

March 25, 2020

Dear Residents:

Please allow this to serve as follow-up to our letter of March 17, 2020 about the COVID-19 virus and the measures that Stewart Property Management is taking in response to preventing the spread of the virus in our communities. This situation is ever evolving, and we are revising policies and procedures as the CDC issues updated guidance.

### **Sanitation**

We have increased the frequency of sanitizing all common areas with special emphasis on disinfecting door handles, railings, intercom panels, elevator buttons.

### **Community Space Closures**

We have closed community spaces and rooms within the buildings. The laundry rooms and lobby areas remain open; however, please do not gather in the lobby, at the mailboxes, in the laundry room or hallways.

### **Enlisting Your Much-Needed Assistance**

Everyone's health comes down to each of you acting aggressively to stop the virus from spreading. The health of everyone in the building is the duty of each resident.

1. Maintain Social Distancing. Please be diligent in maintaining at least a six-foot distance between yourself and others.
2. Cough and sneeze into tissues, throw the tissues in the trash and wash your hands with warm water and soap for at least 20 seconds.
3. Wash your hands often.
4. Please communicate with your property staff via telephone or email.

### **Maintenance Services**

Routine requests will likely be postponed. Maintenance will only enter apartments to perform emergency service. If you have an emergency need, please maintain a room's distance between you and the responding maintenance person. Please understand that the maintenance person may ask you to go into another room. When encountering a member of our staff, please always maintain a distance of at least 6 feet.

### **Keeping You Informed**

If we become aware that someone at this property has tested positive and is quarantined, we will follow CDC guidance.

As always, we thank you for your cooperation and understanding and awareness that the health and safety of you, our residents, and of our staff is why we have taken additional precautionary steps.



*Stewart Property Management does not discriminate based on race, color, sex, age, religion, national origin, family or marital status, or handicap.*



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# Coronavirus & COVID-19

## SAFE LAUNDERING GUIDELINES

Amid growing concerns over COVID-19, Automatic Laundry has put together a number of laundering procedures to help keep residents safe as they continue to perform this necessary task. Regular laundering of clothing and linens has never been more important.



### Do not shake dirty laundry

This minimizes the possibility of dispersing the virus through the air.



### Use the dryer

Viruses hate heat, and drying clothes will further prevent the spread of the disease.



### Wash items in accordance with the directions

If possible, launder items using the warmest appropriate water settings for the items, and dry items completely.



### Use the right amount of soap

Too much soap creates excess suds that enable dirt and grime to remain trapped inside the fabric. The right amount of soap will properly clean and then be rinsed from the clothing.



### The hotter the wash, the better

Experts recommend washing the items in a temperature of at least 140 degrees.



### Clean and disinfect clothes baskets, carts and hampers

Clean these items as often as possible and use a bag liner, if available.



As a courtesy to your fellow residents **please wipe down the touch pad, door handles and other commonly touched surfaces on the equipment before and after you use the equipment. Remember to wash your hands.**

# Steps to help prevent the spread of COVID-19 if you are sick

**FOLLOW THE STEPS BELOW:** If you are sick with COVID-19 or think you might have it, follow the steps below to help protect other people in your home and community.

## Stay home except to get medical care

- **Stay home:** People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you feel worse or you think it is an emergency.
- **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.



## Separate yourself from other people in your home, this is known as home isolation

- **Stay away from others:** As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- **Limit contact with pets & animals:** You should restrict contact with pets and other animals, just like you would around other people.
  - Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people with the virus limit contact with animals until more information is known.
  - When possible, have another member of your household care for your animals while you are sick with COVID-19. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with them. See COVID-19 and Animals for more information.



## Call ahead before visiting your doctor

- **Call ahead:** If you have a medical appointment, call your doctor’s office or emergency department, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.



## Wear a facemask if you are sick

- **If you are sick:** You should wear a facemask when you are around other people and before you enter a healthcare provider’s office.
- **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.



## Cover your coughs and sneezes

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Clean your hands often

- **Wash hands:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Hand sanitizer:** If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water:** Soap and water are the best option, especially if hands are visibly dirty.
- **Avoid touching:** Avoid touching your eyes, nose, and mouth with unwashed hands.



## Avoid sharing personal household items

- **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.



[cdc.gov/COVID19](https://www.cdc.gov/COVID19)

- **Wash thoroughly after use:** After using these items, wash them thoroughly with soap and water or put in the dishwasher.

## Clean all “high-touch” surfaces everyday

Clean high-touch surfaces in your isolation area (“sick room” and bathroom) every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.



- **Clean and disinfect:** Routinely clean high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
  - If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**
- **Household cleaners and disinfectants:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
  - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
  - Most EPA-registered household disinfectants should be effective. A full list of disinfectants can be found [here](#).

## Monitor your symptoms

- **Seek medical attention, but call first:** Seek medical care right away if your illness is worsening (for example, if you have difficulty breathing).
  - **Call your doctor before going in:** Before going to the doctor’s office or emergency room, call ahead and tell them your symptoms. They will tell you what to do.
- **Wear a facemask:** If possible, put on a facemask before you enter the building. If you can’t put on a facemask, try to keep a safe distance from other people (at least 6 feet away). This will help protect the people in the office or waiting room.
- **Follow care instructions from your healthcare provider and local health department:** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**.

Emergency warning signs include\*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

**Call 911 if you have a medical emergency:** If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

## How to discontinue home isolation

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
  - **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
    - You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
    - at least 7 days have passed since your symptoms first appeared
  - **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
    - You no longer have a fever (without the use medicine that reduces fevers) AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
    - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.



**In all cases, follow the guidance of your healthcare provider and local health department.** The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.

More information is available [here](#).

Additional information for healthcare providers: [Interim Healthcare Infection Prevention and Control Recommendations for Persons Under Investigation for 2019 Novel Coronavirus](#).