



**NEW YORK CITY HOUSING AUTHORITY**

250 BROADWAY • NEW YORK, NY 10007

TEL: (212) 306-3000 • <http://nyc.gov/nycha>

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Work Order Guidance May 3, 2021

Dear Colleagues,

Since the beginning of the COVID-19 pandemic, NYCHA has modified our business practices to reduce the risk to our employees and residents and to align with guidance provided by the NYC Health Department, Executive Orders, and other mandated protocols issued by our State and local officials and federal partners. As more has become known about the coronavirus and with significant increases in vaccinations, these entities have modified restrictions in order to slowly return life to pre-pandemic activity.

In response, NYCHA will be taking steps to return our business operations to pre-pandemic levels by returning Central Office employees back to the office on a regular and recurring schedule and by rescinding aspects of the “Work Order Guidance,” effective May 3, 2021.

**What changes:**

- **All work in occupied units, including scheduled repairs for non-emergency work, annual inspections and other skilled trades or maintenance work, is no longer suspended.**
- **Air conditioner and window guard visual inspections can be conducted by various titles.**

**What does not change:**

- **Capturing resident signatures on handheld devices remains suspended. When prompted to sign, please write the word “suspended.” For court-ordered repairs, please attach a picture of the completed repair to the appropriate work order.**
- **There will be no in-person rent collection. Rent should be paid via one of the other available methods.**
- **Staff will continue to use the “Temporarily Deferred” code in Maximo if work is unable to be completed due to resident responses to health questions.**
- **The “Employee Safety” protocols and the “Working Within an Apartment” safety protocols below do not change.**
- **Wednesday evening hours remain suspended.**
- **Weekend maintenance blitzes continue to be suspended.**



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### **Employee Safety**

#### **Respiratory Protection:**

According to the latest NYC Health Department guidance, respirators (N95 and N100 masks or approved equivalents) are not recommended to protect NYCHA personnel from the spread of COVID-19 while performing their assignments. This specific equipment is currently only required for healthcare professionals (such as doctors and nurses) providing care to patients with a confirmed COVID-19 diagnosis. Staff are advised to use other masks or face coverings and to maintain social distancing and good hand hygiene while performing duties during this crisis.

#### **Working Within an Apartment:**

Staff performing work in apartments will receive a face covering such as a surgical/dust mask. The purpose of this face covering is an added protection, in addition to social distancing, to help prevent the staff member from unknowingly spreading COVID-19 to a resident or fellow staff member.

Staff will also be provided additional face coverings for residents and children and disinfection supplies in order to adhere to the enhanced safety protocols.

All residents over the age of 2 (and any guest in the apartment) must wear a face covering while NYCHA staff are working within the apartment. Staff performing work in apartments must bring extra masks to distribute to the resident(s) if they will be remaining in the unit and do not have their own face covering. If a resident or guest declines to wear a face covering, they must isolate themselves in a separate room with the door closed or leave the apartment while the work is being performed. If a resident does not comply with this requirement, the NYCHA worker should leave the apartment and report the non-compliance to their supervisor.

#### **Before Entering an Apartment, Ask the Following:**

1. Politely ask the resident to maintain at least a six-foot distance from the staff member while the repair is completed.
2. Politely ask, "Would you mind covering your face (suggest a scarf, cloth, or towel) while I am performing work in your apartment?" [Please note, residents are obligated to wear a face covering while an employee is in their unit if they are not physically isolated in a separate room with the door closed.]
3. "Does anyone in the household have a fever, cough, or shortness of breath or confirmed to have been infected with coronavirus?"

Staff can ask the above three questions either at the door after knocking or by calling the resident, using the phone numbers stored in Maximo, immediately before walking to the resident's unit ahead of a



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scheduled appointment. If a resident does not answer the phone, the employee should still proceed and attempt to ask the questions at the resident's door.

If the resident answers "yes" to question 3 and the appointment is not an emergency, staff should leave the unit and reschedule the appointment using the "Temporarily Deferred" code in Maximo, first instructing the resident to call the CCC to reschedule once they are feeling better. If the resident answers "yes" to question 3 and the appointment is an emergency, politely ask the resident to remain in a separate room (where possible) with the door closed until the work is completed. If a separate room is not available, politely ask the resident to wear a face covering and maintain at least a six-foot distance from the staff member until the repair is completed.

**A resident may ask you these same questions before you enter. Please be courteous and polite.**

#### **After Entering an Apartment:**

As a reminder, NYCHA employees must conduct the "five-alive" safety check, and correct any related deficiencies, each time an employee enters a unit.

Employees must also maintain physical distance of at least 6 feet from other employees (unless the safety of the job requires employees to be closer to one another) and from residents while in the apartment.

Staff should open a window within the unit to increase ventilation during the repair.

If the resident refuses to maintain a distance of at least 6 feet and/or refuses to wear a face covering during the course of the work, remove yourself from the unit and immediately contact your supervisor for guidance.

Prior to and after completing work within an apartment, employees must use cleaning and disinfection supplies to wipe down any tools and/or equipment used for the work order and any common surfaces touched during the completion of the work order.

NYCHA purchased Bioesque Disinfectant, an EPA-registered (EPA Reg. 87742-1-92595) one-step disinfectant and cleaner for staff to use for this purpose.

#### **Instructions for using Bioesque Disinfectant:**

- For use on hard, nonporous surfaces. Spot test to check compatibility with the surface.
- Spray to thoroughly wet the surface to be disinfected. Surfaces must remain wet for 1 minute to eliminate viruses. Allow to air dry. If desired, wipe dry.
- No rinse required, even on food contact surfaces.



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Staff should wear latex/nitrile/vinyl gloves while cleaning/disinfecting tools or surfaces and should change gloves after completing cleaning and disinfection actions.

While Bioesque contains no harmful chemicals and requires no personal protective equipment (PPE) to apply, staff who would like to review the Safety Data Sheets (SDS) should speak with the location Property Maintenance Supervisor or contact NYCHA's Environmental Health and Safety Department at [ehs@nycha.nyc.gov](mailto:ehs@nycha.nyc.gov).

Staff should not place Bioesque in secondary containers that are not properly labelled.

**After Visiting an Apartment:**

- ✓ **Wash your hands for at least 20 seconds, with warm water and soap**
- ✓ **If soap and water aren't available, use an alcohol-based hand sanitizer**
- ✓ **Keep your hands away from your face, nose, and eyes**
- ✓ **Disinfect all tools and equipment before proceeding to the next appointment or ending the work day**

**Reporting concerns:**

Your work is essential, and your health and safety is our number one priority.

We are asking employees to contact [hr.covid19@nycha.nyc.gov](mailto:hr.covid19@nycha.nyc.gov) with any questions or concerns regarding time and leave policies, and [covid19adm@nycha.nyc.gov](mailto:covid19adm@nycha.nyc.gov) if you need clarification or have questions regarding this or any work guidance you are receiving.

As always, if you receive guidance or observe a practice or event that is not aligned with our values, or you believe is deceptive, please submit your concern by visiting [on.nyc.gov/submit-concern](https://on.nyc.gov/submit-concern) or by calling the CCC at 718-707-7771 (and selecting menu option 7).

Thank you,

Greg Russ  
Chair & Chief Executive Officer

Vito Mustaciuolo  
Chief Operating Officer