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NMHC COVID-19 Webinar: Guidance, Legal Considerations & A Case Study in Responding to the Outbreak

March 13, 2020

Webinar Information

- To ensure good sound quality, all attendees will be muted during the webinar.
- To ask a question: type your question in to the Question Box on your control panel. NMHC staff will review and present your question to the speakers at the end of the presentation as time allows.
- Today's webinar is being recorded and will be made available on the NMHC website.
- This webinar is closed to media and intended for information purposes only.

Webinar Agenda

- **Welcome and Overview**
- Policy Update
- NMHC Resources
- Case Study Discussion – AvalonBay Communities, Inc.
- Legal Liability and Obligations

Policy Update

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NMHC Resources

Coronavirus Preparedness for Apartment Firms


March 09, 2020

Related Topics [Emergency Preparedness](#)


The Center for Disease Control (CDC) is currently monitoring a new outbreak of coronavirus, (COVID-19), which originated in Wuhan, China and is causing respiratory illness in populations across the globe. The spread of the virus has escalated to the point that the World Health Organization (WHO) has declared the outbreak a "public health emergency of international concern." While most cases appear to have originated in people who reside or have visited China, recent developments show community spread is taking place in Europe and the U.S. with no known connection to the cases in China.

While the situation continues to evolve and with the public having access to regular updates via social media and traditional news outlets, apartment firms need to prepare for potential impact at their communities and to address employee and resident concern. As apartment owners and operators prepare to mitigate and educate residents and employees on prevention and potential

COVID-19 Resources →

 A list of go-to sites with
relevant information.

Listserve →

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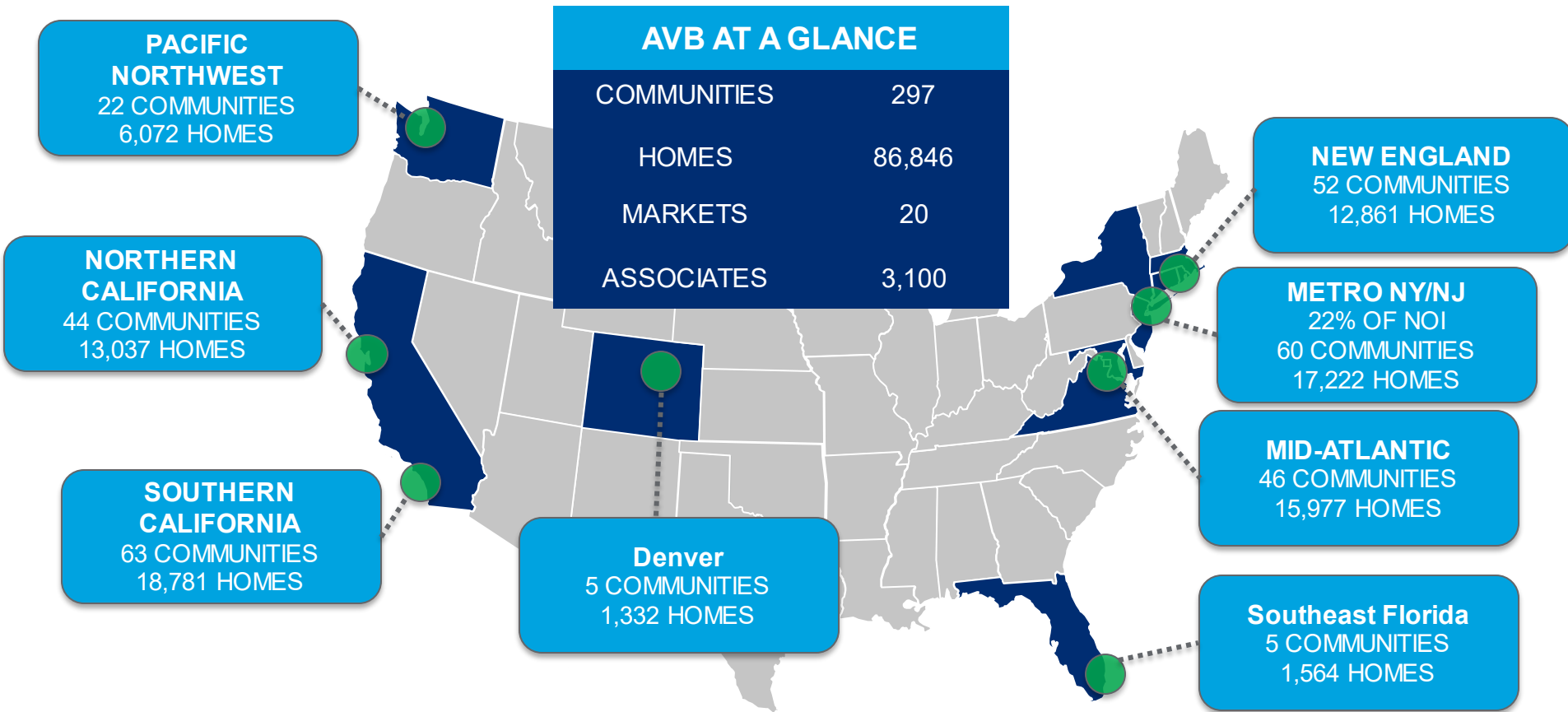
Case Study

