

### Moderator: Amy Flynn



#### OHHN Fall Webinar Series made possible by



















People Working Cooperatively's





### Webinar Information









Use the questions feature in the GoToWebinar control panel to submit questions.



This ppt will be posted to OHHN's website.



This webinar is being recorded.





## Looking for Ohio Registered Sanitarian CE's? Or want to Leave us your thoughts?

Stay tuned till the end of the webinar and fill out our evaluation form to let us know what you thought.

Sanitarians, in addition to the evaluation form, please send your Name and RS number in the chat function, in order to ensure you receive credit



### Panel Member: Aaron Grant

- Senior project manager at People Working Cooperatively in Cincinnati
- Manages PWC's volunteer involvement program and works on health-focused housing programs through PWC's Whole Home Innovation Center.
- Holds an M.A. in Public Service and is also a lead risk assessor.
- Has worked in the nonprofit housing sector for 11 years
- Works on special research projects with local academic and health care organizations to explore the connections between housing and health, particularly issues related to asthma, lead poisoning and fall prevention.



#### Panel Member: Sam Reinhart

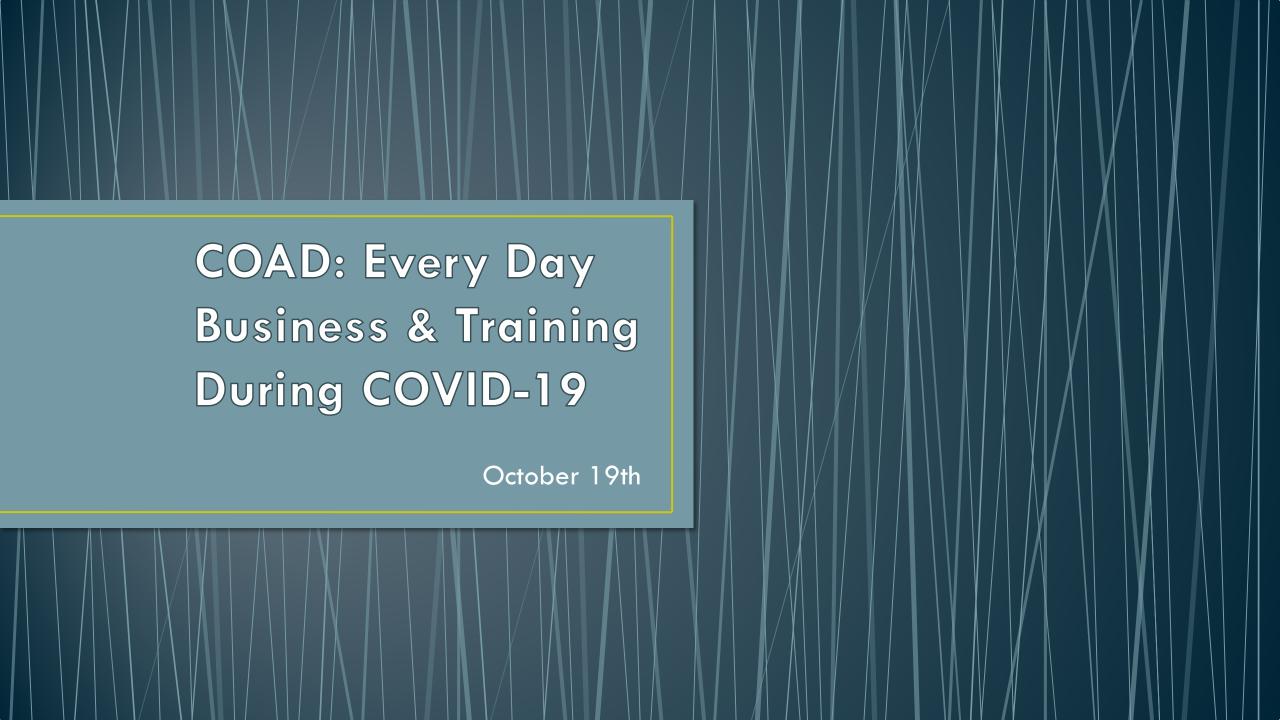
- Sam Reinhart is currently the COAD Safety Co-Chairperson and has served in different safety committees' capacities in and outside of COAD.
- As the individual charged with safety for the COAD facility and classrooms, his role has increased with COVID-19 safety and preventive measures.
- With 19 years of experience, he will discuss lessons learned and steps for us to address going forward



