



Preparing for and managing COVID-19 Action Plan for Strata Committees

COVID-19 for strata committees

A simple approach is needed for strata committee members to follow for COVID-19.

Strata management companies are overloaded, which means the strata committees will necessarily have to do more heavy lifting at this time. We recommend strata committees create a **Crisis Management Team**.

This support pack is based upon COVID-19 preparation experience with 16 different apartment blocks. Data and information are key to preparing well.

Each strata committee doesn't need to **re-invent the wheel**. They can learn from each other.

Stay safe,

Brent Clark
CEO, Wattblock

Case study – Hong Kong Apartment Block

Hong Mei House

- 5 residents on different floors contracted coronavirus
- The first two people to contract it were 10 floors apart
- Possibility that COVID-19 was spread over long distances by airborne transmission
- A leaking exhaust fan is a possible explanation
- Building evacuated





SARS Case Study – Amoy Gardens

Amoy Gardens

- SARS outbreak in 2003
- 300 confirmed cases
- Wastewater plumbing was main cause of outbreak
- Large number of U-bends were dry
- Virus-laden droplets could move via the sewer and plumbing network from one apartment to another
- Airborne transmission route was aided by bathroom extraction fans
- Old sinks & bathroom/laundry drains in apartments aren't used often
- Residents can pour water down these as a routine to reduce risk





Visualising the problem of an outbreak

The London Cholera Map

1854. London. Cholera strikes. In just 10 days, over 500 people have died in one neighbourhood. The mysterious cluster of deaths is especially terrifying because no one understands the source.

No one besides John Snow, an epidemiologist who believed that the water supply was spreading the disease.

He plotted every death on a map with ingenious mapped bar charts (see left) and was able to show that the closer to the Broad Street water pump he plotted, the greater the number of deaths.

This was positive proof that cholera was caused by contaminated water. Determining the source helped end the epidemic and save millions of lives.



Crisis Management Team

Strata committee should nominate people for a COVID-19 sub-committee to be known as the **Crisis Management Team**. Ideally, these should be people who are NOT at high risk from COVID-19 themselves.

- Master Plan needs to be developed. This is the overall approach which will be taken across information sharing (including channels & language translations), equipment & facilities operations, sanitation etc. Roles need to be defined across strata manager, facilities manager, strata committee and Crisis Management Team.
- Operations Plan needs to be developed. This will cover posting of notices, frequency of email communications/letterbox drops/notes under doors, cleaning schedules including any changes to existing cleaning contracts, changes to air and water circulating systems, facilities closures, decisions on allowing external contractors into the building etc
- 3 Incident Response Plan for possible COVID-19 Exposure at Apartment block. These are the steps to take after someone confirms they have an infection.

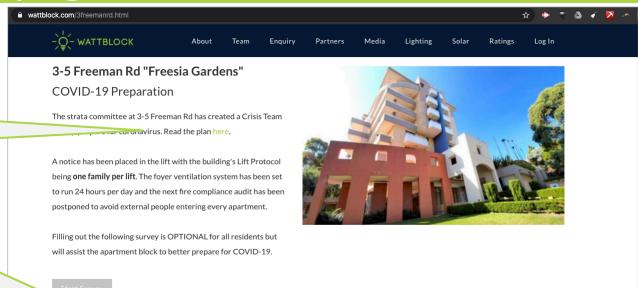
Website page can co-ordinate COVID-19 response



Link to online survey of residents to collect information to assist Crisis Team

Link to sign up on Community COVID-19 email support group

Link to online registration form for Life Support Systems e.g. ventilators operating in the apartment



Further Information

The major clean of common areas occurs each Friday and is performed by Timeless Commercial Clean. A link to the Australian Governments Cleaning and Disinfection Guideline for COVID-19 is here. Be careful of door handles, lift buttons, garbage room.

A number of residents in our building have **joined a COVID email grou**p with residents of 1-3 Eddy St, 6-8 Freeman Rd, 7 Freeman Rd, 10 Freeman Rd, 14-16 Freeman Rd. This is for information sharing and providing support to those in our community. Sign up for the Freeman Rd Covid Email

<u>Support Group here or email all the group members with your ideas to make our street safer at freemanrdcovid@googlegroups.com</u>

If you would like to **put a notice on the front door of your apartment** to inform other residents on your floor of your details, you can download a template here

One person in our building has already donated a hand sanitizer to another person who didn't have any, through reading the notice on the front door of their apartment. This shows that this approach works to encourage people to do random acts of kindness.

