

Cambridge eExchange

Hello Employees!

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VOL 24 | JANUARY | 2021

HAPPY NEW YEAR! CHEERS TO 2021!

Workplace Safety During Quarantine

Warning Signs

Employees often learn verbal and non-verbal cues that may be warning signs of a possible volatile situation with a disgruntled or hostile person. Stressful circumstances such as the on-going pandemic, with all the emotional, financial and physical stressors that accompany it, can create tension in otherwise “everyday” interactions. Verbal cues can include speaking loudly or swearing. Non-verbal cues can include clenched fists, heavy breathing, fixed stare, and pacing, among other behaviors. **The more cues shown, the greater the risk of a volatile or aggressive situation.**

Response

Employees learn how to appropriately respond to potentially volatile or violent situations. Responses range from paying attention to a person and maintaining non-threatening eye contact to using supportive body language and avoiding threatening gestures, such as finger pointing or crossed-arms. Here are some additional suggestions that can help to ward off a potential situation:

- Offer residents and staff options to minimize their contact with others and promote social distancing.
- Post signs that let resident and staff know about the policies or wearing masks, social distancing, and the maximum number of people allowed in a facility.
- Remain aware of and support employees and residents if a threatening or volatile situation occurs.
- Identify safe area for employees to go if they feel threatened.
- Put in place steps to assess and respond to volatile workplace situations. Response will depend on the severity of the issue. Possible responses may include reporting to the manager or supervisor on-duty, calling security, or calling 911.

EMERGENCY CONTACT INFORMATION

There are forms available on Tenant Technologies Electronic Forms program for gathering the best emergency contact telephone number for each household. Just when you need it most, that information can be found neatly tucked away in a resident file. If during these pandemic-influenced, holiday season times, you choose to update any emergency data, you will be the lucky beneficiary of that information:

- Emergency Contact Information for Tenant (Emergency Contact Update Form)
- Emergency Procedure Manual / Binder showing all locations for shut-offs
- Current vendor list showing emergency responders, water extraction company, etc.

Questions? Regional Managers and Property Supervisors are available to assist.

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. **Location: Oregon – Meridian Village (PT)**

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

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

Property Manager - Oversees daily activities such as leasing, collections, resident relations, maintenance, general administration, and policy & procedure compliance. **Location: Oregon – Hidden Court; 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: California - Glenbrook**

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

Notifying Human Resources

Certain workplace events require notification to your Human Resources Department. This list included some, but not all, of those events:

Workers' Compensation Injuries

Anytime an employee experiences a work-related injury or illness HR must be immediately notified. Of course, if the injury requires medical intervention, that takes priority. Upon notification, HR will forward a packet of forms that requires completion before the claim can be processed.

COVID-19

HR must be notified and provided with quarantine orders and test results as soon as possible when an employee has been exposed to COVID-19, has symptoms associated with COVID-19, or has been diagnosed with COVID-19. HR will provide general guidance until the provider gives more specific instructions.

Harassment

Employees being harassed or feel like they have been subjected to discrimination or retaliation, should notify HR. HR will investigate the complaint and provide recommendations to management to remedy the situation. You will not be retaliated against for reporting these issues.

Property Changes

HR must be notified when employees are assigned to work at new properties on a permanent basis, at which point HR will create a new Employment Understanding (EU) and forward to the employee for signature. This ensures employees understand where work hours are to be performed, who the supervisor is, etc. Property changes can also affect Apartment Value (AV) and benefits eligibility.

Leaves of Absences

With the exception of pre-approved vacation covered by PTO, any time an employee is required to be off of work for more than 5 days, HR must be notified. Leaves of absence from work include but are not limited to an employee or family member's illness or injury, military service, etc. HR will provide the information and documentation packet for completion, that in many cases will protect the employee's job while off work. And, while leave of absences are generally unpaid, employees may be eligible for disability payments – information that is provided in the packet.

Please **contact Angela Cooper, Director of Human Resources & Safety, at (503) 445-2793** if you have questions or concerns related to the above subjects or are unsure who to contact regarding a subject not listed above.

WINTER WEATHER PROCEDURES

Cambridge has set up guidelines for winter weather, which includes plowing parking lots, shoveling and sanding sidewalks and stairways, and pool winterization (if applicable) as well as preventative measures for vacant units to help keep frozen pipes to a minimum. When freezing temperatures arrive, please be prepared by executing the following steps:

