



Resuming Normal Operations Guide

COVID-19 Response

Headquarters and Field Offices

U.S. Department of Housing and Urban Development

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Executive Summary

On March 20, 2020, the Department took appropriate steps to slow the spread of coronavirus while ensuring mission critical functions of the Department continued by implementing mandatory telework. In doing so, the Department successfully transitioned all operations to a virtual environment. On April 20, 2020, the Office of Management and Budget (OMB) and the Office of Personnel Management (OPM) issued a joint memorandum, “Aligning Federal Agency Operations with the National Guidelines for *Opening Up America Again*.” The Department’s guide, *Resuming Normal Operations* (“Guide”), follows guidance set forth by OMB, OPM, and the Centers for Disease Control and Prevention’s (CDC); it also incorporates the National Guidelines’ (“Guidelines”) three-phased approach. The Guide will provide a framework for HUD leadership to use as a *guidance tool* to ramp back up operations to the maximum extent possible, as local conditions warrant, consistent with the National Guidelines. The Guide identifies gating criteria and critical areas of consideration; outlines the Department’s three phases; describes roles and responsibilities; and summarizes various communication efforts that will be utilized.

Gating Criteria

. In addition to the Guidelines’ gating criteria for states and counties, the Agency also considers the following critical areas as we proceed with the three-phases:

- Local shelter-in-place/stay-at-home order(s) have been lifted.
- Virus trends, healthcare capacity, and testing capabilities, meet the Gating Criteria in a given service area.
- Offices are able, and have measures in place, to protect high-risk employees.
- The physical HUD office space is open and not currently closed by the General Services Administration (GSA) or a private building manager.
- Mass transportation is operational, if applicable.
- School and/or summer camp is open.
- Childcare facilities are operating.
- Individual dependent care circumstances.

Additionally, the listed criteria will be *reconsidered* before transitioning to the next phase.

HUD’s Three-Phased Approach

Phase I

During Phase I, the agency will transition from *mandatory* telework to *maximum* telework, by location, once regional and Headquarters leadership approve a physical work location for re-entry—at which time, it is voluntary for employees to return to the worksite instead of teleworking; high-risk employees should continue to shelter-in-place with maximum telework flexibilities. In this phase, the following tasks will be completed before employees return to the Weaver Building, regional offices, and field offices: social distancing measures implemented; cleaning and disinfecting; communication plans and training; and employee assessments, including adjusted works schedules and telework schedules.

Phase II

In Phase II, expanded and flexible telework is encouraged whenever possible and feasible with agency operational needs. For high-risk employees and special populations as identified by the CDC, maximum telework flexibilities will continue. In this phase, the following tasks will be completed: implement adjusted work schedules from Phase I, as appropriate, health and safety training, and manager training.

Phase III

In Phase III, normal operations are expected to resume. Employees should return to their duty stations, resume routine telework schedules, and follow policies enacted for operational optimization. Ordinary reasonable accommodation provisions are applicable.

Roles and Responsibilities

There are several key roles that are pivotal for the successful transition into each phase. In the Field, tasks will be completed through collaborative efforts between the designated Office Coordinator, the FPM Regional Administrator (RA) and Deputy Regional Administrator (DRA), the Office of Administration (Admin. or Administration), GSA, and program leadership. At Headquarters, the Office of Administration and the General Deputy Assistant Secretaries (GDAS) will lead all preparation efforts for the Weaver Building, Portals, Potomac Office Center, Washington Office Center, Capitol View, and L'Enfant Plaza, and ensure associated tasks are completed. The HUD Executive Committee will make the final decision on phase transitions for both the Field and Headquarters.

For tasks associated with employee telework schedules, reasonable accommodations, and individual considerations, decisions will be made at the discretion of the immediate supervisor.

Communication

The Department will utilize conference calls and virtual meeting technology to hold agency-wide "Town-Halls" and office-specific "All-Hands Meetings" to provide operational updates and notification of phase transitions to all staff; information related to these events will be sent by Public Affairs on behalf of the Secretary and/or Deputy Secretary.

All COVID19-related communications must be approved by the Office of Administration (COVID19@hud.gov) prior to release.

Further communication includes COVID-19-related instructions for supervisors on how to handle the following scenarios:

- If an employee is ill or feeling sick.
- If an employee has symptoms when they arrive to work or becomes sick during the day.
- If an employee is suspected or confirmed to have COVID-19.
- If an employee has been exposed to COVID-19 from a HUD employee.
- If an employee has been exposed to COVID-19 outside of HUD or indirectly.

Employees may search *Frequently Asked Questions* for additional information.

I. Purpose

The Department's *Resuming Normal Operations Guide* ("Guide") provides a framework for HUD leadership to use as a *guidance tool* to safely and efficiently resume normal operations that were affected due to the COVID-19 pandemic. This Guide outlines HUD's approach to assess office readiness to resume normal operations; outline the three phases planned for implementation; and list the mitigation strategies identified to ensure the safety of all employees. This Guide provides parameters to resume normal operations using a phased approach. The Guide applies to HUD's 58 Field Offices and Headquarters, and therefore, is a flexible tool that, in certain circumstances, may be tailored to address diverse program areas, geographic locations, physical worksites, and the needs of the Department and its employees.

In following directives set forth for Federal agencies, this Guide is aligned with the following guidance:

- The President's Guidelines [Opening Up America Again \("Guidelines"\)](#)
- The Office of Management and Budget (OMB) and Office of Personnel Management (OPM) joint memorandum [Memo-20-23](#)

Additionally, this Guide considers and incorporates guidance from the U.S. Centers for Disease Control and Prevention's (CDC) [Guidelines for Business and Workplaces](#), and the Occupational Safety and Health Administration's (OSHA) [Guidance on Preparing Workplaces for COVID-19](#).

II. Background

On April 20, 2020, OMB and OPM jointly issued a memorandum, "Aligning Federal Agency Operations with the National Guidelines for *Opening Up America Again*," which provides Federal agencies with guidance on how to navigate operations through the "gating period" and implement the three-phase framework outlined in the Guidelines.

Gating Criteria

The Guidelines incorporate the following gating criteria, developed by the CDC, which should be considered as we enter and progress through the three-phases:

- Influenza-like illnesses and COVID-like cases of illness must trend downward for 14 days.
- Documented COVID-19 cases and prevalence of positive tests must trend downward for 14 days (while not decreasing the overall number of tests) in a given geographical area.
- Local hospitals must have the capacity to treat all patients without crisis care and jurisdictions must have a robust healthcare worker testing program and plan in place.

State and local officials are responsible for monitoring the criteria and determining if criteria has been met for a given geographical area. After careful consideration of the gating criteria, along with state and local decisions, the Agency will determine appropriate mitigation strategies to move through the three-phase process.

III. Current Operating Status

Following the March 20, 2020, Mandatory Telework Directive, the Department successfully transitioned all operations to a virtual environment. Currently, employees are able to enter HUD facilities with supervisory approval. The Office of Administration and Headquarters and regional leadership are actively monitoring regional, state, and local guidance to determine if an office is able to begin a phased approach to resuming normal operations. Additional monitoring includes critical areas of consideration such as state and regional assessments, telework status, human capital matters, and building readiness.

IV. Phased Office Return – Overview

HUD will follow a three-phased approach, as outlined in the National Guidelines, to resume normal operations. Before offices resume normal operations, the Department will conduct local assessments, which will include valuations of the gating criteria (*see* Section II), OMB and OPM guidelines, and critical areas of consideration.

The following conditions (not an exhaustive list) should be considered based on local conditions:

- Local shelter-in-place/stay-at-home order(s) have been lifted.
- Virus trends, healthcare capacity, and testing capabilities, meet the gating criteria in a given service area.
 - This information will be gathered from the appropriate agencies (e.g. OMB, OPM, CDC, HHS, FEMA), or a Federal Executive Board.
- Offices are able, and have measures in place, to protect high-risk employees.
- The physical HUD office space is open and not currently closed by the General Services Administration (GSA) or a private building manager.
- Mass transportation is operational, if applicable.
- Schools and/or summer camps are operating at full capacity.
- Childcare facilities are operating at full capacity.
- Individual dependent care circumstances.