#### Panel Member: Thomas Tatum

- Division Manager for the Department of Neighborhood Services.
- Previously worked as Housing Rehabilitation, Senior City Planner with several neighborhoodplanning initiatives
- Thomas was appointed by Mayor Donald L. Plusquellic to serve on the Summit County Abandoned & Vacant Property Task Force.
- Masters in Urban Planning from the University of Akron





### COVID-19 Every Day Business

#### Action plan

- COAD has remained open during throughout the pandemic
- Many changes and adaptions were necessary to comply with guidelines and CDC and ODH recommendations

### Arriving at COAD



### Main Entrance: sanitizer station at each entry, along with Relevant Information



## Interior Information: Posted Throughout Building



### COVID-19 Every Day Business

#### HVAC Systems

- Upgraded to higher MERV (minimum efficiency reporting value) filters for all HVAC systems
- Sealed up distribution system bypasses
- Took precautions to safely dispose of used filters

#### Sealed Furnace Filter



# Furnace Filter Properly Sized and MERV Rated



#### COVID-19 Every Day Business

- "Fresh air" used to dilute indoor air by opening doors and windows when weather allowed
- Bath and kitchen exhaust fans are in continuous operation
- Furnace fans are set to operate continuously

### **Enhanced Building Ventilation**



### COVID-19 Every Day Business

#### **Action Plan**

- Management had a series of meetings with department heads to determine best ways to meet various needs
- PPE, social distancing and decontamination were basic plans
- Sam cleaned and disinfected entire building daily

#### COVID-19 Every Day Business

#### Changes for the building

- Reconfiguring the interior-removing and changing seating capacity
- Signage instructed people on proper conduct including social distancing

#### COVID-19 & "New Normal"

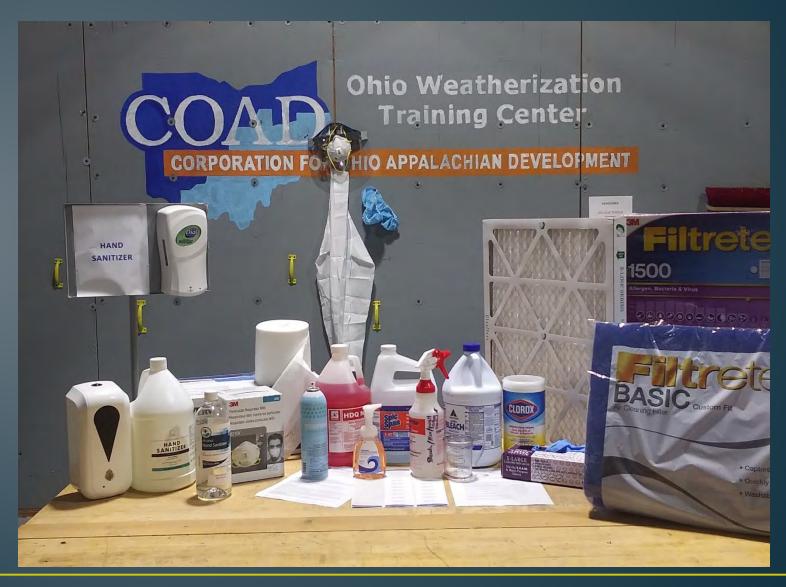
#### Changes for the building

- Equipping entry points with touchless sanitizer and masks
- Thermometers available
- All guests and students entering the building must complete a questionnaire affirming that they have not been exposed the Corona virus

### Adapting to New Conditions

- Resuming in person classes required coordination with Sam, trainers and class participants
- Thermometers are available for all entering the building, mask wearing is enforced, in all common areas and training areas sanitized each day.
- Information station at entrances was enhanced with questionnaire completed by each class attendee and building visitor
- All tools and equipment used in training sanitized after each use

## Materials needed to Create a Safe Environment



#### Social Distancing in Classroom



#### Lab Area With Sanitizer Station



#### COVID-19 Precautions

#### Changes for the building

- Protecting & equipping employees & students through daily sanitation of class and lab areas
- Hand sanitizer available at each work station
- Masks available for all students. Mask use mandated for group lab activities

#### COVID 19 Challenges Overcome

- Cleaning Supplies, PPE were hard to obtain
- Class sizes and activities had to be altered to comply with guidelines
- Office areas had to be reconfigured to attain proper social distancing

# Working Together to Ensure a Safe Workplace

• EMPLOYEES WORK TOGETHER TO STAY SAFE



## "HEALTHY HOUSING INTERVENTIONS IN THE AGE OF COVID"

OHIO HEALTHY HOMES NETWORK FALL WEBINAR SERIES



#### STAFF TO CARRY OUT PROGRAMS

- DIVISION MANAGER
- HOUSING REHABILITATION SUPERVISOR
- ADMINISTRATIVE ASSISTANT
- LOAN AND GRANT SPECIALISTS (2)
- HOUSING REHABILITATION SPECIALISTS (5)