If you are **tested positive with COVID-19** and you want to give authorisation and consent to the building to share this information with other residents, strata manager and tradespeople such as the cleaners, you can download the form here.

If you require a **Life Support System such as a ventilator** to operate in your apartment, you can assist the strata scheme with updating its Life Support Register here.

Stay Safe,

Thank you for your assistance

Owners Corporation

Link to COVID-19
policy of
commercial
cleaning company

Link to online registration form for capturing authorisation and consent from infected persons

Example of Strata Committee's COVID-19 Masterplan

The masterplan needs to be simple. Using icons is a great way to clearly communicate with residents.



SHARING INFORMATION

- Setup email group for sharing information
- Put a notice in the lift for social distancing
- Setup an online survey of residents to start preparing for COVID-19 now
- Distribute template to go on apartment doors



VENTILATION

- Increase the operating times of foyer ventilation fans to run 24 hours
- Turn on garbage chute fan



SANITATION

- Retain regular cleaning schedules for the building and the garbage bins
- Disinfecting the lift buttons regularly
- Putting a sanitiser bottle in the foyer



BUILDING MANTENANCE

- Delaying next fire compliance audit to avoid tradespeople entering every apartment in the building
- Only approve emergency repairs in common areas and apartments until further notice

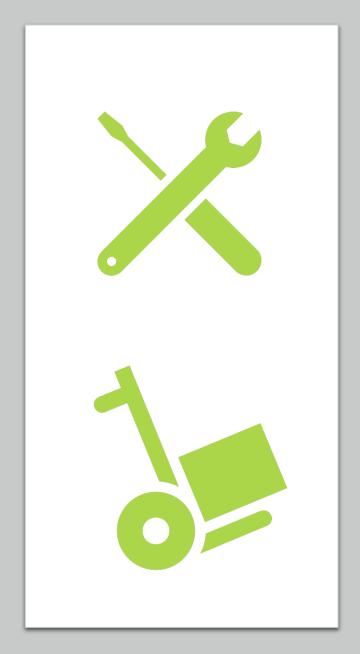




Personal Recommendations

- Try to use stairs instead of lifts
- Try not to invite friends to the building
- Wash your hand for at least 20 seconds with either soaps or sanitisers after you come back from outside
- Increase social distance to at least 1.5 meters
- Don't meet in groups of more than 2 people





Non-residents entering building

Tradespeople

- Cleaners continue to come to the building
- Emergency electrical, plumbing, glass replacement, intercom works in common areas and apartments continue
- Non-essential repairs have been delayed to reduce tradespeople coming into the building
- Fire compliance audit is delayed

Delivery

- Avoid direct contact with delivery personnel
- Have parcels & food deliveries dropped at front door



Example of Crisis Management Team's Operations Plan

	Questions for Crisis Team	Review Period
Meetings	How often does the strata committee meet? How often does the Crisis Management team meet? Skype? Zoom? Google Hangouts? Facebook Messenger video call? WhatsApp video call? Which platforms to use?	Monthly? Weekly?
Closing building facilities	Which ones to close? Gym, Pool, Spa, Sauna, Common showers, Common toilets, Children's Playground?	Monthly?
Modifying use of facilities	Introduce protocol for "one family per lift trip"?	Monthly?
Plant and Equipment	Change operating hours of ventilation fans? Increase temperature of hot water boilers (within legal limits)? Check type of air conditioning system with supplier? Bring forward air conditioning maintenance?	Quarterly?
 Communications Notices Mailbox drops Emails Letters under doors Social media Online surveys and registration forms 	Do we want to do a resident survey? Do we want to setup an online COVID-19 support group? Do we want to implement a consent and authorisation form for disclosure of personal information? Do we want to put a self-isolation and infection map in foyer? Do we want to setup an online registration form for life support equipment e.g. ventilators	Ongoing. Assign responsibilities for different communications to different crisis team members.
Hand sanitiser in common areas	Where? Foyer only? All Lift Entrances? Who to purchase? How to stop hand sanitiser being stolen?	Fortnightly?
Cleaning	Check cleaning company's COVID-19 policy? Re-negotiate existing scope of cleaning contract? Increase frequency of cleaning? Garbage chute cleaning? Bin Cleaning? Will a Crisis Team member volunteer?	Weekly – commercial? Daily? – Crisis Team member disinfecting door handles and lift buttons?
Other Tradespeople Visiting Building	Reduce these to emergency repairs only? What is the definition of an emergency repair? Delay fire compliance?	Monthly?
Notices	Where to put notices? In lift? On strata noticeboard? On foyer door(s)? Above light switches? Above door handles? Who to put up? How often to refresh?	Weekly?