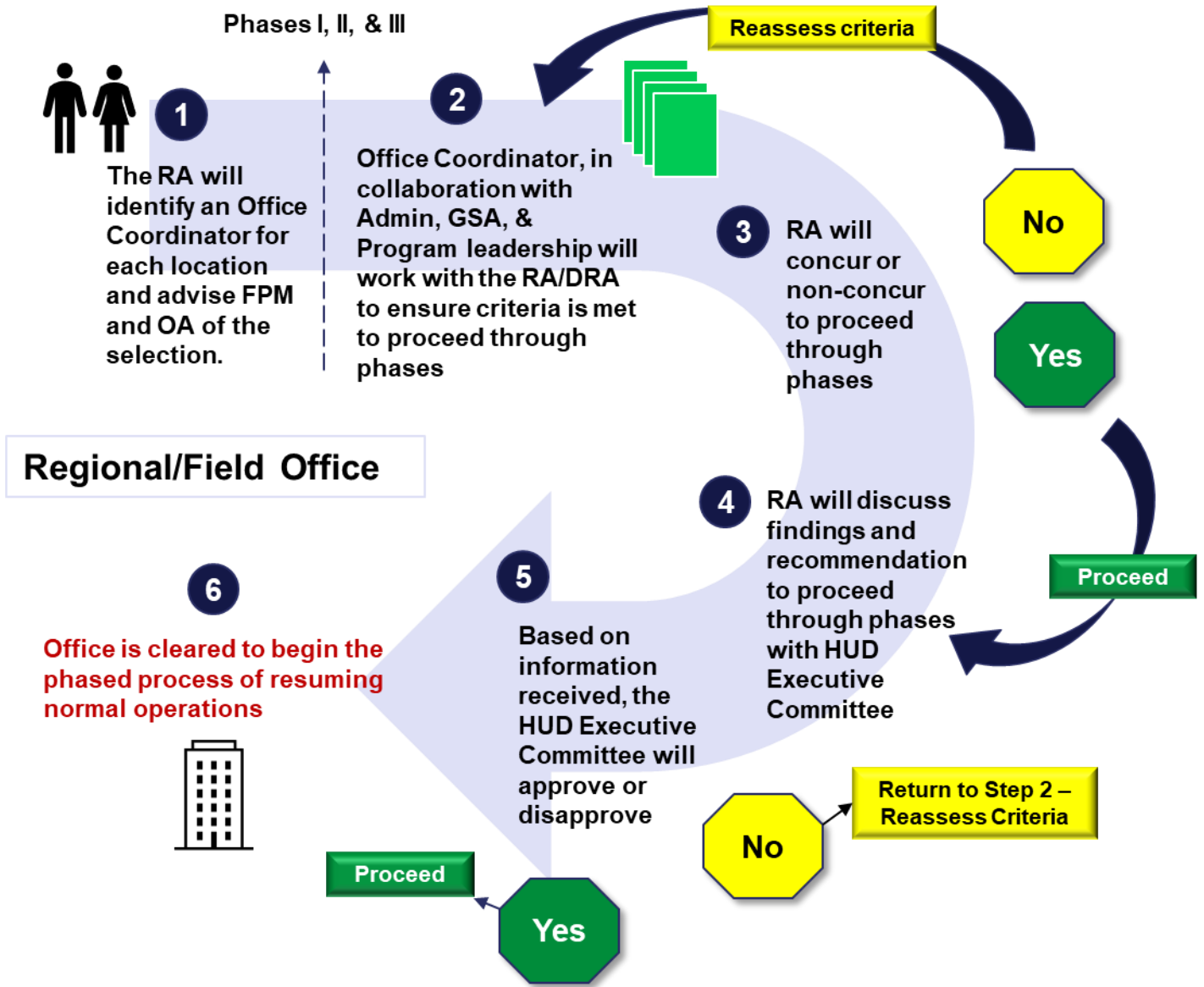
HUD will implement identified policy and mitigation strategies for all three phases (*see* Appendix A – Phased Return Overview). **There is currently no specific timeframe associated with Phase II or Phase III.** Recommendations for entering into different phases for field offices will be made by the Regional Administrator through the Assistant Deputy Secretary for Field Policy and Management to the HUD Executive Committee. For Headquarters, as events and circumstances evolve, the HUD Executive Committee will determine the entry of phases based on recommendations from the Assistant Secretary for Administration.

For phases I and II, supervisors and employees are encouraged to look for ways to utilize telework to the maximum extent feasible to accomplish the mission.

The following is a brief overview of HUD's three phases:

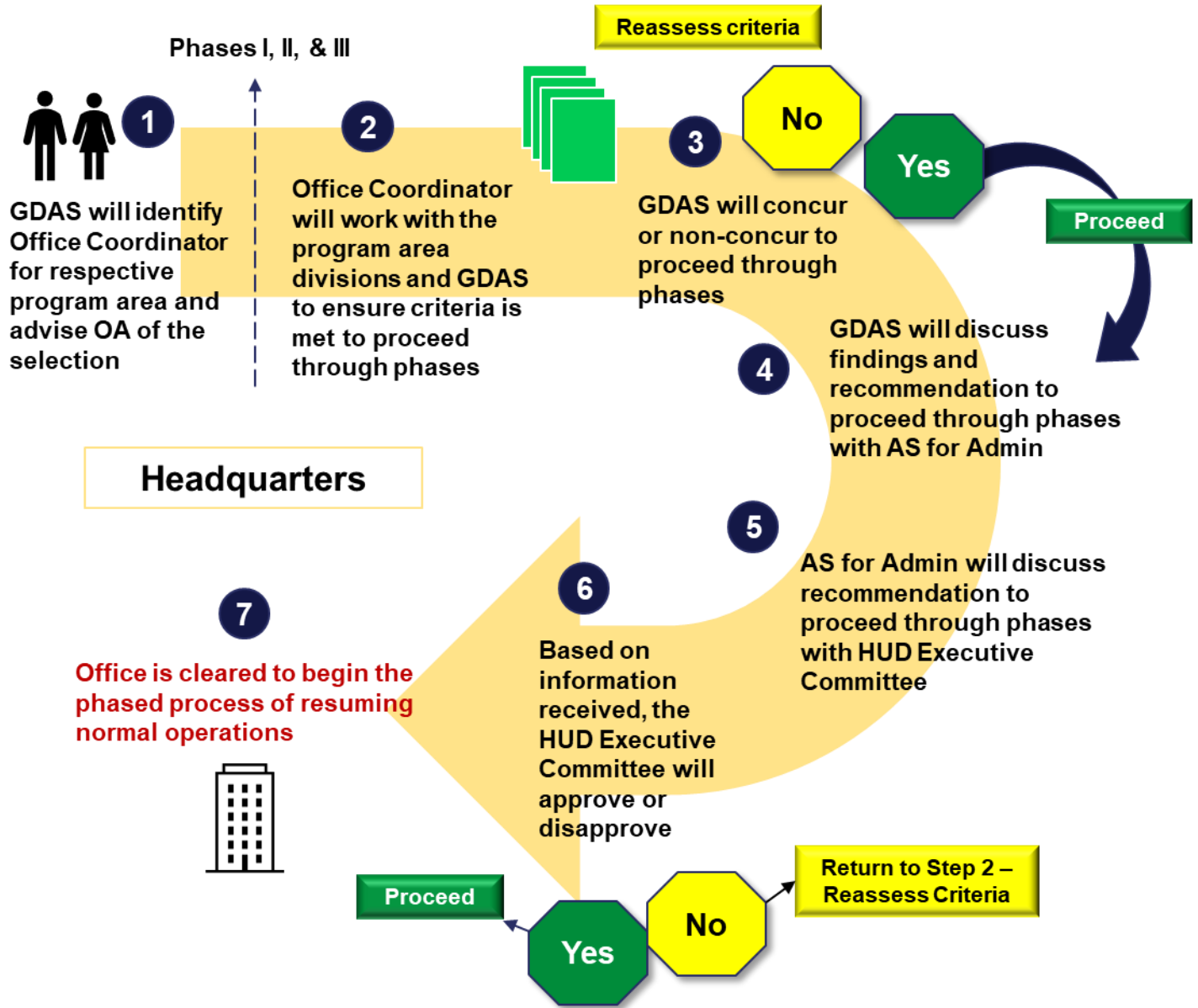
Phase I	Phase II	Phase III
<ul style="list-style-type: none"> ➤ Maximum Telework/Voluntary Return once a location has been approved for re-entry ➤ Plan adjusted/staggered work schedules for Phase II ➤ Prepare Workplace for Staff Return ➤ Managers continue to maximize telework flexibilities for employees that are higher risk for severe illness and special populations as identified by the CDC ➤ Deliver training to supervisors and managers on the Reasonable Accommodation process; health and safety training; and flexible work schedule options. 	<ul style="list-style-type: none"> ➤ Continue to encourage telework whenever possible and feasible ➤ Assess employee’s needs, such as childcare and transportation, prior entering Phase III ➤ Encourage staff to utilize flex scheduling ➤ Adjusted/staggered work schedules are implemented ➤ Deliver training to staff on health and safety measures 	<ul style="list-style-type: none"> ➤ Resume Normal Operations—of which the scale and scope will be driven by the successes of Phases I & II.