### PROGRAMS OF THE HOUSING AND COMMUNITY SERVICES DIVISION

EMERGENCY ROOF REPAIR

MINOR HOME REPAIR (REBUILDING TOGETHER, SUB-GRANTEE)

LEAD SAFE AKRON MITIGATION PROGRAM



#### INTERIOR HOME INSPECTIONS

MINOR HOME REPAIR- 30 MINUTES (DEPENDING ON ISSUE)

• LEAD SAFE AKRON- UP TO 4 HOURS (LEAD INSPECTION, RISK ASSESSMENT, [LIRA] AND HEALTHY HOMES)

• ROOF- 30 MINUTES (IDENTIFYING INTERIOR WATER DAMAGE)

## COVID-19 SAFETY PLAN: CITY OF AKRON DEPARMENT OF NEIGHBORHOOD ASSISTANCE HOUSING REHABILITATION DIVISION

- ALL STAFF:
- GATHER AS MUCH INFORMATION A POSSIBLE OVER THE PHONE FROM CLIENT.
- WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS ESPECIALLY AFTER YOU HAVE BEEN IN A PUBLIC PLACE OR AFTER BLOWING YOUR NOSE, COUGHING, OR SNEEZING.
- IF SOAP AND WATER ARE NOT READILY AVAILABLE, USE A HAND SANITIZER THAT CONTAINS AT LEAST 60% ALCOHOL. COVER ALL SURFACES OF YOUR HANDS AND RUB THEM TOGETHER UNTIL THEY FEEL DRY.
- AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH WITH UNWASHED HANDS.
- AVOID SHARING EQUIPMENT. SHARED EQUIPMENT WILL BE WIPED WITH DISINFECTANT PRIOR TO CHANGING USERS.



- Maintain 6 ft. separation from individuals whenever possible
- All staff should take their temperature at home before reporting to work and are required to take their temperature immediately upon arrival at work. If you have a temperature of 100.4 degrees Fahrenheit or higher, you should contact your supervisor and are required to stay at home. Avoid contact with other members of your family until your symptoms resolve, to prevent potential spread of any communicable disease
- Staff are required to wear a face covering that can be disposed of or washed at home per CDC guidance when working in or entering an area where they will be close(within 6 feet) to other people.
- Report any safety issues immediately to the Supervisor or the Safety Officer.



The Occupational Safety and Health Administration (OSHA) classifies workers into four exposure risk levels: Very High, High, Medium or Lower Risk, based on tasks performed and the environment in which they are performed. Health and safety guidance for staff is outlined based on these risk categories.

	OSHA Risk Category			
PPE	Very High	High	Medium	Lowe
Goggles/Face Shield	Χ	Χ		
N95 Mask	X	Χ		
Surgical Mask	X	Χ		
Gown and Booties	X	Χ		
Gloves**	X	X	X	
Cloth Mask***			Х	Χ

This summary reflects the minimum recommendations for each exposure risk level. More PPE may be:

\*\* Glove requirements for Medium Risk level are dependent on task assigned and identified when applicable.

\*\*\* Cloth masks are required, following CDC guidance, for staff completing tasks in the Medium or Lower Risk levels when in close contact with people during work activities.



Routine (Inspections, Complaint follow-up, etc.):

- Avoid close contact with individuals; maintain 6 ft. separation if possible.
- Avoid sharing equipment; use your own pen, clipboard, etc.
   If not possible, sanitize pen and other materials before and after use.
- Limit the number of people in attendance; only essential staff necessary.
- Enter small areas alone, discuss any findings in an open area.
- Avoid touching unnecessary surfaces.
- Field-staff are required to wear a cloth mask that can be washed at home per CDC guidance when working in or entering an area where they will be close to other people.
   Field-staff may opt to use N95 masks or face shields at their discretion. (see N95 and face shield protocol below) Booties and Tyvek suits will be furnished upon request but are not required as measures to prevent exposure to COVID-19.
- Wash and/or sanitize hands pre and post each inspection.



- Activities requiring access to the interior of a residence (Lead Investigations, Healthy Homes Inspections, etc.):
- Work activities are completed by appointment only; appointments are to be spaced far enough apart to allow for proper cleaning/sanitizing between appointments; Heads of Households are screened over the phone prior to any interaction; appointments are to be re-scheduled if the screening deems necessary.
- Complete COVID-19 Questionnaire, sign and have owner sign upon arrival at job site.
- Carrying cases and any other items brought into the home shall be wiped with disinfectant prior to returning items to your vehicle; only take essential items inside the residence.
- Report all safety issues immediately to your Supervisor or the Safety Officer.



