

# Carleton Companies

## PROPERTY MANAGEMENT DIVISION COVID-19 PREPAREDNESS PLAN

**A. Managing Control:** In the event, corporate offices are required to shut down and/or executive staff is required to self-quarantine, the following applies:

1. Corporate staff shall work from home overseeing their specific areas of responsibility. In the event, any staff person becomes debilitated to the point work functions cannot be reasonably managed, they must notify their immediate supervisor and those persons listed in 2 below. Adjustments will be made to best accommodate the need as resources allow.
2. As we anticipate a fluid and rapidly changing environment in the event of pandemic infections the following persons are authorized to make decisions and direct resources as necessary to overcome or mitigate emergency operational conditions as they arise. Persons are listed in order of authority, meaning all critical decisions must be authorized in the order listed. If (a) is unavailable for any reason then (b) shall be contacted and so on until an authorized decision can be reached:
  - a. Larry Frazier, CEO: [lfrazier@carletoncompanies.com](mailto:lfrazier@carletoncompanies.com) – 817-532-3151
  - b. Laura Sullivan, COO: [lsullivan@carletoncompanies.com](mailto:lsullivan@carletoncompanies.com) – 817-532-3153
  - c. Annette Hardin, CFO: [ahardin@carletoncompanies.com](mailto:ahardin@carletoncompanies.com) – 817-532-3152
  - d. Ronnie McCarty, Regional Mgr.: [rmccarty@carletoncompanies.com](mailto:rmccarty@carletoncompanies.com)-  
817-438-7292
3. **Property Managers** operating at the community or from home will continue to make decisions as required in accordance with policy/procedure and the Carleton Management Emergency Action Plan. Contact the persons listed above when a decision is beyond the approval authority of Managers’.

**B. Primary Internal Communications:** In the event the corporate or community must close for business primary communication and employee information will occur as follows:

1. Corporate communications will primarily be managed through email. Phone messages left at contact numbers listed above will be forwarded to the target persons email for review and response.
2. The corporate website, [carletonms.com](http://carletonms.com), is set to include an “Announcement” button. Only those persons listed above under A-2, can provide content to the Announcement area of the page.
3. All Employees have access to see “Announcements” at [carletonms.com](http://carletonms.com) All employees must be made aware of this feature and instructed to view the web page in the event they are unable to contact their supervisor or other persons for information.
4. Announcements will appear on the PAYCOR website as well. All employees have access to PAYCOR. Announcements are clearly visible upon employee log-in.
5. Corporate personnel must have in their possession a complete and up to date listing of all employees’ emails and phone numbers, as provided by the employee. Contact will be made, either directly to a specific employee or to all as deemed necessary. Employees are encouraged to view posted announcements as listed in # 3 and #4 above.

**C. Primary Site Based Communications:** Employees located on property must communicate regularly relative to community needs and requirements to effectively coordinate resources and participate to facilitate property operations and advise as to their individual personal situations and availability.

1. **Managers** shall immediately notify the Corporate Office when any notification from public officials is received regarding the property and issues related to the COVID-19 emergency. All directives made by officials shall be followed. After contact with the corporate office or those listed in A-2, additional direction will be provided for continued operations or contingencies.
  - a. Resident Communications: Staff will continue to provide updates as received by Public Officials, CDC or Corporate through the properties website, social media, email and/or by posting and/or delivering the information in accordance with present methods deployed by the property for informational

purposes. NO MASS COMMUNICATION will be distributed without directive from recognized Public Officials or otherwise authorized by the Corporate personnel in managing control. Any communications to staff, residents, communities, or otherwise must be circulated through persons listed in A-2 Managing Control.

- b. Primary communications to employees specific to a community will continue to move through site-based supervisory staff unless responsibilities are shifted as a result of circumstances beyond the control of site-based supervisory personnel. Under this circumstance employees will be contacted changing the communications flow as necessary. SEE B-2 and 3 above regarding Announcements. Employees are encouraged to reach out to Corporate Operators listed above in the event of a communications break down.
- c. When Residents or Staff Report a required Self-Quarantine or otherwise suggest contact with infected persons has occurred, The Manager, or other supervisor in charge, must immediately inform Corporate. In addition, inform the person(s), to immediately contact the Center for Disease Control and Prevention (CDC) and/or other local Public Health Offices. **Immediately, contact the CDC and/or other local health officials to report the contact and seek guidance relative to appropriate course action.**
- d. Always refer all questions relative to the virus and/or management of the same shall be referred to physicians, CDC, or other recognized authorities. Staff may share available CDC bulletins etc.

