

Cambridge *eExchange*

FOR CURRENT NEWS AND UPDATES
LOG IN TO THE EEXCHANGE AT:
<http://cresapts.com/eexchange>

Hello Employees!

VOL 23 | DECEMBER | 2020

Have a safe and healthy holiday season!

COVID-19 Guidance for Shared Housing

Maintain Safe Operations

- Use flexibility, when possible, to allow staff to stay home to care for sick family or household members or to care for children in the event of school or childcare dismissals. Make sure that employees are aware of and understand these policies.
- Create plans to protect the staff and residents from spread of COVID-19 and help them put in place personal preventive measures.
- Clean and disinfect shared areas (such as exercise room, laundry facilities, shared bathrooms, and elevators) and frequently touched surfaces using EPA-registered disinfectants more than once a day if possible.
- Identify services and activities (exercise, community rooms and business centers) that might need to be limited or temporarily discontinued. Consider alternative solutions (e.g., virtual services) that will help programs continue while being safe for residents.
- Identify a list of healthcare facilities and alternative care sites where residents with COVID-19 can receive appropriate care, if needed.

Encourage staff and residents to prepare and take action to protect themselves and others

- Follow the guidance and directives on community gatherings from your state and local health departments.
- Encourage social distancing by asking staff and residents to stay at least 6 feet (2 meters) apart from others and wear masks in any shared spaces, including spaces restricted to staff only.
- Consider any special needs or accommodations for those who need to take extra precautions, such as older adults, people with disabilities, and people of any age who have serious underlying medical conditions.
- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.
- Use physical barriers, such as sneeze guards, or extra tables or chairs, to protect front desk/check-in staff who will have interactions with residents, visitors, and the public.
- Provide COVID-19 prevention supplies for staff and residents in common areas at your facility, such as soap, alcohol-based hand sanitizers that contain at least 60% alcohol, tissues, trash baskets, and, if possible, masks that are washed or discarded after each use.
- Consider any special communications and assistance needs of your staff and residents, including persons with disabilities.
- Suggest that residents keep up-to-date lists of medical conditions and medications, and periodically check to ensure they have a sufficient supply of their prescription and over-the-counter medications.
- If possible, help residents understand they can contact their healthcare provider to ask about getting extra necessary medications to have on hand for a longer period of time, or to consider using a mail-order option for medications.
- Make sure that residents are aware of serious symptoms of their underlying conditions and of COVID-19 symptoms that require emergency care, and that they know who to ask for help and call 911.
- Encourage residents who live alone to seek out a "buddy" in the facility who will check on and help care for them and safely make sure they are getting basic necessities, including food and household essentials.

Communication with Staff and Residents

Identify platforms such as email, websites, hotlines, automated text messaging, newsletters, and flyers to help communicate information on:

- Guidance and directives from state and local officials and state and local health departments.
- How your facility is helping to prevent the spread of COVID-19.
- How additional information will be shared, and where to direct questions.
- How to stay healthy, including videos, fact sheets, and posters with information on COVID-19 symptoms and how to stop the spread of germs, how to wash your hands, and what to do if you are sick.
- How staff and residents can cope and manage stress and protect others from stigma and discrimination.
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information. Communications may need to be framed or adapted so they are culturally appropriate for your audience and easy to understand. For example, there are resources on the CDC website that are in many languages.



LEAF BLOWING POLICY

October is gone and November is fully underway, and for most of us that means the leaves on the trees have turned shades of gold, orange, and red. While these leaves look beautiful when they're hanging on the tree, they lose their luster when blowing around a parking lot and collecting up against the curbs. Being it is that time of year, it is a good time for a policy reminder regarding leaf blowing.

All site maintenance personnel should strap on the backpack blower each morning and blow their property's entryway, around the leasing office, and along the current marketing path. This would include the pathways to available units, and to and from amenities such as the pool or a laundry room. In addition, each property should be split up into several equal sections, and one section should be blown each day. This way the entire property is completely blown once each week. Our expectation is that maintenance should have the backpack blower running anywhere from fifteen minutes to a half hour each day. If it's been particularly windy, it may even take a little longer.

Everyone needs a little break now and then, right? We want to give that well-deserved break to our maintenance staff. On the day the landscapers are scheduled to be at your property, they will blow leaves and your site maintenance can take break from that task.

We all understand the importance of curb appeal so we ask that, along with picking up trash and keeping the common areas neat and tidy, blowing leaves is one of those tasks that is done daily without exception. It really makes a difference.

Each property should own its own backpack blower. Our spec backpack blower is a professional quality, designed to be powerful enough to get the job done quickly and efficiently. If your property owns a small battery powered blower, please discontinue using it and contact your supervisor to discuss ordering a blower from our spec sheet.

Questions? Please contact Director of Maintenance, Scott Busch at sbusch@cresapts.com.