- All shared equipment will be wiped with disinfectant prior to changing users.
- Work activities that include collecting samples from any household surface require the use of a mask and gloves.
   Gloves shall be wiped with disinfectant between sample collections.
- Remove and store and/or dispose of all PPE at the site upon completion of the assessment; N95 masks are secured in a paper bag for the remainder of their useful life (40 to 72 hours between uses), face shields shall be cleaned with disinfectant after each use, all other PPE items are disposed of at the site.

# COVID-19 CLIENT PRE-SEREENING QUESTIONAIRE

Due to the ongoing COVID-19 Pandemic, all clients are required to complete this form prior to having a residential home inspection through the City of Akron Housing Rehabilitation Programs. These rules are being enforced to keep our clients and staff as well as the rest of your loved ones safe and healthy.

YES NO Have you or anyone in your household traveled outside of the US in the past 14 days? Have you or anyone in your household been in contact with any person confirmed to have contracted COVID-19? Do you or anyone in your household been diagnosed with COVID-19? Have you or anyone in your house hold had any of the following symptoms in the past 72 hours: Fever (at or over 100.4) Cough Shortness of breath or difficulty breathing Chills or repeated shaking with chills? Muscle pain Recent onset of headache or sore throat Other flu-like symptoms Loss of taste or smell Recent GI upset or diarrhea Are you over the age of 65? Do you have: Heart disease **Lung Disease Kidney Disease Diabetes Autoimmune disorders** 

By signing below you certify that the answers above are true. Failure to answer truthfully or withholding information intentionally will result in immediate dismissal from our program and may be subject to applicable laws during this pandemic.

Client:	Date:	
Inspector:	_Temp:	_Date:

## Thank You...

## Thomas A. Tatum, Division Manager Program Director-Lead Safe Akron

Housing and Community Services
City of Akron Department of Neighborhood Assistance
166 South High Street Room 100
Akron, Ohio 44308

Tel: (330) 375-2050

Fax: (330) 375-2417

ttatum@akronohio.gov



This Is What Happens When Good People Work Together



## **Aaron Grant**

Senior Project Manager People Working Cooperatively, Inc. 4612 Paddock Rd. Cincinnati, OH 45229

granta@pwchomerepairs.org



### **Our Mission**

Now in its 45<sup>th</sup> year, People Working Cooperatively performs critical home repairs, energy conservation, accessibility modifications and lead abatement services so that low income homeowners can remain in their homes living independently and healthier in a safe, sound environment.

#### Fast facts...

- 18 counties served in OH, KY & IN
- Average over 9,000 services annually to more than 5,000 households
- 3,500 volunteers donate their time to PWC each year
- Typical client household income is under \$13,500 a year





#### The Innovation Center



PWC's Whole Home Innovation Center is a venue for cross-sector collaboration to explore the link between housing and health.



#### Services provided:

- Education and training for homeowners and professionals
- Health interactive displays connecting health and housing
- Modifications / remodeling professional solution providers / in-home consultations
- Fee-for-service lead inspections and abatement
- Research and development of innovative programs and partnerships













## **Healthy Homes are Essential Services**





#### **Healthy Homes are Essential Services**

• Need to find a way to deliver services safely, effectively

"Even if we can't do everything we want ... we need to do what we can."







#### **Healthy Homes are Essential Services**

• Need to find a way to deliver services safely, effectively

"Even if we can't do everything we want ... we need to do what we can."

• Bring it back to the mission – the need in our community hasn't changed. If anything, it has grown.