Regional/Field Office Key Roles & Decision Flow Diagram



NOTE - As State and local guidance will vary, it is possible that regional & field offices will enter phases at different times.

Headquarters Key Roles & Decision Flow Diagram



V. Summary of Phases

Phase I

During Phase I regional and Headquarters leadership affirms that gating criteria has been met and critical areas have been considered (*see* Section III). Also, during Phase I, the agency will transition from *mandatory* telework to *maximum* telework, by location, once an office has been approved by regional and Headquarters leadership for re-entry—at which time it is voluntary for employees to return to the worksite instead of teleworking. Employees that are higher risk for severe illness and special populations as identified by the CDC can continue to telework from home with maximum telework flexibilities (*see* [CDC’s guidance on high risk populations](#)).

Additionally, Phase I will serve as the “planning phase” for ensuring that buildings are prepared for widescale re-entry; cleaning, safety, and hygiene-related tasks are completed; social distancing measures are in place; communication plans are developed; and employee assessments commence. In this phase, supervisors will contact each employee to adjust telework schedules¹ to adhere to social distancing guidelines for the office. These tasks will be completed through collaborative efforts between the designated Office Coordinator, the FPM Regional Administrator (RA) and Deputy Regional Administrator (DRA), Administration, GSA, and program leadership. The Office Coordinator will utilize a checklist (*see* Appendix C – Office Coordinator Checklist) and risk mitigation forms to monitor and properly track the completion of tasks.

Phase II

A HUD Office may enter Phase II when regional and Headquarters leadership affirms that the office has **continued** to meet the criteria and critical areas are consistently monitored. In Phase II, expanded and flexible telework is encouraged whenever possible and feasible with agency operational needs. For high-risk employees and special populations as identified by the CDC, maximum telework flexibilities will continue. In determining the necessity of an employee’s return to the office, supervisors should use a three-step approach—**from information gathered in Phase I**—that takes into consideration specific criteria for: 1) the place, 2) the job position, and 3) an employee’s individual circumstances as explained below:

Criteria to Consider Before Requesting Employees Return to Worksite in Phase II		
Place	Position	Individual Circumstances
<ul style="list-style-type: none"> ▪ Is the worksite being cleaned as scheduled, per CDC Guidance? ▪ Have social distancing measures been put in place? ▪ Has safety and hygiene communication been posted? 	<ul style="list-style-type: none"> ▪ Is this position classified as “telework-ineligible” per the position description? ▪ Are the duties less efficient being performed remotely? ▪ Is there a telework agreement in place? 	<ul style="list-style-type: none"> ▪ Has the employee self-identified as high risk according to the CDC guidance? ▪ Is the employee caring for children or high risk family members? Are childcare centers open? ▪ For employees that utilize public transportation, are the mass transit systems operating and safe?

¹ Adjusting telework schedules for social distancing measures does not require a new or updated telework agreement

After considering the above criteria, supervisors can begin implementing the telework schedules that were planned in Phase I for social distancing requirements. Additionally, flexible work schedules (flexitour, gliding, variable day, variable week, and maxi-flex²) can be utilized to allow federal employees to vary their work schedule within the limits set by the agency. In considering these options, supervisors must ensure that employee schedules do not conflict or disrupt normal operations.

Phase III

A HUD office may enter Phase III when regional and Headquarters leadership affirms that the office continues to meet the criteria while sustaining Phase II operations. In Phase III, normal operations are expected to resume; however, certain guidance from Phases I & II may still be deployed. Employees should return to their duty stations, resume routine telework schedules, and follow policies enacted for operational optimization.

VI. Roles and Responsibilities – Regional/Field Office

The following are key roles and tasks identified for each phase for the regional/field offices and Headquarters, respectively:

- **Regional Administrator** – the Regional Administrator (RA) is responsible for overseeing the process managed by the Office Coordinator and communicating guidance to employees. The RA will ensure all criteria is met to move through the phases, and resume normal operations and, subsequently, make a recommendation to the Headquarters Executive Committee.
- **Office Coordinator** – the onsite Office Coordinator (OC) is responsible for managing the completion of critical tasks associated with returning to the office. The OC will work with FPM, Administration, and GSA to ensure that worksites are clean, social distancing measures are in place, and the necessary guidance is posted (*see* Appendix C – Office Coordinator Checklist). *See* Appendix B for list of Field Office Coordinators.
- **Senior-Level Supervisors³** – the Senior-Level Supervisors, selected by the Office Coordinator, are responsible for coordinating communication between program supervisors and the Office Coordinator. The Senior-level supervisors will work with the Office Coordinator to oversee critical tasks performed by program supervisors.
- **Program Supervisors** – the Program Supervisors are responsible for managing tasks associated with employees returning to the office. The Program Supervisors will work with the Senior-Level Supervisors and Office Coordinator to complete various tasks involving social distancing, telework schedules, training, and building preparation.

² See OPM's [Handbook on Alternative Work Schedules](#) for a description of the various alternative work schedules.

³ The senior-level supervisor will serve as the communications liaison between supervisors and the Office Coordinator for supervisor tasks.

REGIONAL/FIELD OFFICES

PHASE I

Regional Administrator

- Monitor state and local policies.
- Approve completion of mitigation steps for each office.
- Communicate policies and operational guidance to staff.
- Oversee Phase I entry and associated tasks.
- During Phase I, recommend to HQ leadership when a location is ready for re-entry.
- Recommend phase transition to HUD Executive Committee.
- Keep Assistant Deputy Secretary informed of all activities.

Office Coordinator

- Monitor state and local policies, and openings of businesses.
- Ensure all facility mitigation steps have been accomplished, in coordination with Administration and GSA (*see* Appendix C – Office Coordinator Checklist).
- Coordinate with onsite, senior-level supervisor of all HUD programs to create social distancing plan for office.
- Ensure supervisors have visited the office to plan for social distancing or have delegated the task to someone else.⁴
- Ensure supervisors have created a telework plan based on social distancing requirements for office.
- Ensure all supervisors have attended manager training.
- Ensure all supervisors have discussed Phase I with each employee.
- Keep RA/DRA informed of all activities.
- During Phase I, recommend to RA when a location is ready for re-entry.