Survey residents of the building to prepare

An online survey of residents is the best way to understand:

- Who is living and working in the block
- Who should be contacted in case of an emergency
- Who is self-isolating
- Who has been tested

This survey is OPTIONAL and no-one in the building can be forced to fill it out. However, during a crisis, people are often willing to help out if they know it is for the greater good of the community.

Collecting information earlier, allows the Crisis Management Team to understand the dimensions of the problem and put in place the right strategy.

The social benefit of the survey is that people with cars may offer to do shopping for elderly people who don't drive, etc.





Notice of status

Please put the following "Status label" on the front of your apartment door.



Healthy and/or working from home



Currently in Self-Isolation

Just came back from overseas or;

Had close contact with an infected person or;

tested on COVID-19 and waiting for result



Infected



Provide a template which can go on apartment door

Once again, it is entirely optional for people to put a notice on their apartment door. However, if people do this early, benefits may accrue to them sooner. In the case below, the sign noted that the resident didn't have any hand sanitiser. Within 24hrs, someone from the same floor knocked on the door and donated hand sanitiser to the resident who didn't have any.

	COVID-19 Update for UNIT		
	Answer "Yes" in this column	Answer "No" in this column	٦
	if it applies	if it applies	
Working from home	п к арриос	п к арриос	1
Recently overseas			-
In 2 week isolation			1
Been tested for COVID-19	1		1
Currently have COVID-19	1		1
Senior citizen			
Auto immune condition			
Requires medication			
Requires life support equipment			
Good health			1
High risk partner/family members			
Face mask			
Hand sanitizer			
Toilet Paper			
Food & Water Supply			
Car with fuel			
Available to help others			
Languages spoken			
Nationality			
What I'm good at			
My Email:			
My Phone:	_		
My Name: By voluntarily posting this on my ap owner-occupiers and tenants in the the building e.g. cleaners		- ·	
In Case of Emergency, please cont	act:		
Name:			
Phone:			





Connect with neighbours

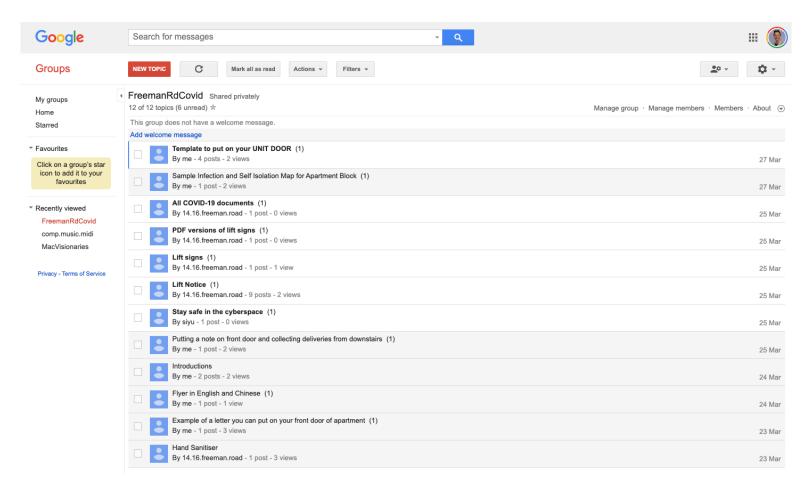
Joining up to a COVID-19 email list

- Staying in touch with others by phone or email, especially those with a chronic medical condition and living alone.
- You can share information such as supplies in local supermarkets, travel history, etc.
- Let people know if you are in self-isolation, or working from home.



Sign up on a community COVID-19 email group

Once again, it is entirely optional for people to join a community COVID-19 email group. In the example below, residents from six different apartment buildings joined the same email group to share information. An email group was decided on after surveying users and asking if they wanted Facebook page, WhatsApp, WeChat or email.



Sign up in a messaging group

During the COVID-19 crisis, people have more need to communicate with other residents than ever before, as people are working and studying from their apartments.