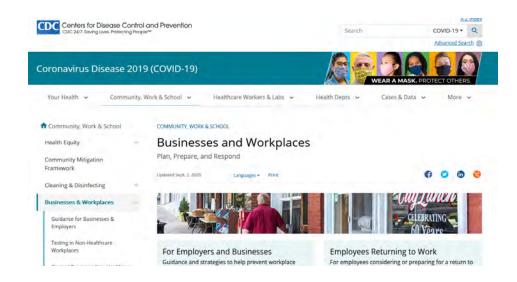








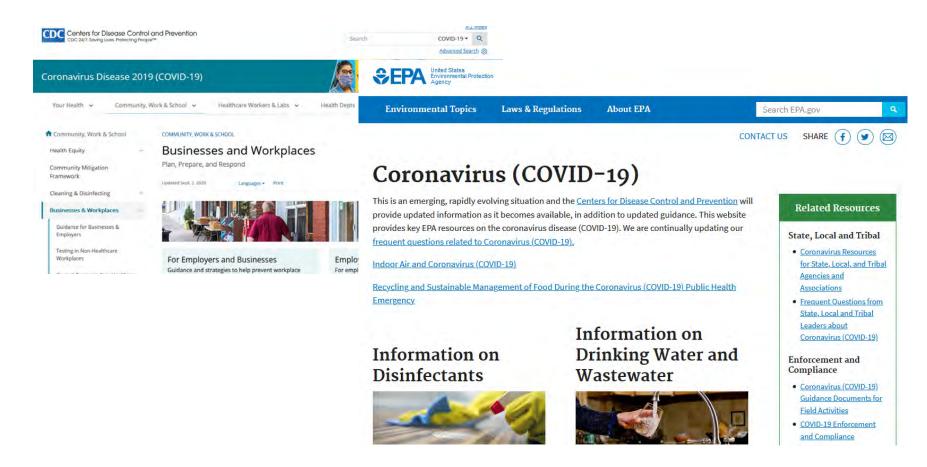














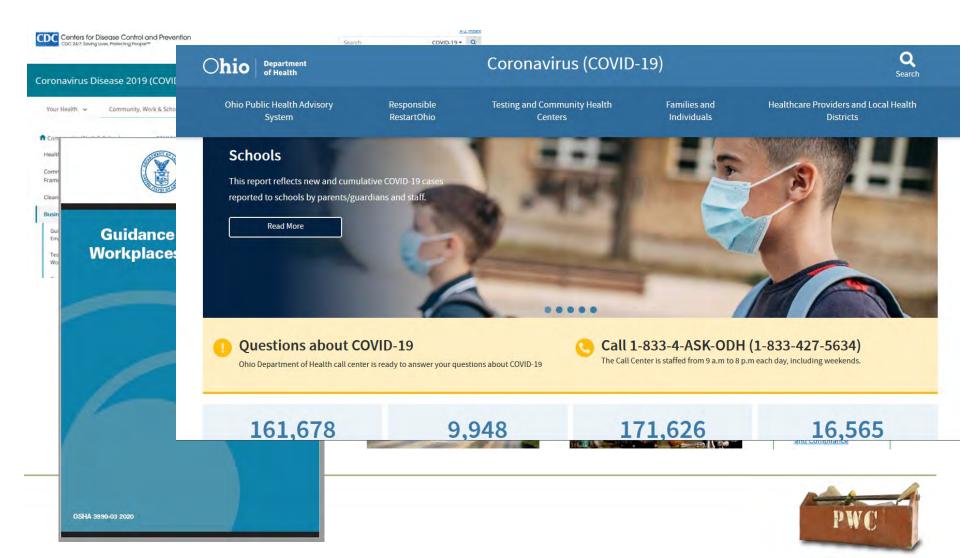






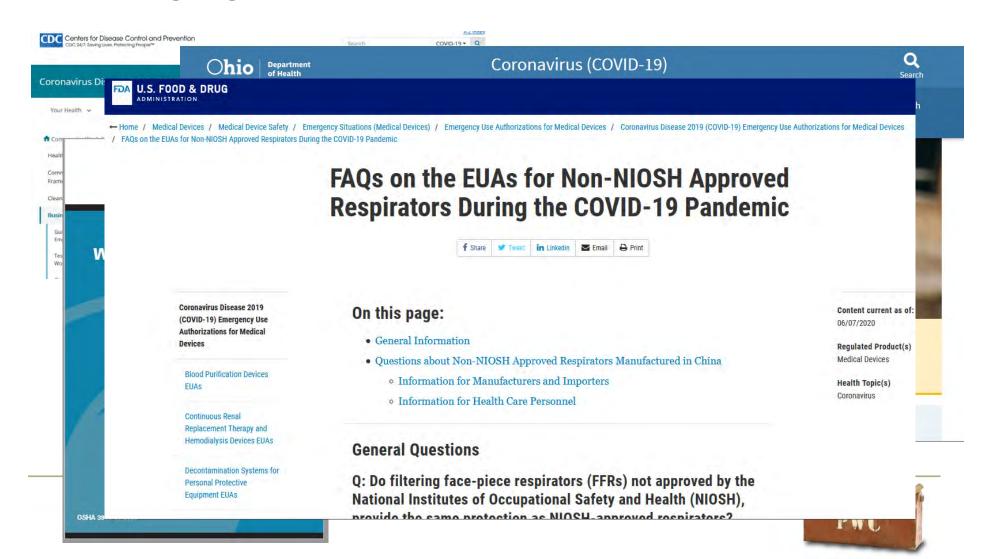