Onsite Senior-level Supervisor (Program Areas)

- Serve as communication liaison between program supervisors and Office Coordinator.
- Coordinate office visit schedule with program supervisors and Office Coordinator to plan for social distancing.
- Ensure program supervisors create telework plans for employees based on social distancing requirements for office.
- Submit one (1), inclusive telework plan for program area to the Office Coordinator.
- Attend training and ensure program supervisors attend training.
- Ensure program supervisors have discussed Phase I with each employee.
- Keep Office Coordinator informed of all activities, as appropriate.

Program Supervisor

- Coordinate office visit schedule with Senior-level Supervisor to plan for social distancing
- Contact each employee to assess individual circumstances (e.g. telework schedule, childcare, dependent care, mass transit usage, etc.).
- Provide an opportunity for employees to self-identify as high risk after the receipt of the CDC guidance.
- Develop telework plans, based on employee input.
- Submit telework plan for all employees to Senior-level Supervisor.
- Attend training and ensure all subordinate supervisors attend training.

⁴ If a supervisor is not on site, authority will be granted to the Office Coordinator to make appropriate decision for the office. The Office Coordinator will notify the offsite supervisor or employee-related decisions.

- Keep Senior-level Supervisor informed of all activities, as appropriate
- *Employee telework schedules, reasonable accommodations, and individual considerations will be made at the discretion of the immediate supervisor.**

HUD Executive Committee

- Oversee phased process in the field and Headquarters.
- During Phase I, approve RA recommendations concerning re-entry of physical locations.
- Approve/disapprove phased entry for Phase II and Phase III.
-

PHASE II

Regional Administrator

- Continue to monitor state and local policies.
- Ensure mitigation steps are still in place, as needed.
- Communicate policies and operational guidance to staff.
- Check-in with Office Coordinator, as needed.
- Oversee phased entry for Phase II and associated tasks.
- Recommend phase transition to Headquarters Executive Committee.
- Keep FPM Assistant Deputy Secretary informed of all activities.

Office Coordinator

- Continue to monitor state and local policies.
- Ensure mitigation steps continue and supplies are available for employee use.
- Monitor employee return to the office; confirm social distancing plans are successful.
- Ensure all supervisors have attended training, if not completed in Phase I.
- Ensure all supervisors have discussed Phase II with each employee, as appropriate.
- Keep RA/DRA informed of all activities.

Onsite Senior-level Supervisor (Program Areas)

- Continue to serve as communication liaison between program supervisors and Office Coordinator.
- Monitor employee return to the office with the program supervisor; confirm with Office Coordinator that social distancing plans are successful.
- Confirm program supervisors have attended training.
- Ensure program supervisors have discussed Phase II with each employee, as appropriate.
- Keep Office Coordinator informed of all activities, as appropriate.

Program Supervisor

- Begin implementation of telework and flex schedules completed in Phase I.
 - Continue to encourage maximum telework, as appropriate.
 - Confirm supplies and PPE are accessible for employees returning to the office.
 - Oversee employee return to the office; confirm with Office Coordinator that social distancing plans are successful.
 - Keep Senior-level Supervisor informed of all activities, as appropriate.
- *Employee telework schedules, reasonable accommodations, and individual considerations will be made at the discretion of the immediate supervisor.**

<i>HUD Executive Committee</i>
<ul style="list-style-type: none"> ▪ Oversee phased process. ▪ Approve/disapprove phased entry for all phases.
Phase III
<i>All Roles</i>
<ul style="list-style-type: none"> ▪ Oversee Phase III entry and all associated tasks. ▪ Resume normal operations. ▪ Re-establish routine telework schedules. ▪ Resume enacted policies for optimization of operations.

VII. Roles and Responsibilities – Headquarters

(includes the Weaver Building, Portals, Potomac Office Center, Washington Office Center, and Capitol View)

- **Assistant Secretary for Administration** – the AS for Administration will make the recommendation to the HUD Executive Committee as to the timing of the phases and will communicate messages to all HUD employees.
- **General Deputy Assistant Secretary** – the GDAS is responsible for overseeing the process managed by the Office Coordinator. The GDAS will ensure all criteria is met to move through the phases and resume normal operations for their respective program office.
- **Office Coordinator** – The onsite Office Coordinator (OC) for Headquarters’ program offices will serve in a similar capacity as the OC in the field. The General Deputy Assistant Secretary (GDAS) for each office will identify an individual in their respective program area to serve as the OC.
- **Senior-Level Supervisors** – the Senior-Level Supervisors, selected by the Office Coordinator, are responsible for coordinating communication between program supervisors and the Office Coordinator. The Senior-level supervisors will work with the Office Coordinator to oversee critical tasks performed by program supervisors.
- **Program Supervisors** – the Program Supervisors are responsible for managing tasks associated with employees returning to the office. The Program Supervisors will work with the Senior-Level Supervisors and Office Coordinator to complete various tasks involving social distancing, telework schedules, and training.
- **HUD Executive Committee** – HUD Executive Committee will make the final decision on resuming normal operations, and transitioning through phases, based on recommendations and information received, including state and regional assessments,

and guidance from OPM, OMB, and CDC. **This applies to both the field and Headquarters operations.**

HEADQUARTERS	
PHASE I	
<i>Assistant Secretary for Administration</i>	
<ul style="list-style-type: none"> ▪ Communicate policies and operational guidance to staff. ▪ Oversee phased entry for Phase I for Headquarters. ▪ Recommend phase transition to HUD Executive Committee. 	
<i>General Deputy Assistant Secretary (GDAS) or Equivalent</i>	
<ul style="list-style-type: none"> ▪ Assign Office Coordinator to complete tasks for all phases. ▪ Oversee phased entry for Phase I for program office. ▪ Check-in with Office Coordinator, as needed. ▪ Keep program Assistant Secretary informed of all activities, including staff communication. 	
<i>Office Coordinator (Identified by GDAS or Equivalent)</i>	
<ul style="list-style-type: none"> ▪ Coordinate with onsite, senior-level supervisor⁵ of all HUD programs to create social distancing plan for office. ▪ Ensure supervisors have visited the office to plan for social distancing or have delegated the task to someone else.⁶ ▪ Ensure supervisors have created a telework plan based on social distancing requirements for office. ▪ Ensure all supervisors have attended training on the Reasonable Accommodation process; health and safety training; and flexible work schedule options. ▪ Ensure all supervisors have discussed Phase I with each employee. ▪ Keep GDAS, or equivalent, informed of all activities. 	
<i>Senior-level Supervisor (Program Areas)</i>	
<ul style="list-style-type: none"> ▪ Serve as communication liaison between program supervisors and Office Coordinator. ▪ Coordinate office visit schedule with program supervisors and Office Coordinator to plan for social distancing. ▪ Ensure program supervisors create telework plans for employees based on social distancing requirements for office. ▪ Submit one (1), inclusive telework plan for program area to the Office Coordinator. ▪ Attend training and ensure program supervisors attend training. ▪ Ensure program supervisors have discussed Phase I with each employee. ▪ Keep Office Coordinator informed of all activities, as appropriate. 	
<i>Program Supervisor</i>	
<ul style="list-style-type: none"> ▪ Coordinate office visit schedule with Senior-level Supervisor to plan for social distancing. ▪ Contact each employee to assess individual circumstances (e.g. telework schedule, childcare, dependent care, mass transit usage, etc.) 	

⁵ The senior-level supervisor will serve as the communications liaison between supervisors and the Office Coordinator for supervisor tasks.

⁶ If a supervisor is not on site, authority will be granted to the Office Coordinator to make appropriate decision. The offsite supervisor will be notified.

- Provide an opportunity for employees to self-identify as high risk after the receipt of the CDC guidance.
 - Develop telework plans, based on employee input.
 - Submit telework plan for all employees to Senior-level Supervisor,
 - Attend training and ensure that subordinate supervisors attend training.
 - Keep Senior-level Supervisor informed of all activities, as appropriate.
- Final decisions on employee telework schedules, accommodations, and individual considerations will be made at the discretion of the immediate supervisor.**

HUD Executive Committee

- Oversee phased process.
- Approve/disapprove phased entry for all phases.