**D. Corporate Office/Absences Closure:** In the event corporate personnel are affected personally and unable to work from the corporate location, or the corporate office is required to close completely:

1. **Individuals Affected:** If an employee operating out of the Corporate Office is unable to work as a result of illness, self-quarantine, school closings or must care for another family member rendering them unable to work from the offices, they may work from home. Employee must maintain contact with their immediate supervisor, if available, or notify executives listed above under (A-2) daily to update their situation and discuss workload. Employees are expected to produce work as if they are in the office.

2. **Corporate Office Closure:** All employees must continue working from home where feasible. If you do not have access to a home computer, or you were not issued a portable laptop, you may be allowed WITH PERMISSION to relocate your specific desktop computer to your home for the short-term. Daily contact is required as specified in the above (D-1).
  3. **IT Services Necessary for Connectivity:** AXXYS is Carleton Management's contracted service. If connectivity is at issue from home-based computer systems, contact AXXYS at 214-297-2100 for services. If authorization of any sort is required beyond that with your credentials will allow, contact one of the persons listed under (A-2) for necessary authorizations through AXXYS.
- E. Site-Based Absence/Closure:** In the event site-based personnel are affected individually or the community's offices are ordered to close completely:
1. **Management Staff:** If a management/office employee(s) operating the business office are unable to work as a direct result of issues associated with COVID-19 rendering them unable to work from the office, may receive authorization to work from home where possible. Employee must maintain daily contact with Corporate HR, [eboada@carletonms.com](mailto:eboada@carletonms.com) (817-532-3155) and their immediate supervisor. In instances where these persons cannot be reached, notify persons listed above under (A-2) to update on condition and discuss workload.
  2. **Maintenance Personnel:** Maintenance persons must contact their immediate supervisor and Corporate HR, [eboada@carletonms.com](mailto:eboada@carletonms.com) (817-532-3155), daily to advise as to their ability to perform on demand services on-site or at another Carleton managed property to be eligible for "Work at Home" status and/or transfer to an unaffected property.
  3. **Property Required to Close:** All employees must continue working from home where possible. Daily contact is required as specified in the above (D-1). Employees not in management operations, Maintenance and Leasing, must be able and available to perform on demand work at the affected property or elsewhere to be considered as "Working from Home" and paid accordingly.
    - a. **Management Responsibilities:** The level of action required is dependent upon the length of closure. We assume closures will be short-term in nature.

Notices to residents, vendors and others must be custom developed and distributed based on the specifics of the given situation. Prior to closure

management teams shall consult with Executives/Regionals relative to the development of, and extent to which, detail is provided in any public notification. *Below are some of the areas (Not all inclusive) that must be considered in preparation for any closure:*

- ✓ Distribute, post, provide notice to residents announcing the closing using social media, emails, and/or public posting dependent upon the tools available at a given property.
- ✓ Address how to pay rent through ACH (If applicable, fees for this service will be waived) and or drop box (If available).
- ✓ Only emergency work items will be dealt with until the facility is disinfected and reopened. *CDC or other local Health Departments must be consulted prior to staff being deployed to a closed or quarantined property. Contract assistance may be necessary to complete the work dependent upon direction received.*
- ✓ Develop strategy for trash management (Staff safety is primary)
- ✓ Ensure all phones are transferred to the answering service.
- ✓ Ensure all offices and common areas are closed and secured.  
**\*\*NOTE: All common area amenities such as fitness, business centers, coffee bars, community rooms,(With the exception of common area laundry room) etc. were closed completely as of 03.16.2020.**
- ✓ Ensure all owner and Carleton property in the facility is properly secured.
- ✓ Contact security services and other primary service contractors to inform them of the temporary closure and discuss continued provision of critical services over the period.
- ✓ Ensure security systems are activated.
- ✓ Manage scheduled move-ins/move-outs in accordance with the given situation. (All may have to be canceled)
- ✓ Manage any pending evictions or other time sensitive court ordered or otherwise officially mandated orders.
- ✓ *Ensure all primary utility and contract services are not subject to disconnect for any reason. (Invoices etc. may not be processed as mail could be ceased or our ability to retrieve may be inhibited.*
- ✓ Make sure all staff persons provide good contact information.