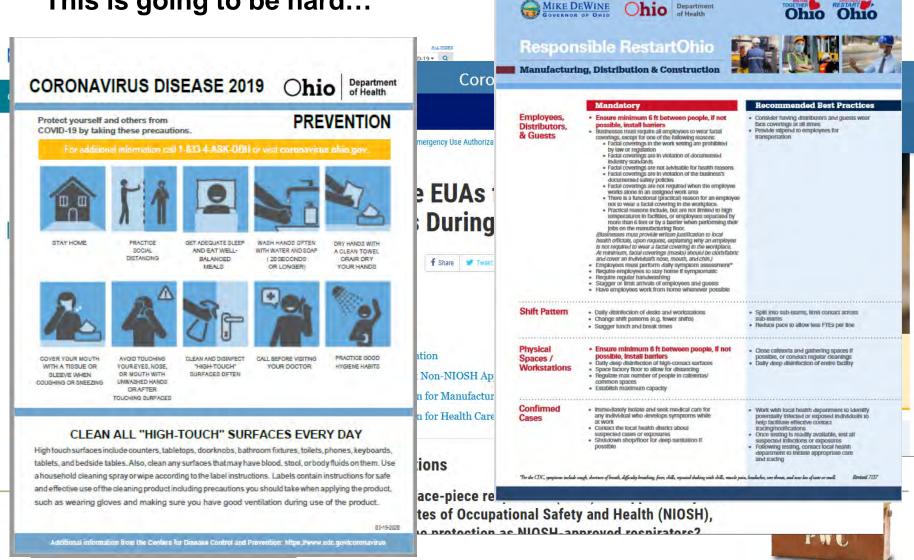






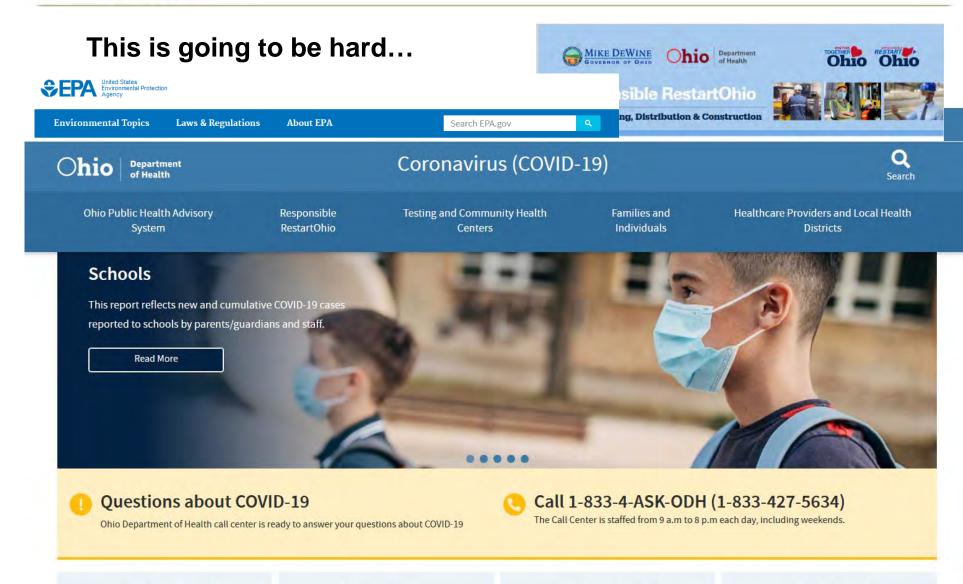


MIKE DEWINE









161,678 9,948 171,626 16,565





#### **Start small**

•Small corps of Emergency Repair Technicians, limited office staff.