PHASE II

Assistant Secretary for Administration

- Continue to communicate policies and operational guidance to staff.
- Oversee phased entry for Phase II for Headquarters.
- Recommend phase transition to HUD Executive Committee.

General Deputy Assistant Secretary (GDAS) or Equivalent

- Oversee phased entry for Phase II for program office.
- Recommend phase transition to AS for Administration.
- Check-in with Office Coordinator, as needed.
- Keep program Assistant Secretary informed of all activities, including staff communication.

Office Coordinator (Identified by GDAS)

- Monitor employee return to the office; confirm social distancing plans are successful.
- Ensure all supervisors have attended training, if not completed in Phase I.
- Ensure all supervisors have discussed Phase II with each employee, as appropriate.
- Keep GDAS informed of all activities.

Senior-level Supervisor (Program Areas)

- Continue to serve as communication liaison between program supervisors and Office Coordinator.
- Monitor employee return to the office with the program supervisor; confirm with Office Coordinator that social distancing plans are successful.
- Confirm program supervisors have attended training.
- Ensure program supervisors have discussed Phase II with each employee, as appropriate.
- Keep Office Coordinator informed of all activities, as appropriate.

Program Supervisor

- Begin implementation of telework and flex schedules completed in Phase I.
- Continue to encourage maximum telework, as appropriate.
- Confirm supplies and PPE are accessible for employees returning to the office.
- Oversee employee return to the office; confirm with Office Coordinator that social distancing plans are successful.
- Keep Senior-level Supervisor informed of all activities, as appropriate.

Final decisions on employee telework schedules, reasonable accommodations, and individual considerations will be made at the discretion of the immediate supervisor.

HUD Executive Committee

- Oversee phased process.
- Approve/disapprove phased entry for all phases.

Phase III

All Roles

- Oversee Phase III entry and all associated tasks.
- Resume normal operations.
- Re-establish routine telework schedules.
- Resume enacted policies for normal operations.

VIII. Communication

Agency Communication

The Agency will utilize conference calls and virtual meeting technology to hold agency-wide “Town-Halls” and office-specific “All-Hands Meetings” to provide operational updates and notification of phase transitions to all staff; information related to these events will be sent by Public Affairs on behalf of the Secretary and/or Deputy Secretary.

Training⁷ will be provided for managers and staff which will include accurate health and hygiene information, information on building access, how to communicate with employees, implementing departmental guidance, telework policy, options for flexible schedules (i.e., maxi-flex, compressed schedules) and next steps. Specific training will be provided on the reasonable accommodation process.

Additionally, a mailbox will be set up for employees to send questions related to resuming normal operations.

General Communication

Field/Regional Offices

- The Regional Administrator and/or Deputy Regional Administrator will send out communication concerning operations, guidance, and facility matters.
- In the event communication is specific to a respective field office, the RA may delegate employee communication to a Field Office Director.
- Communication specific to employee telework schedules, accommodations, and individual concerns will be sent directly from the immediate supervisor.

To ensure consistency, all COVID19-related communication must be approved by the Office of Administration (COVID19@hud.gov) prior to release.

Headquarters (Program Offices)

- The General Deputy Assistant Secretary, or equivalent, will send out “all staff” communication concerning operations and guidance.
- In the event communication is specific to a respective program area, the GDAS, or equivalent, may delegate employee communication to the Deputy Assistant Secretary (DAS) or equivalent.
- Communication specific to employee telework schedules, reasonable accommodations, and individual concerns will be sent directly from the immediate supervisor.

To ensure consistency, all COVID19-related communication must be approved by the Office of Administration (COVID19@hud.gov) prior to release.

⁷ Training is currently being developed

COVID-19 Communication – Supervisors

Field/Regional Offices
<p>Prior to coming to the office:</p>
<ol style="list-style-type: none"> 1. Employees should self-monitor for COVID-19 symptoms (fever, cough, or shortness of breath) and take their temperature. Employees should not come to the office if they have a temperature of 100.4 degrees or higher or are experiencing any other COVID-19 symptoms. 2. If an employee is experiencing any symptoms of COVID-19 or influenza, the employee should notify their supervisor and be allowed to telework from home or take leave. 3. Employees who have traveled internationally should follow CDC guidance which currently is to stay home for 14 days after arrival to the U.S. and self-monitor for symptoms.
<p>If an employee has symptoms when they arrive to work or becomes sick during the day:</p>
<ol style="list-style-type: none"> 1. The supervisor must immediately ask the employee to leave the office and plan to telework or take leave until the employee can safely return to the office. The supervisor should recommend the employee follow the recommended CDC steps. <ol style="list-style-type: none"> a. If employee develops symptoms outside of work, instruct that employee stay home and follow CDC recommended steps. 2. The supervisor will immediately notify the RA/DRA or the FOD that the employee reported symptoms and left the office. 3. Employee should be encouraged to see health-care provider and receive a COVID-19 test. 4. The RA will notify Office of Administration and/or building management to close off any areas used for prolonged periods of time by the employee. 5. Building management will schedule cleaning and disinfecting 24 hours after the incident, per CDC guidance; if 24 hours is not feasible, wait as long as possible. 6. The immediate supervisor and RA/DRA or FOD will work together to determine which employees may have been exposed. The name of the employee should generally not be revealed except on a need to know basis. 7. If the test is negative, no further action is needed; however, the employee should be allowed to telework from home or take leave until they meet the CDC criteria for returning to work. 8. If notified of a positive COVID-19 test, notify RA/DRA and work with ADS for FPM, Office of Administration (COVID19@hud.gov), and relevant program office head to institute contact tracing for relevant employees. 9. Employees with a positive COVID-19 case should follow the CDC criteria for returning to work.
<p>If an employee has been exposed to COVID-19 outside of HUD:</p>
<ol style="list-style-type: none"> 1. If an employee reports exposure but does not have symptoms, the employee should notify supervisor of exposure concern. 2. Supervisor should direct employee to see a healthcare professional and follow CDC recommended steps. Employee may telework from home until the employee meets the criteria for meeting home isolation. 3. If an employee reports exposure and develops symptoms, supervisor will advise the employee to self-isolate, see a healthcare professional for testing, and follow CDC recommended steps. 4. Supervisors should notify RA/DRA of any potential exposure in the workplace. The name of the employee should generally not be revealed except on a need to know basis. 5. The RA will notify Headquarters of exposure case, if required.

Headquarters

Prior to coming to the office:

1. Employees should self-monitor for COVID-19 symptoms (fever, cough, or shortness of breath) and take their temperature. Employees should not come to the office if they have a temperature of 100.4 degrees or higher or are experiencing any other COVID-19 symptoms.
2. If an employee is experiencing any symptoms of COVID-19 or influenza, the employee should be allowed to telework from home or take leave.
3. Employees who have traveled internationally should follow CDC guidance which currently is to stay home for 14 days after arrival to the U.S. and self-monitor for symptoms.

