website for online payments, mail their check or drop off their payments in our drop box locations outside of the office. If necessary, payments may be dropped off at our front desk basket within the office space.

**SOCIAL DISTANCING**

We require if it is necessary to step into the ZT office to use safe social distancing of **6 feet per customer** or employee to discourage the spread of the COVID-19 virus. If more than 2 customers are waiting within the office space for service, we request they step outside and await until a resident has finished their business and leaves the office.

**HYGIENE AND OFFICE CLEANLINESS**

Our office space and bathrooms will be cleaned and sanitized regularly throughout the day to maintain a safe and hygienic space for our customers and residents. This includes all hard surfaces equipment and door handles. We encourage our employees to wash their hand regularly. Hand sanitizer will be available on the front desk area for all employees and customers. Facial tissues are available and encouraged in our office space to cover their nose and mouth. We discourage any sharing of pens, tools, or equipment.

**FACE COVERINGS**

We encourage the use of face masks when entering our ZT office space area and limit their time within our space. If our employees are required to complete necessary maintenance tasks within a rental home, proper face masks are required for their safety.

**HIGH RISK AND SICK CUSTOMERS**

We recommend our customers self-check their health and if they are “high risk” or sick, we ask that they do not enter our office and use contactless methods available such as phone, email or mail to reach out to our property management team to resolve or answer any questions. Appointments are required for limited face to face gatherings with our property manager.

**COMMUNITY ROOM / LARGE GATHERINGS**

At this time, our community room is not available for social functions or gatherings of more than 10 people. We will continue to reassess the safety guidelines as noted by MN Governor Walz and adjust as possible for future functions.

***Our management staff will continue to share our safety protocols with customers and staff.***

***Together we can be safe during this COVID-19 crisis.***

*Contact us: (218) 628-2259 Email:* *Office@zenithterrace.com* *www Zenithterrace.com*

**Zenith Terrace**

**Safety Guidelines for Employees**

During this COVID-19 pandemic, we want our management staff and all workers to be safe and healthy.

**SAFETY MEASURES**

We ask that all employees wash their hands regularly, use hand sanitizer and keep safe social distancing between other employees and residents. If they wish to wear masks, they are encouraged to do so.

Continuous sanitizing and cleaning of the office space such as all hard surfaces, equipment, bathrooms and entrance doors must be completed to keep our office spaces clean from the virus.

When assisting a rental customer with a required maintenance task inside their rental home, we ask that you use proper safety measures including wearing masks and adhere to social distancing from the resident. If the situation is not mandatory and the resident seems to be sick or “high risk”, we recommend future appointments be made.

**SICK WORKERS STAY HOME**

We recommend our employees self-check their health and if they are showing symptoms of COVID-19 virus, the employee will be sent home immediately, asked to isolate and get tested for the virus at their local hospital or clinic.

If they are found to have the COVID-19 virus, we require they remain at home in quarantine for the recommended quarantine period communicating their status and condition regularly while being quarantined to the main office at Mike Ives Realty.

To stop the spread of this virus, other employees working in close contact to the infected person should get tested for the COVID-19 virus.

After the quarantine period, if they are not feeling any additional COVID-19 symptoms, workers will be allowed to return to work and follow all protocols of cleanliness at work. Sick Leave will be available forCOVID-19 infected workers to ensure they recover and get healthy.

**REGULAR HEALTH AND SAFETY UPDATES**

Property Managers will update their staff about COVID-19 related safety measures on a regular basis. We want to make sure proper communication is available to all employees.

***We appreciate all you do during this COVID-19 virus pandemic and want to***

***ensure your health and safety as our employee.***