#### **Start small**

- •Small corps of Emergency Repair Technicians, limited office staff.
- •Beta tested safety protocols in the field for 3 Weeks











#### **Start small**

- •Small corps of Emergency Repair Technicians, limited office staff.
- •Beta tested safety protocols in the field for 3 Weeks
- •Gradually incorporated all staff technicians into the field, focusing on outside work









#### **Start small**

- •Small corps of Emergency Repair Technicians, limited office staff.
- •Beta tested safety protocols in the field for 3 Weeks
- •Gradually incorporated all staff technicians into the field, focusing on outside work

#### **Be Flexible (And Stay Flexible)**







### **COMMUNICATION**





#### **COMMUNICATION**

#### •Staff

Training for field technicians and office support staff

#### Clients

 Explaining limitations on scope of work, explaining the precautions we're taking, asking them to take precautions to protect our workers

#### Supporters

What we ARE doing, and how they can help







#### **COMMUNICATION**

•When we mess up—and we will—be accountable







#### **COMMUNICATION**

•When we mess up—and we will—be accountable

#### Agency Cohesion

- MUST fill in communication gaps
- Remind staff that we are all in this together, have the same mission, share the same goals





#### **Our Core Values**

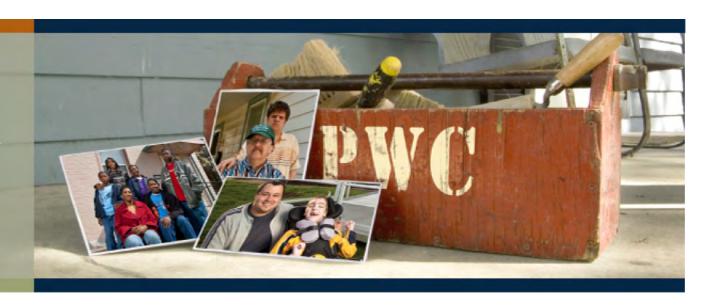
# Focus on clients \* Foster teamwork Do our best work \* Use resources wisely Build partnerships







This Is What Happens When Good People Work Together



# **Good luck!**

## **Aaron Grant**

Senior Project Manager People Working Cooperatively, Inc. 4612 Paddock Rd. Cincinnati, OH 45229

granta@pwchomerepairs.org



# "HEALTHY HOUSING INTERVENTIONS IN THE AGE OF COVID"

OHIO HEALTHY HOMES NETWORK FALL WEBINAR SERIES



### STAFF TO CARRY OUT PROGRAMS

- DIVISION MANAGER
- HOUSING REHABILITATION SUPERVISOR
- ADMINISTRATIVE ASSISTANT
- LOAN AND GRANT SPECIALISTS (2)
- HOUSING REHABILITATION SPECIALISTS (5)

### PROGRAMS OF THE HOUSING AND COMMUNITY SERVICES DIVISION

EMERGENCY ROOF REPAIR

MINOR HOME REPAIR (REBUILDING TOGETHER, SUB-GRANTEE)

LEAD SAFE AKRON MITIGATION PROGRAM



### INTERIOR HOME INSPECTIONS

MINOR HOME REPAIR- 30 MINUTES (DEPENDING ON ISSUE)

• LEAD SAFE AKRON- UP TO 4 HOURS (LEAD INSPECTION, RISK ASSESSMENT, [LIRA] AND HEALTHY HOMES)

• ROOF- 30 MINUTES (IDENTIFYING INTERIOR WATER DAMAGE)

### COVID-19 SAFETY PLAN: CITY OF AKRON DEPARMENT OF NEIGHBORHOOD ASSISTANCE HOUSING REHABILITATION DIVISION

- ALL STAFF:
- GATHER AS MUCH INFORMATION A POSSIBLE OVER THE PHONE FROM CLIENT.
- WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS ESPECIALLY AFTER YOU HAVE BEEN IN A PUBLIC PLACE OR AFTER BLOWING YOUR NOSE, COUGHING, OR SNEEZING.
- IF SOAP AND WATER ARE NOT READILY AVAILABLE, USE A HAND SANITIZER THAT CONTAINS AT LEAST 60% ALCOHOL. COVER ALL SURFACES OF YOUR HANDS AND RUB THEM TOGETHER UNTIL THEY FEEL DRY.
- AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH WITH UNWASHED HANDS.
- AVOID SHARING EQUIPMENT. SHARED EQUIPMENT WILL BE WIPED WITH DISINFECTANT PRIOR TO CHANGING USERS.



- Maintain 6 ft. separation from individuals whenever possible
- All staff should take their temperature at home before reporting to work and are required to take their temperature immediately upon arrival at work. If you have a temperature of 100.4 degrees Fahrenheit or higher, you should contact your supervisor and are required to stay at home. Avoid contact with other members of your family until your symptoms resolve, to prevent potential spread of any communicable disease
- Staff are required to wear a face covering that can be disposed of or washed at home per CDC guidance when working in or entering an area where they will be close(within 6 feet) to other people.
- Report any safety issues immediately to the Supervisor or the Safety Officer.