If an employee has symptoms when they arrive to work or becomes sick during the day:

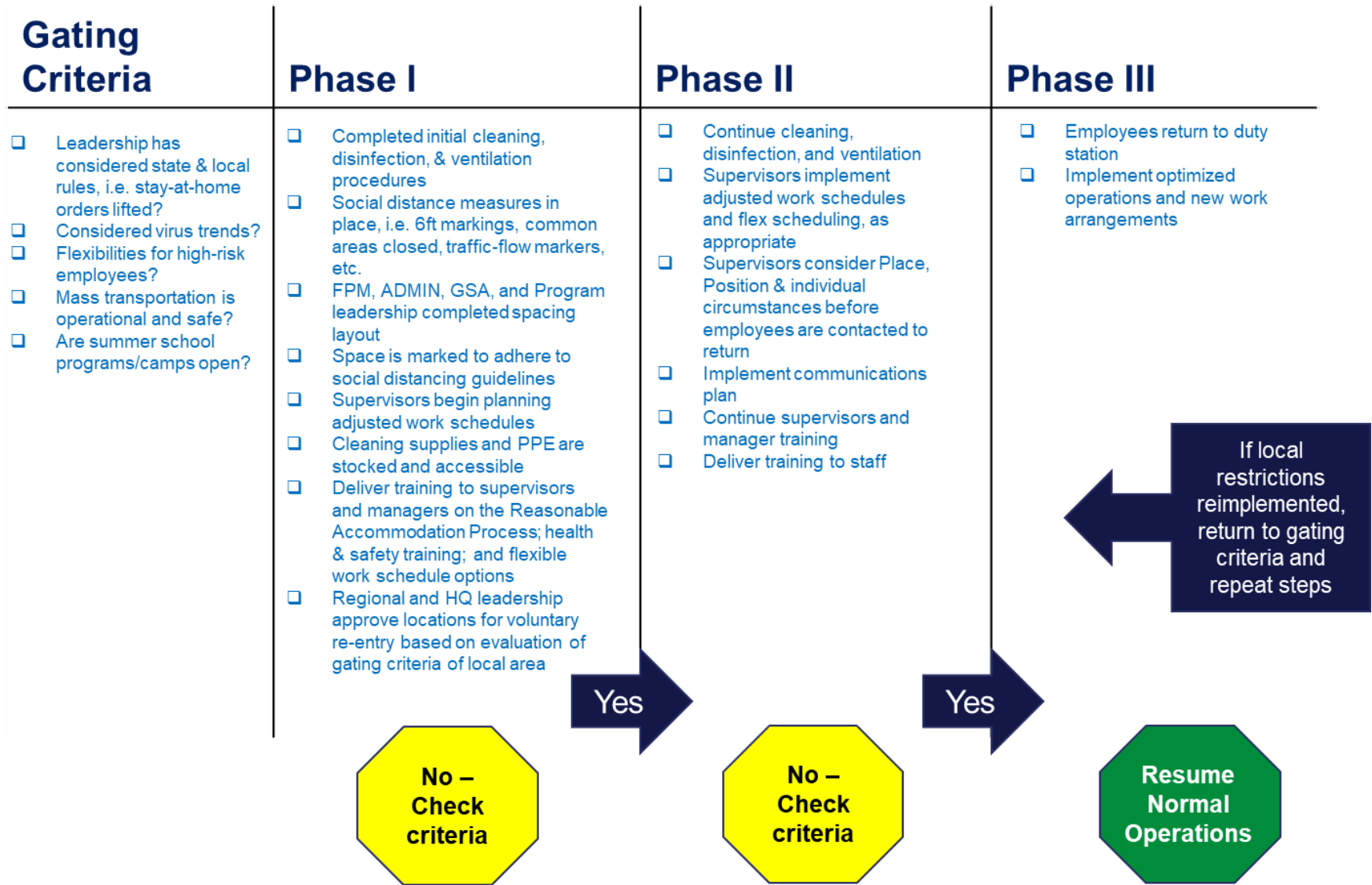
1. The supervisor must immediately ask the employee to leave the office and plan to telework or take leave until the employee can safely return to the office. The supervisor should recommend the employee follow the recommended CDC steps.
 - a. If employee develops symptoms outside of work, instruct that employee stay home and follow [CDC recommended steps](#).
2. The supervisor will immediately notify the GDAS or equivalent, and the Office of Administration (COVID19@hud.gov) that the employee reported symptoms and has left the office.
3. Employee should be encouraged to see health-care provider and receive a COVID-19 test.
4. Administration will close off any areas used for prolonged periods of time by the employee.
5. Administration will schedule cleaning and disinfecting 24 hours after the incident, per CDC guidance; if 24 hours is not feasible, wait as long as possible.
6. The immediate supervisor and Administration will work together to determine which employees may have been exposed. The name of the employee should generally not be revealed except on a need to know basis.
7. If the test is negative, no further action is needed; however, the employee should be allowed to telework from home or take leave until they meet the [CDC criteria](#) for returning to work.
6. If notified of a positive COVID-19 test, notify GDAS or equivalent, Office of Administration, and relevant program office head to institute contact tracing for relevant employees.
7. Employees with a positive COVID-19 case should follow the [CDC criteria](#) for returning to work.

If an employee has been exposed to COVID-19 outside of HUD:

1. If an employee reports exposure but **does not have** symptoms, the employee should notify supervisor of exposure concern.
2. Supervisor should advise the employee to see a healthcare professional and follow [CDC recommended steps](#). Employee may telework from home until the employee meets the criteria for meeting home isolation.
3. If an employee reports exposure and **develops** symptoms, supervisor will direct the employee to self-isolate, see a healthcare professional for testing, and follow [CDC recommended steps](#).
4. Supervisors should notify DAS, GDAS or equivalent, and Office of Administration of any potential exposure in the workplace. The name of the employee should generally not be revealed except on a need to know basis.

IX. APPENDIX

APPENDIX A – Phased Return Overview



APPENDIX B – Office Coordinator List (Field)

Region I – Boston David Tille (RA)			
Location	First Name	Last Name	Title
Boston, MA	Robert	Forti	DRA
Bangor, ME	Kelsey	Brown	FOD
Hartford, CT	Suzanne	Piacentini	FOD
Manchester, NH	Gregory	Carson	FOD
Providence, RI	Nancy	Smith-Greer	FOD
Burlington, VT	No HUD Staff		
Region II – New York Lynne Patton (RA)			
Location	First Name	Last Name	Title
New York, NY	Stephen	Murphy	DRA
Albany, NY	Michael	DeMarco	Director, FOC
Buffalo, NY	Lisa	Pugliese	FOD
Newark, NJ	Justin	Scheid	FOD
Region III – Philadelphia Joseph DeFelice (RA)			
Location	First Name	Last Name	Title
Philadelphia, PA	Jane	Miller	DRA (acting)
Baltimore, MD	Carol	Payne	FOD
Washington, DC	Marvin	Turner	FOD
Charleston, WV	Julie	Alston	FOD
Wilmington, DE	Maria	Bynum	FOD
Pittsburg, PA	Jane	Miller	FOD
Richmond, VA	Carrie	Schmidt	FOD

Region IV – Atlanta Denise Cleveland-Leggett (RA)			
Location	First Name	Last Name	Title
Atlanta, GA	Michael	Browder	DRA
Birmingham, AL	Kenneth	Free	FOD
Louisville, KY	Peter	Jackson	FOD
Columbia, SC	Kristine	Foye	FOD
Memphis, TN	Jason	Coughenour	FOD
Greensboro, NC	Michael	Browder	FOD (acting)
Miami, FL	Luis	Rolle	FOD
Jackson, MS	Jerrie	Magruder	FOD
Nashville, TN	Sernoma	Mitchell	FOD
Jacksonville, FL	Alesia	Scott-Ford	FOD
San Juan, PR	Efrain	Maldonado	FOD
Knoxville, TN	Michael	Browder	FOD (acting)
Region V – Chicago Joseph Galvan (RA)			
Location	First Name	Last Name	Title
Chicago, IL	James	Cunningham	DRA
Cleveland, OH	Pamela	Ashby	FOD
Milwaukee, WI	Dale	Darrow	FOD
Columbus, OH	Thomas	Leach	FOD
Minneapolis, MN	Michele	Smith	FOD
Detroit, MI	Michael	Polsinelli	FOD
Indianapolis, IN	Kimberly	Wize	FOD
Region VI – Fort Worth Leslie Ann Bradley (Acting RA)			
Location	First Name	Last Name	Title
Fort Worth, TX	Leslie	Bradley	DRA
Albuquerque, NM	Lawrence	Reyes	FOD
Oklahoma City, OK	Sharon	Gordon-Riberio	FOD