David Alagno
SVP, Human Resources
AvalonBay Communities, Inc.



AVALONBAY COMMUNITIES RESPONSE TO CORONAVIRUS

ABOUT AVALONBAY COMMUNITIES



Overall AVB Response

- Coronavirus Task Force established with multi-functional representation
- Makes decisions on all issues globally and coordinates communication
- Rapid response teams address specific regional situations
- Sub-groups to create solutions to identified issues
- Identify critical positions in each function/region to ensure business continuity

Associates

Associate Benefits Strategy

- Created a temporary flexible leave plan to accommodate various potential scenarios
 - Help make quicker decisions as situations arise
 - Provide guidelines to associates and managers on when to come to work and when to stay home
 - Create consistency around types of leave to use and when AVB will pay (and when we will not)
- Updated other benefits:
 - AVB will fully cover cost of coronavirus test
 - Worked with medical provider to waive telemedicine fees

Travel and Meeting Guidance

Travel

- Require 14-day self quarantine from anyone having recently traveled to a high-risk country (China, Italy, Iran, South Korea)
 - May extend to other areas (including within the U.S.) as situation escalates
- Avoid all non-essential travel (all associates)
 - Eliminated travel in and out of Seattle area
 - Consider if business can be conducted remotely or via other means (phone, webinar, etc.)
 - Consider if business can be delayed to a later date

Meetings

- Status of large-scale meetings (50+) to be decided on a rolling two-week basis
- No large-scale meetings to be planned until further notice
- Avoid in-person meetings when possible and use phone or online meetings to encourage social distancing

Associate Guidance - Teleworking

- Temporarily expanded teleworking policy for roles that can work remotely
 - Associates who prefer to work from home, or who need to based on home situations (school closings, sick member of the household)
 - May be required if regional situation worsens and offices/communities close
- For associates in roles who cannot work from home (i.e. Construction, Maintenance),
 - If they are not comfortable coming to work, they can discuss options with their HR Managers
 - If the office or community closes, AVB will provide guidance

Associate Communication

- Providing as much transparency as possible
- Communicating multiple times per week to various audiences
- Created Intranet site to house resources
- Reinforcing government guidelines

Operations

Property Operations Response – Leasing Office

- Decisions on service levels made on situational/regional basis
- Suspending property events until further notice
- Encouraging general social distancing:
 - Conducting business w/ residents via phone
 - Utilizing self-tours
 - Encouraging prospects to use online resources
 - As available, providing hand sanitizer in common areas

Property Operations Response – Maintenance

- General procedures:
 - Align cleaning/disinfecting procedures with CDC guidelines and adjusting according to situation
 - Defer service requests for confirmed/quarantine cases
 - Wear nitrile gloves and booties and dispose of accordingly
- For confirmed/quarantined cases:
 - For non-urgent emergency maintenance requests, use outside vendor with appropriate PPE access
 - For urgent requests, call local first responders

Resident Communications

- Multiple updates to all residents with:
 - Precautionary procedures – setting expectations
 - Request to notify maintenance if experiencing symptoms/quarantining
- Impacted Communities (as needed)
 - Notification of potential exposure
 - Update on cleaning procedures
 - Provide appropriate CDC guidance

Lessons Learned

- Consult IT to understand capabilities
- Maintain flexibility and transparency
- Leverage your Board of Directors
- Abundant communication to everyone

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Legal Liability and Obligations

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Questions

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Thank you.

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