Holiday Time Off Planning

The holidays are around the corner and many of you will be requesting time off. Here are a few things to keep in mind:

- For a better chance at having your time off approved, request the time off immediately
- Be prepared to recommend coverage for your time off
- If you must stagger time off with coworkers and you took time off during the holidays last year, please consider letting your coworker take the time off this year
- When applicable, plan your time off around office closures

Careers with Cambridge

To request an Application for Employment or for more career information, please contact Human Resources at hr@cambridgeres.com or 503.450.0237

Keyholder – Maintains common areas in a clean, orderly and safe condition. Assists Property Manager in unlocking commons area doors as needed. ***Must live onsite*** Location: Oregon - Countrywood Manor

Leasing Agent – Under the direction of the Property Manager, the Leasing Agent is responsible for leasing, marketing and maintaining positive resident relations within the community. Locations: Oregon – Meridian Village (PT), Sunrise Park (PT)

Maintenance Technician – Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property. Locations: California - Dolores Lia (PT); Oregon – Pinewood Manor (PT), West Hills Terrace (PT), Fifth Avenue Court/Kearney/Glisan/Nordel, Gladstone Forest, 2400 Brookwood/Crescent Ridge

Assistant Maintenance Technician (Part Time) – Provides less complicated repairs and preventative maintenance at the direction of a senior Maintenance Technician. Location: Oregon – Pleasant Ridge

Property Manager - Oversees daily activities such as leasing, collections, resident relations, maintenance, general administration, and policy & procedure compliance. Location: California – Coburn Crossing; Washington – Pioneer Vista

Assistant Property Manager - Works in conjunction with property manager to oversee daily activities of the community including leasing, collections, resident relations, maintenance, general office administration and policy and procedure compliance. Location: Oregon – Ontario 1/Ontario 2

SERC (Portland Office) - Support site employees in various departments. Location: Oregon – Administrative Support, Systems Analyst, Senior Property Accountant

WEAR A MASK FOR EVERYONE'S SAFETY



Do your part to stop the spread during the holiday season!

- People age 2 and older should wear masks in public settings and when around people who don't live in their household.
- Masks offer some protection to you and are also meant to protect those around you, in case you are unknowingly infected with the virus that causes COVID-19.
- A mask is NOT a substitute for social distancing. Masks should still be worn in addition to staying at least 6 feet apart.
- Wash your hands with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol after touching or removing your mask.
- Masks may not be necessary when you are outside by yourself away from others, or with other people who live in your household. However, some localities may have mask mandates while out in public and these mandates should always be followed.
- The CDC is still studying the effectiveness of different types of masks and will update our recommendations as new scientific evidence becomes available.

COVID 19 Maintenance Protocol Reminder

It is not particularly viable for maintenance personnel to work from home during this time. Only emergency maintenance request should be completed in occupied apartments. Low-priority, non-emergency requests will continue to be deferred.

If entering an occupied unit, make all the appropriate inquiries regarding exposure and diagnosis for COVID-19 for apartment occupants. Respond to apartments fully prepared to complete a repair efficiently. Ask the resident to self-quarantine during your visit by leaving or by moving to a different room.

Complete turnover work in relative isolation. Just one maintenance employee should be in a storage room or shop at any given time. Virtually all interaction between site management staff and site maintenance staff occur via telephone or email.

Be reminded that exterior maintenance projects can and should continue. Leaf control. Litter patrol. Pressure washing. Exterior repairs. These are all productive undertakings.

If you have questions regarding maintenance protocol, please contact Director of Maintenance, Scott Busch, at sbusch@cresapts.com.

GRACE HILL TRAINING

Have you completed your Grace Hill Training requirements? If not, please see the attached flyer and create a plan to complete these mandatory classes before the end of the year. Classes may be completed during work hours.

Questions? Contact the Human Resources Department

Inclement Weather

During the onset of very cold weather conditions, we remind managers of the following:

- If needed and in advance of sub-freezing temperatures, post the Freeze Warning Notice on all apartments.
- Staff should monitor the inside temperature of all vacant apartments until outside temperatures are forecast to stay above 40 degrees.
- Staff should monitor inside water service of all vacant apartments to make sure that faucets are allowed to trickle, this will help avoid frozen water pipes.
- Activate pool and spa heaters just enough to avoid frozen pools and spas.
- Make sure your property has a supply of sand or gravel located in stashes throughout the property to help with traction.
- If snow clearing is required, include pathways to garbage areas, laundry rooms and site management office. Clear access to fire hydrants, water shut-off valves and emergency access routes.
- Survey your property to identify overhanging branches which could present a hazard if snowfall occurs. Coordinate a timely response with your landscape vendor.



Training Program

by Grace Hill

Grace Hill provides online training courses solely for the Property Management industry. It is designed to help employees, teams, and companies improve performance and reduce risk. Grace Hill has many years of industry training experience and expertise and a commitment to customer success.

Your steps to training success:



access

To access Grace Hill enter the link below into your browser:
www.gracehillvision.com/cambridgeres



elective courses

After your required classes, complete a minimum of 1 elective per quarter.



courses

The following courses must be completed within your first 2 days of employment, and every 12 months thereafter. Be sure to set reminders on your calendar!

- Fair Housing
- Sexual Harassment



paid time

Time spent taking these training courses is paid time, please record on your timecard accordingly.

Human Resources Department: hr@cambridgeres.com • 503.450.0247

CAMBRIDGE
real estate services

Cambridge Real Estate Services is committed to promoting and supporting a diverse workplace. We are proud to be an Equal Opportunity Employer.