Houston, TX	Edward	Pringle	FOD
San Antonio, TX	Zuleika	Morales	FOD
Little Rock, AR	Wanda	Merrit	FOD
Tulsa, OK	Sharon	Gordon-Riberio	FOD
New Orleans, LA	Bam	Gressett	FOD (acting)
Region VII – Kansas City, KS Jason Mohr (RA)			
Location	First Name	Last Name	Title
Kansas City, KS	Bruce	Ladd	DRA
Des Moines, IA	Steven	Eggleston	FOD
Omaha, NE	Earl	Redrick	FOD
St. Louis, MO	James	Heard	FOD
Region VIII – Denver Evelyn Lim (RA)			
Location	First Name	Last Name	Title
Denver, CO	Erik	Admundson	DRA
Salt Lake City, UT	Kelly	Jorgensen	FOD
Fargo, ND	Joel	Manske	FOD
Sioux Falls, SD	Roger	Jacobs	FOD
Helena, MT	Jacqueline	Girard	FOD
Casper, WY	No HUD Staff		
Region IX – San Francisco Christopher Patterson (RA)			
Location	First Name	Last Name	Title
San Francisco, CA	Wayne	Sauseda	DRA
Honolulu, HI	Ryan	Okahara	FOD
Phoenix, AZ	Stephanie	Smelnick	FOD
Las Vegas, NV	Tamara	Thomas	FOD
Los Angeles, CA	Wayne	Sauseda	FOD (acting)
Santa Ana, CA	Tom	Rose	HOC Director
Reno, NV	Office Closed		

Region X – Seattle Jeffrey McMorris			
Location	First Name	Last Name	Title
Seattle, WA	Michael	Look	DRA
Anchorage, AK	Colleen	Bickford	FOD
Portland, OG	Tony	Ramirez	FOD
Boise, ID	Brian	Dale	FOD

APPENDIX C – Office Coordinator Checklist

**Office Coordinator Checklist – Phase I
(Monitor & reassess for Phases II & III)**

SOCIAL DISTANCING			
KEY AREAS	Tasks	Who performs & Has Authority	Impacts?
Workspace	<ul style="list-style-type: none"> ○ Workspace (desks, cubicles) is marked to adhere to social distancing guidelines, where applicable ○ Review and confirm telework schedules with Program leadership to ensure marked workspace is consistent with social distancing guidelines ○ Signage is posted and floors are marked to manage traffic flow, where applicable ○ Floors are marked to show 6’ of distance, where applicable 	FPM/Admin/Program Areas	All HUD Employees
Common Areas	<ul style="list-style-type: none"> ○ Signage is posted and floors are marked to manage traffic flow ○ Space out chairs or reduce chairs, where appropriate ○ Post reduced occupancy limit ○ Floors are marked to show 6’ of distance, where applicable ○ Redirect how individuals enter the space (stanchion and rope) ○ Remove telephones, computers, equipment ○ Remove water coolers, or discontinue use ○ Guidance posted on the use of communal items (refrigerator, microwave, coffee pots, etc.) ○ For the mail room, confirm schedule is created to rotate onsite staff, if possible 	FPM/Admin/Program Areas	All HUD employees / contractors / Visitors
Restrooms	<ul style="list-style-type: none"> ○ Post reduced occupancy limit ○ Floors are marked to show 6’ of distance, where applicable ○ Mark adjacent lavatories as non-use for social distancing 	Admin/GSA	All HUD Employees / Contractors / Visitors
CLEANING			
Workspace / Common Areas	<ul style="list-style-type: none"> ○ Space is cleaned per CDC guidelines ○ All surfaces have been disinfected ○ Post signs encouraging speakerphone use ○ Disinfectant wipes are available for keyboards, phones, etc.* ○ Additional cleaning schedule is created and discussed with building management, as needed 	FPM/Admin/Program Areas	All HUD employees / contractors / Visitors
Restrooms	<ul style="list-style-type: none"> ○ Restrooms are clean and disinfected, per CDC guidelines ○ All surfaces have been disinfected 	Admin/GSA	All HUD Employees / Contractors / Visitors

	<ul style="list-style-type: none"> Additional cleaning schedule is created and discussed with building management, as needed 		
HVAC System	<ul style="list-style-type: none"> Filters have been replaced as regularly scheduled, confirm with building management Cleaning requirements have been discussed with building management Air quality options have been considered, and implemented, if applicable 	Admin/GSA	All HUD Employees / Contractors / Visitors
Water System (Legionnaires)	<ul style="list-style-type: none"> Flushing of water pipes have been discussed with building management Implemented process for buildings that have had minimal access, if appropriate. 	Admin/GSA	All HUD Employees / Contractors / Visitors
GOV Vehicles	<ul style="list-style-type: none"> Regular Cleaning is scheduled (monthly) – National Contract for all GOVs Vehicles have been cleaned and disinfected Vehicle fleet will be rotated to limit back to back uses, if possible 	Admin/Program Staff	All HUD Employees

If an area has been unoccupied for more than 7 days, only routine cleaning is required.

SUPPLIES / PERSONAL PROTECTIVE EQUIPMENT

Workspace / Common Areas	<ul style="list-style-type: none"> Cleaning supplies are stocked and located in accessible area for all staff* Electronic approved cleaning supplies are placed next to multi-functional devices for use Washable masks, gloves, tissue, hand sanitizer, and wipes are available; instructions are provided on how to access if being monitored* 	FPM/Admin/Program Areas/	All HUD Employees/ Contractors / Visitors
Restrooms	<ul style="list-style-type: none"> Soap dispensers are full Paper Towels are stocked Hand sanitizer is available* Trash can is by the door 	Admin/GSA	All HUD Employees / Contractors / Visitors
GOV Vehicles	<ul style="list-style-type: none"> Disposable seat covers and floor mats are available, where applicable One-time use cleaning kits are available, where applicable 	Admin/Program Staff	All HUD Employees

***Cleaning and office supplies, hygiene supplies, and PPE are based on market availability**

APPENDIX D – Phased Return Focus Area Matrix

Resuming Normal Operations Focus Areas Matrix			
HUD Phased Return to Normal Operations	Phase I	Phase II	Phase III
Telework	Transition from Mandatory to Maximum	Transition from Maximum to Expanded, Flexible	Normal Operations and resume routine telework
Social Distancing Measures	Post CDC guidance for social distancing. Encourage use of TEAMS for meetings or other non-face-to-face communication. Restrict number of people in elevators, private offices, meeting spaces, and other enclosed spaces to ensure 6’ ft of distance. Post decals and signage to remind staff.	Review restrictions on number of people in elevators, private offices, meeting spaces, and other enclosed spaces to ensure 6’ ft of distance. Consider easing restrictions as conditions allow.	Ease restrictions as conditions allow.
Common Areas	Common areas remain closed	Common areas open with limited capacity and robust cleaning procedures; follow social distancing guidelines	Common areas are open for use with increased cleaning procedures
Cleaning⁸	Increase cleaning of common areas, shared use, and high-touch areas. Ensure adequate cleaning supplies are available, as well as hygiene supplies such as sanitizer, soap, disinfectant wipes, etc.	Conduct frequent cleaning/disinfection as employees return to the workplace. Ensure cleaning contractors are readily available and are trained on CDC guidelines concerning a COVID positive case in the workplace.	Routine cleaning resumes and emergency cleaning is readily available
Ventilation	Review ventilation systems with the appropriate building management;	Continue to monitor for improvement opportunities.	Routine maintenance.

⁸ See Appendix E & F – HUD Building and HUD HQ Weaver Building Facility Sanitization Under COVID19 for additional information on cleaning process

	ensure regularly schedule maintenance is performed.		
Personal Protective Equipment	Employees must follow local and building-specific requirements for face covering. Face coverings are strongly recommended and encouraged. Provided procurement availability, HUD will provide usable face coverings to employees. Employees will have access to hand sanitizer and sanitation wipes.	Reassess need for facial coverings and the availability of market supply; continue to procure hygiene items.	Employees may use facial coverings at their own will; additional facial coverings will not be provided.
Screening	Employees are asked to self-screen for temperature and other symptoms prior to coming to the worksite.	Employees continue to self-screen for symptoms.	Employees continue to self-screen for symptoms.
Contact Tracing	Employees who get sick in the workplace should be isolated and sent home immediately. Notify HQ of positive or suspected cases. Perform contact tracing as appropriate and notify HQ. CDC guidance will be followed for cleaning procedures.	Continue to monitor process and follow CDC guidelines concerning.	
Travel	Essential travel only, approved by supervisor. There is no requirement to self-isolate after travel unless travel is to area that is under CDC travel Level 3 or 4, or international travel.	Reassess travel policy to see if travel restrictions can be removed.	Travel restrictions may be reduced/removed.
Public Engagement	Public engagement should be limited; unless mission critical and appropriate protections are in place.	Reassess public engagement policy.	Resume public facing interactions with strict protections and social distancing.

