



To: All Charles H. Greenthal Residents, Clients, Vendors & Employees
From: Charles H. Greenthal Management Corp./Human Resources Department
Re: COVID-19 Update #8

As you are aware, earlier this week the World Health Organization (WHO) announced that the outbreak of COVID-19, is now formally characterized as a pandemic. This afternoon, President Trump announced a National State of Emergency for the purpose of expediting release of federal funds to further aid the medical community in efforts to test citizens and combat the spread of COVID-19. Following several internal meetings with leadership and review of all current and available information provided by the New York State Department of Health (NYS DOH), WHO and the Center for Disease Control (CDC), we have taken steps to ensure the safety and good health of our staff, clients and vendors.

Management

1. **Comprehensive Disinfection Protocols** - We have instituted protocols throughout our portfolio, in accordance with DOH/CDC Disinfection Guidelines for residential and commercial properties.
2. All maintenance and building staff have been directed to clean/disinfect all common areas and items such as door handles, elevator buttons, banisters, amenities equipment etc. at minimum, three times a day
3. **Operational Contingency Plan** - We have created contingency plans to ensure you experience little to no disruption of services during this outbreak
4. **Sanitizing Stations** have been set up throughout the portfolio, in common areas and by entrances
5. **Communication & Messaging** - Protocols have been posted for tenants to be aware of CDC recommendations to use sanitizer (and wash hands) before and after use of amenities and equipment.
6. **COVID Response Preparedness** - Protocols have been set in place to address situations as they may arise e.g. onsite staff or tenant tests positive or is under voluntary or mandatory quarantine.
7. **Recommended Social Distancing** - We are recommending to all clients that cyclical meetings (monthly/quarterly/annual) scheduled within the next 30-60 days be rescheduled for a later date or conducted via secure portals such as Skype.
8. **Financial Services** - Rent bills and financial reporting will continue to be provided on schedule

Staffing

1. **Staggered Work Schedules** - Currently we have created a "staggered working schedule" so that all staff who utilize public transportation can do so while avoiding crowded "rush hours". Should the situation escalate, we have the ability to allow staff to work remotely.
2. **Sanitizing** - All staff have been provided with sanitizer and alcohol wipes to ensure their desk and work tools are disinfected at least twice a day.
3. **Social Distancing** – we have made every effort to reduce foot traffic and visitations to our assorted offices to reduce the risk of exposure to COVID-19.
4. **HR Protocols** – HR had developed a comprehensive multi-tier plan to address any staffing issues that may arise should quarantine, public transportation interruptions or other COVID-19 related activities impact staffing needs.

While we have taken these steps to ensure the health and safety of all, as well as to ensure we have an operational contingency plan in place to avoid any disruption of services to you. Please note that at this time both offices remain open and fully operational. It goes without saying we will continue to monitor information provide by State/Federal and City agencies, to ensure you, our staff and vendors remain informed and safe.

To stay informed, and find up to date information, visit the CDC and NYS Department of Health websites:

For **CDC Updates**, go to www.cdc.gov/coronavirus/2019-nCov

For **NYS Dept. of Health Updates**, go to <https://www.health.ny.gov/diseases/communicable/coronavirus/>

call the **Novel Coronavirus Hotline** at 1-888-364-3065 or Sign up for the **City's text notification system**. To receive regular updates on the latest developments in New York City, text COVID to 692-692