A Whatsapp, Facebook Messenger or WeChat group is more effective than an email group in quickly notifying other people in the block. A messaging group can be used to notify residents of:

- One-off cleaning events
- NBN installations (e.g. expect drilling noise)
- Renovation noise
- Lift outages
- Delays to contractors entering the building
- Incident response (in line with consent forms)

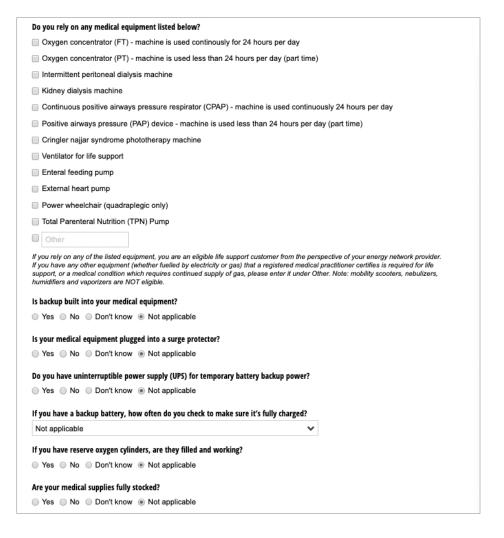
Apartment blocks have managed to get over 90% of residents signed up onto a chosen platform within 1 Week.

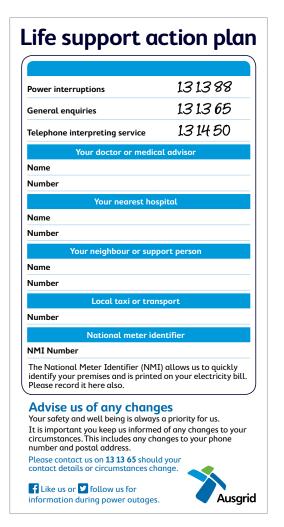


A combination of public notices and notices in letterboxes or under doors can be used to increase the number of people signing up. A re-usable process has been developed and is part of the COVID-19 support pack.

Registering Life Support Equipment e.g. ventilators

If you rely on medical equipment, we encourage you to **register your details with the Crisis Team** and prepare an action plan with your grid provider in the event of a planned or unplanned power outage.





Example of Crisis Team's Incident Response Plan

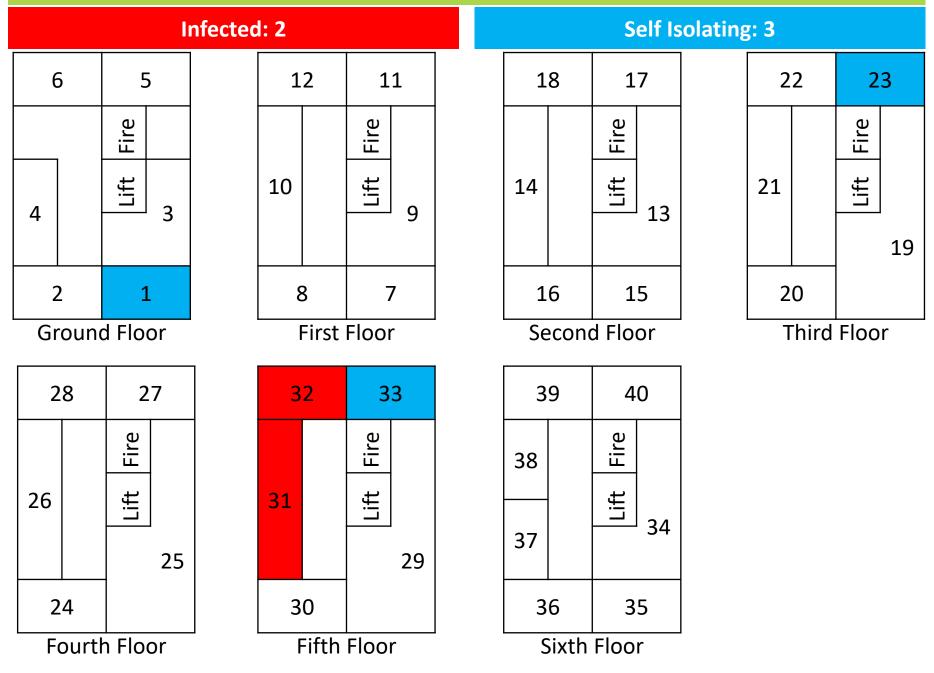
- 1) Establish consent from infected person to notify others of their health on consent form.
- 2) Share details of infected person with strata committee members and strata/facilities manager.
- 3) Crisis Team members will put on Personal Protective Equipment (PPE) such as face masks and latex gloves and put a COVID-19 notification under the apartment doors and in the apartment letterboxes of all apartments on the same floor.
- 4) Crisis Team to decide if additional one-off common area cleaning to be done in common areas and engage cleaner.
- 5) Crisis Team will put a general notice/update on the strata noticeboard to alert other members of the community of an infection on a particular floor.
- 6) Crisis Team will email local COVID support group to let members know of presence of an infected person.
- 7) Crisis Team will put a notice on the front door to inform any visitors or tradespeople to the building that an infected person is in the apartment block and to take precaution.
- 8) Crisis Team will ask primary carer to inform them if a ventilator is installed in the apartment.
- Crisis Team will ask the primary carer to inform them if/when the infected person moves out of the apartment block.
- 10) If the infected person moves out of the block, crisis team will update the general notice on the strata noticeboard to notify all residents that the infected person has left the building.