- Install Styrofoam insulation covers over all hose bibbs.
- Make sure all foundation vents are either closed or covered with Styrofoam blocking, which can also be purchased at Home Depot.
- Leave heat on low in all vacant units – All vacant apartments should be walked daily to ensure that heat is set to an appropriate level.
- Leave cabinet doors open under kitchen and bath sinks to help keep water supply lines warm.
- Drain swimming pool lines (to and from the filter) as well as the filter itself. Install expansion plugs to keep water from flowing back into the lines. If you have a pool heater, you can always turn it on a lower setting, not enough to heat the pool, but enough to keep it from freezing. Some pool suppliers sell a pool antifreeze to put into the lines if you can't get them completely drained or blown out.
- Cambridge does not allow for ice melt products, as they're corrosive to both concrete and carpet if tracked into a unit. As a substitute, we use sand or pea gravel spread generously onto the sidewalk in high traffic areas to help with traction. This should be applied after the sidewalk is cleared.
- When shoveling sidewalks and stairwells, please remember to clear the high traffic areas first. It is only necessary to clear a pathway from the apartment to the parking lot. If there are two pathways to a building, it is only necessary to shovel one pathway to the parking area, as long as every apartment has access to the cleared path.
- Please treat all work orders that pertain to the resident's heat as high priority. All properties should stock a portable heater or two to loan out to residents having issues with their heat that cannot be resolved immediately. These are available at Home Depot or the HD Supply Catalog.

Please feel free to contact Maintenance Director Scott Busch with any questions regarding our winter weather policies.



Holiday Tree Disposal



See below for a few guidelines for holiday tree removal at your property.

- **Contact local landscape contractors, garbage hauler, or other local tree recycling program**
 - Costs can vary, doing some research might benefit your property
 - Avoid a tree removal service as costs can add up quickly
- **Identify a location where residents can put their trees**
 - Should be confined to a space the size of a parking stall or two
 - Should be in reasonable proximity to the apartment units
 - Should be handicap accessible
 - Area that is easily accessible for vendor picking up trees
 - Mark area with cones, safety tape or other appropriate materials
- **Communicate with residents**
 - Let them know where they can put their trees
 - Include the date the trees will be picked up
 - Remind them to remove all decorations

Please contact your Regional or Property Supervisor if you have any questions.

TIMEKEEPING REMINDER

Clocking In/Out in ADP

Please remember that actual start and finish times must be entered. For example, if an employee starts work at 7:54am, 7:54am must be entered – not 8:00am. Likewise, if work is started at 8:05am, 8:05am must be entered – not 8:00am, etc. Payroll periodically monitors ADP for timecard compliance, therefore each staff member must meet these, along with meal breaks requirements.

Paid Time Off

For those employees who accrue Paid Time Off (PTO), remember that time off requests are approved on a first come first served basis therefore employees should give as much notice as possible, especially around the holidays. Requests must be submitted through the ADP Time Off Request process.



SmartDollar Program

Have you made a New Year's resolution to start saving and budgeting? Please take a moment to consider enrolling in our SmartDollar Program. SmartDollar is your company-provided financial wellness benefit. Please see the attached flyer and visit:

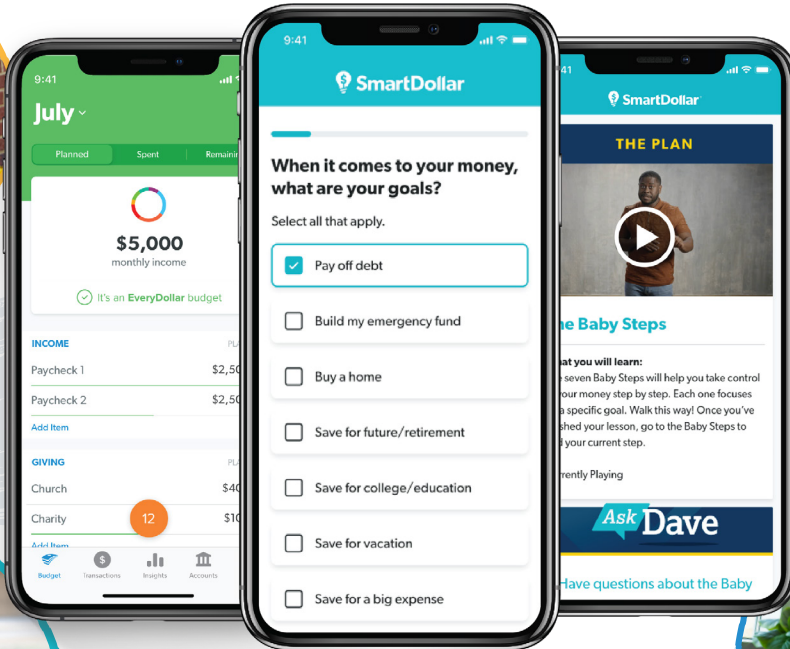
<https://www.smartdollar.com/enroll/cambridgerealestate8815>

Further questions regarding Smart Dollar? Contact the Human Resources Department.

Put your *money* where your *goals* are



Sarah paid off \$39,000 and is debt-free thanks to SmartDollar!



Krista is working on her goal to retire by 55!

Jonathan paid for his Hawaiian vacation in cash using SmartDollar!



Sign up for your FREE SmartDollar account first

to get access to the premium versions of **EveryDollar** and the **Baby Steps** app.



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