- Carleton has identified 2 vendors for any CDC required sanitizing of facilities; SERVE PRO and Blackman Mooring. Both indicate they are capable.
- Carleton has identified a vendor for emergency trash management. Andrew Clogg, with Arm Waste. Contact for these services must be authorized by the Corporate Office or persons listed in A-2.
- **IT Services Necessary for Connectivity:** AXXYS is Carleton Management's contracted service. If connectivity is at issue from home-based computer systems, contact AXXYS at **214-297-2100** for assistance. If authorization of any sort is required beyond that for which your credentials will allow, contact one of the Executive Managers listed under (A-2) for necessary authorizations through AXXYS.

**F. Leave and payroll:** Employees effected as a result of forced business closure and/or other issues that are may arise that are directly related to the COVID-19 virus: **(Revised and posted 03.17.2020)**

1. Involuntary Reduction in Hours: Employees forced to work from home as a result of business closure fall into two categories:
  - ✓ Management Personnel with the capability and tools necessary to continue operating from home will be paid as if in the office provided regular contact with supervisors as required is maintained and productivity is apparent.
  - ✓ Maintenance/Leasing personnel that are not relocated to operating properties will be considered "Working from Home" if daily contact, preferably via email, is maintained with supervisors, HR and/or other supervisory staff is maintained and the employee is Able and Available to perform on-demand work within the scope of their position. These employees will be paid as if at the property actively working.
    - Employees will be assigned to operate from another unaffected property if possible
    - Employees must clock in and out through Paycor daily as if working
    - On Demand means, employee can readily respond to work assignments
    - **Work from home status will be re-evaluated weekly for continued viability in the event of long-term closure.**

2. Voluntary Reduction in Hours: Personnel who are off work and unable to meet the requirements above as a result of the employee or other household member experiencing COVID-19 symptoms as listed below, or for other issues related to the virus, are required to immediately notify their direct supervisor and HR [eboada@carletonms.com](mailto:eboada@carletonms.com) (817)532-3155. These employees are required to self-quarantine for a minimum of 14 calendar days or as directed by medical professionals. These employees will be advanced up to 80 hours of leave. **Accrued PTO is not used** until the 80 hours of advanced is exhausted. Carleton Management is evaluating options for extension of additional leave in accordance with legislation being considered locally and nationally at this time.
3. Recording Time: All employees shall continue to clock in and/or report hours daily through PAYCOR as if the employee is regularly reporting work hours or leave.
4. All Leave Exhausted: Employees exhausting all available leave both advanced and accrued PTO will be evaluated for continued time-off in accordance with Carleton Management Services Family Medical Leave Act (FMLA) current policies.

#### G. General Information:

1. Be aware of the signs and symptoms of COVID-19:
  - ✓ Fever (Over 100.4)
  - ✓ Severe respiratory symptoms; difficulty breathing
  - ✓ Severe coughing
2. Travel for Business: There will be no travel for business using common carriers until further notice. Personal travel by automobile required to maintain operations may continue. All travel is subject to personal decision based on what you are comfortable with.

#### H. MEDIA INQUIRIES:

- **Staff shall refer all media inquiries whether encountered on-site or otherwise to the Corporate Office if at all possible. In the event a statement must be made by any management staff, the following provides the base script to be used:**
  - ✓ We understand your concerns. Your questions are best handled by the local health authorities and the CDC. We are cooperating fully with CDC/local public health guidance and are taking necessary precautions to help ensure the safety of our residents, staff and guests.

**I. CHANGES TO THIS PLAN:**

- **This situation and this plan are subject to change hourly. Please look for relevant employee information and plan changes regularly under the “Announcement” button located at [carletonms.com](https://carletonms.com)**

**Resources for General Information:** CDC, State Health Department, Local Public Health Officials