Obtaining Consent for Releasing Personal Information

The Crisis Team must get a consent form signed for releasing personal information, prior to notifying any residents on the same floor of an infection or updating the location map in the foyer or putting a notice on the front door to protect tradespeople or delivery people visiting the building.

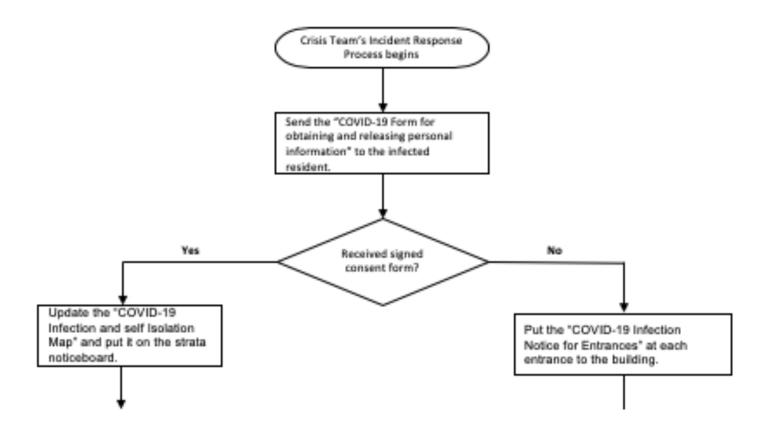
COVID-19 Consei	nt Form for Obtaining/Releasing Personal Information			
Given Name				
Surname				
Strata Plan Number				
Unit Number				
Strata/Property Manager Name				
Strata/Property Manager Email				
Strata/Property Manager Phone				
Owner Occupier/Tenant's Decla				
	with my strata scheme/property managing agent representative. I			
understand that any information collected will be kept in a confidential case file, with access restricted to those who are directly responsible for coordinating and monitoring my recovery from COVID-19. I understand that my strata/property managing agent will: • only collect personal and health information that is relevant and necessary to manage my recovery in the				
strata scheme	for the number for which it was callested			
keep any information collected set	n for the purpose for which it was collected eparate from my other strata/property management records my information by ensuring it is stored securely, kept no longer than			
necessary and disposed of approp				
	on without unreasonable delay, unless providing access would be			
unlawful or pose a serious threat to				
amamar or poor a correct amount	a anomist person a me at risului.			
Considering the above, I,	[name] authorise and consent to my strata			
• -	collecting, using and disclosing personal and health information relevant			
to managing my recovery in the str	rata scheme with my support team identified below:			
Nominated Treating Doctor				
Allied health treatment practitioner	*			
Other representative (specify)				
I understand my consent is volunta	ary and I may change or withdraw this consent at any time by notifying			
my strata/property managing agen	t.			
Resident Signature	Date			
Strata Scheme/Property Agent Signature Date				
Interpreter Signature	Date			
This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals, or as a substitute for legal advice. A strata scheme/property managing agent is responsible for ensuring that it complies with the relevant privacy laws. You should seek independent legal advice if you need assistance on the application of the law to your situation "Allied health professions are health care professions distinct from dentistry, nursing, medicine, and pharmacy. They provide a range of diagnostic, technical, therapeutic, and support services				

Sample COVID-19 Infection & Self Isolation Map – 27/03/20



Process Maps

Process maps assist strata committees with key processes such as Incident Response, COVID-19 Survey and messenging group setup and resident engagement.