The Occupational Safety and Health Administration (OSHA) classifies workers into four exposure risk levels: Very High, High, Medium or Lower Risk, based on tasks performed and the environment in which they are performed. Health and safety guidance for staff is outlined based on these risk categories.

	OSHA Risk Category				
PPE	Very High	High	Medium	Lower	
Goggles/Face Shield	Χ	Χ			
N95 Mask	X	Χ			
Surgical Mask	X	Χ			
Gown and Booties	X	Χ			
Gloves**	X	X	X		
Cloth Mask***			Х	Χ	

This summary reflects the minimum recommendations for each exposure risk level. More PPE may be:

\*\* Glove requirements for Medium Risk level are dependent on task assigned and identified when applicable.

\*\*\* Cloth masks are required, following CDC guidance, for staff completing tasks in the Medium or Lower Risk levels when in close contact with people during work activities.



Routine (Inspections, Complaint follow-up, etc.):

- Avoid close contact with individuals; maintain 6 ft. separation if possible.
- Avoid sharing equipment; use your own pen, clipboard, etc.
   If not possible, sanitize pen and other materials before and after use.
- Limit the number of people in attendance; only essential staff necessary.
- Enter small areas alone, discuss any findings in an open area.
- Avoid touching unnecessary surfaces.
- Field-staff are required to wear a cloth mask that can be washed at home per CDC guidance when working in or entering an area where they will be close to other people.
   Field-staff may opt to use N95 masks or face shields at their discretion. (see N95 and face shield protocol below) Booties and Tyvek suits will be furnished upon request but are not required as measures to prevent exposure to COVID-19.
- Wash and/or sanitize hands pre and post each inspection.



- Activities requiring access to the interior of a residence (Lead Investigations, Healthy Homes Inspections, etc.):
- Work activities are completed by appointment only; appointments are to be spaced far enough apart to allow for proper cleaning/sanitizing between appointments; Heads of Households are screened over the phone prior to any interaction; appointments are to be re-scheduled if the screening deems necessary.
- Complete COVID-19 Questionnaire, sign and have owner sign upon arrival at job site.
- Carrying cases and any other items brought into the home shall be wiped with disinfectant prior to returning items to your vehicle; only take essential items inside the residence.
- Report all safety issues immediately to your Supervisor or the Safety Officer.



- All shared equipment will be wiped with disinfectant prior to changing users.
- Work activities that include collecting samples from any household surface require the use of a mask and gloves.
   Gloves shall be wiped with disinfectant between sample collections.
- Remove and store and/or dispose of all PPE at the site upon completion of the assessment; N95 masks are secured in a paper bag for the remainder of their useful life (40 to 72 hours between uses), face shields shall be cleaned with disinfectant after each use, all other PPE items are disposed of at the site.

## COVID-19 CLIENT PRE-SEREENING QUESTIONAIRE

Due to the ongoing COVID-19 Pandemic, all clients are required to complete this form prior to having a residential home inspection through the City of Akron Housing Rehabilitation Programs. These rules are being enforced to keep our clients and staff as well as the rest of your loved ones safe and healthy.

YES NO Have you or anyone in your household traveled outside of the US in the past 14 days? Have you or anyone in your household been in contact with any person confirmed to have contracted COVID-19? Do you or anyone in your household been diagnosed with COVID-19? Have you or anyone in your house hold had any of the following symptoms in the past 72 hours: Fever (at or over 100.4) Cough Shortness of breath or difficulty breathing Chills or repeated shaking with chills? Muscle pain Recent onset of headache or sore throat Other flu-like symptoms Loss of taste or smell Recent GI upset or diarrhea Are you over the age of 65? Do you have: Heart disease **Lung Disease Kidney Disease Diabetes Autoimmune disorders** 

By signing below you certify that the answers above are true. Failure to answer truthfully or withholding information intentionally will result in immediate dismissal from our program and may be subject to applicable laws during this pandemic.

Client:	Date:	_ Date:	
Inspector:	_Temp:	_Date:	

### Thank You...

#### Thomas A. Tatum, Division Manager Program Director-Lead Safe Akron

Housing and Community Services
City of Akron Department of Neighborhood Assistance
166 South High Street Room 100
Akron, Ohio 44308

Tel: (330) 375-2050

Fax: (330) 375-2417

ttatum@akronohio.gov

# We hope you enjoyed the webinar!



- Please fill out our evaluation form to let us know what you thought, it will appear at the end of the webinar.
- If you are looking for Ohio Registered Sanitarian Continuing Education credits, it is required that you fill out this form to receive credit.



### OHHN Fall Webinar Series made possible by



















People Working Cooperatively's