Sample Emergency Contacts Database

Who is the emergency contact to call if there is an emergency with a resident in the building?

Resident Contact Details			
Add Record Find/Edit Record	-Q- WATTBLOCK		
Personal Details	Personal Skills/Needs		
Contacts_ID 1	Skill_First_Aid		
First_Name	Skill_Cooking Needs_Cooking		
Middle_Name	Skill_Driving		
Last_Name Sung	Skill_Handyman		
Sex Female V	Skill_Computers		
Languages_Spoke v	Skill_Friendly_ Needs_Friendly_ Phone_Call		
Company_Name	Skill_Translation Needs_Translation		
Email_Address lishansung@hotmail.com	Skill_Posting_Mail		
Phone_Number	Skill_Urgent_ Needs_Urgent_ Supplies		
Mobile_Number	Skill_Financial_ Needs_Financial_ Angel Angel		
Whatsapp_Mobil e_Number			

Sample COVID-19 Budget Calculator

Should we set a new budget for the admin fund and capital works fund based upon specific numbers of lot owners defaulting on paying their strata levies?

"Your Own Scheme" SP 00000 Somewhere, NSW		2020 Q3 Apr-Jun	<u>2020</u> Q4 Jul- Sep	2021 Q1 Oct-Dec	<u>2021</u> Q2 Jan-Mar	Data Checks
THE VARIABLES		CHANGE THE VARIABLES HERE				
Number of Lots in Default [B]		0	0	0	0	
Reduction in Administration Costs		0%	0%	0%	0%	
Reduction in Capital Expenditure		0%	0%	0%	0%	
Reduction in CA Capital Levy Payment		0%	0%	0%	0%	
Reduction in Strata Fees		0%	0%	0%	0%	
YOUR SCHEME'S BUDGET	BASE DATA		MODEL CA	LCULATIONS		
Number of Lots in Your Scheme	75					
Annual Levies - Administration	\$ 600,000	\$ 150,000	\$150,000	\$ 150,000	\$ 150,000	\$ 600,000
Annual Levies - Capital	\$ 175,000	\$ 43,750	\$ 43,750	\$ 43,750	\$ 43,750	\$ 175,000
Total Levies (Collected)		\$ 193,750	\$193,750	\$ 193,750	\$ 193,750	\$ 775,000
Averge Fees COLLECTED per Lot		\$ 2,583	\$ 2,583	\$ 2,583	\$ 2,583	\$ 10,333
Admin Fund b/f	\$ (3,000)	\$ (3,000)	\$ 206	\$ 3,413	\$ 6,619	\$ (3,000)
Strata Fees (net of defaults)		\$ 150,000	\$150,000	\$ 150,000	\$ 150,000	\$ 600,000
Income - Other	\$ 3,000	\$ 750	\$ 750	\$ 750	\$ 750	\$ 3,000
Budget expense	\$ 590,175	\$ 147,544	\$147,544	\$ 147,544	\$ 147,544	\$ 590,175
Operating Admin Fund +/-		\$ 3,206	\$ 3,206	\$ 3,206	\$ 3,206	\$ 12,825 \$ (12,825)
Admin Fund C/f		\$ 206	\$ 3,413	\$ 6,619	\$ 9,825	\$ 9,825
Capital Works Fund B/f	\$ 219,000	\$ 219,000	\$203,875	\$ 188,750	\$ 173,625	\$ 219,000
Strata Fees (net of defaults)		\$ 43,750	\$ 43,750	\$ 43,750	\$ 43,750	\$ 175,000
Income - Other	\$ 5,000	\$ 1,250	\$ 1,250	\$ 1,250	\$ 1,250	\$ 5,000
Capital Expenditure by Scheme	\$ 175,500	\$ 43,875	\$ 43,875	\$ 43,875	\$ 43,875	\$ 175,500
CA or BMS Shared Levy	\$ 65,000	\$ 16,250	\$ 16,250	\$ 16,250	\$ 16,250	\$ 65,000
Operating Capital Fund +/-		\$ (15,125)	\$ (15,125)	\$ (15,125)	\$ (15,125)	\$ (60,500) \$ 60,500
Capital Works Fund C/f		\$ 203,875	\$188,750	\$ 173,625	\$ 158,500	\$ 158,500

Stay Safe!

The Wattblock team hopes this information is of assistance in preparing and managing COVID-19 in your apartment block.

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