<p>HUD sponsored conferences/ meetings</p>	<p>Postpone or hold virtually any conference or meeting over 10 people where cannot adequately social distance.</p> <p>For non-HUD sponsored, essential only at the discretion of supervisor.</p>	<p>Reassess conference/meeting policy.</p>	<p>Resume HUD sponsored conferences if social distancing measures in place.</p> <p>Resume attendance at non-HUD sponsored meetings where social distancing is possible</p>
<p>Visitors</p>	<p>Allow only essential visitors. Request visitors to self-screen before entering the building. Use pre-screen questions regarding temperature, international travel, COVID-19 test results. Install plexiglass at customer service desks. Post signage at entrances.</p>	<p>Reassess visitor policy.</p>	<p>Visitors restrictions may be reduced/removed.</p>
<p>Training</p>	<p>Provide online training to staff regarding policy and required tasks before returning to the workplace.</p>	<p>Provide online training for supervisors, including proper communication with employees CDC health guidance training.</p>	<p>Monitor operations and reassess if additional training is needed.</p>
<p>Communications</p>	<p>COVID Case Communications – Develop guidance for communications and notifications of when a staff member is symptomatic in the workplace, when a staff member is in contact with a symptomatic individual, or when a staff member reports a positive report.</p> <p>Operational Communications – Communications will be filtered through Admin and OPA</p>	<p>COVID Case Communications – Ensure staff members know how to communicate and notify the appropriate personnel of COVID-19 related incidents, when a staff member is symptomatic in the workplace, when a staff member is in contact with a symptomatic individual, or when a staff member reports a positive report.</p> <p>Operational Communications –</p>	<p>Return to routine communication procedures.</p>

		Communications will continue to be filtered through Admin and OPA. Employee-specific communications will be sent directly from immediate Supervisors.	
Resurgence	Unless relevant local stay at home orders are reissued, we continue with phased entry. Case by case, location driven.		

APPENDIX E – Weaver Building Facility Under COVID-19

Phases	Phase I	Phase II	Phase III
Telework	Maximum Telework / Voluntary Return to Worksite	Expanded Flexible Telework / Flex Schedules	Operational Optimization
Sanitizing of Worksite	See Appendix F chart on HUD HQ Building Sanitization.		
Access to Buildings	Unrestricted access to employees and contractors with valid PIV. Essential visitors will be asked to self-screen prior to visit by hosting employee.	Limited to all employees and contractors with valid PIVs. Essential visitors will be asked to self-screen prior to visit by hosting employee.	All employees, contractors with valid PIVs. Visitors provided access upon showing proper credentials.
Thermal Scanning	None		
Parking	Employees with Parking Privileges: <ul style="list-style-type: none"> Normal parking procedures for employees who pay to park at the Weaver Building. Employees without Parking Privileges: <ul style="list-style-type: none"> With supervisor’s approval and based on availability, limited daily parking available in garage and on surface lots. Supervisor request should be for essential employees on the access list who cannot use mass transit. Public parking in neighboring pay lots limited. 		Normal parking procedures for employees who pay to park at the Weaver Building.
Shuttle to Satellite Sites	Not operating.	Operating with reduced number of trips.	Operating.
Elevators Usage	<ul style="list-style-type: none"> Practice social distancing. Occupants should limit number of passengers to avoid overcrowding. Employees should consider taking the stairs or waiting for the next elevator. If touching surfaces, wash or sanitize hands afterward. 		
Access to Common Areas	<ul style="list-style-type: none"> No official usage of areas All seating removed. Practice social distancing. DC Government guidelines on use and maximum number of people will be followed. 		<ul style="list-style-type: none"> Practice social distancing. DC Government guidelines on use and maximum number of people will be followed.
HUD Cafe	Closed. Employees are able to access limited services at L’Enfant Plaza.	Operating status is determined by HUD Café; will	Open

Phases	Phase I	Phase II	Phase III
Telework	Maximum Telework / Voluntary Return to Worksite	Expanded Flexible Telework / Flex Schedules	Operational Optimization
		open if 400 or more employees return to building.	
Health Clinic	<ul style="list-style-type: none"> • Clinic is open. • No appointments for non-HUD federal employees. • Follows HHS guidance. Clinic is not equipped to test or treat clients with suspected or confirmed COVID19. 	<ul style="list-style-type: none"> • Clinic is open. • Appointments available for non-HUD federal employees. • Follows HHS guidance. Clinic is not equipped to test or treat clients with suspected or confirmed COVID19. 	
Childcare Center	Operating status is determined by Washington DC Mayor’s office. Schools and daycares may still be closed by DC Government. Upon reopening provider will notify members.		
HUD Federal Credit Union	Open for members; limited hours of operation.	Open for members.	Open for members.
HQ Fitness Center	Closed with no access for members.	Operating status is determined by Fitness Center and Washington, DC guidelines.	Open for members.
Maintenance/Servicing to Building	<p>All mandatory services are performed to keep building operating at ANSI, BOMA, and GSA health and safety levels, including:</p> <ul style="list-style-type: none"> • All environmental systems are working to aspirate the building and prevent airborne pathogens. • UV radiation system is used to disinfect building air. 	In addition to mandatory services, routine daily operational and preventative maintenance as required by ANSI, BOMA, and GSA is performed.	

HUD FIELD OFFICES & HQ SATELLITE LOCATIONS: HUD Field Offices and HQ satellite sites are GSA or privately owned buildings. Each individual location will determine when amenities, such as credit unions, fitness centers, childcare centers, fitness centers, and cafés are re-opened and available for use. Each location will follow individual building cleaning and maintenance schedules.

APPENDIX F – HUD HQ Weaver Building Sanitization Under COVID19

Phases	Phase I	Phase II	Phase III
Telework	Maximum Telework / Voluntary Return to Worksite	Expanded Flexible Telework	Operational Optimization
No Known Exposure to COVID19	Daily cleaning augmented by: <ul style="list-style-type: none"> • Continuous cleaning of high-touch areas including elevator controls, door handles, push bars, and public surfaces. • Vacant areas are deep cleaned by wiping down solid services, cleaning soft surfaces, and extracting and cleaning carpets. 		Daily cleaning augmented by: <ul style="list-style-type: none"> • Continuous cleaning of high-touch areas including elevator controls, door handles, push bars, and public surfaces.
Exposure to COVID19 is reported within 7 calendar days	CDC requirements are followed: <ul style="list-style-type: none"> • Areas used by sick person are closed off. No access allowed to impacted areas. • Cleaning crew waits 24 hours before accessing impacted areas to limit exposure. If 24 hours is not feasible, they will wait as long as possible. • All areas used by the sick person are cleaned and disinfected, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines. 		
Exposure to COVID19 is reported after more than 7 calendar days	CDC requirements are followed: If it has been more than 7 calendar days since the sick person visited or used the facility, additional cleaning & disinfection measures are not necessary.		
	Daily cleaning augmented by: <ul style="list-style-type: none"> • Continuous cleaning of high-touch areas including elevator controls, door handles, push bars, and public surfaces. • Vacant areas are deep cleaned by wiping down solid services, cleaning soft surfaces, and extracting and cleaning carpets. 	Daily cleaning augmented by: <ul style="list-style-type: none"> • Continuous cleaning of high-touch areas including elevator controls, door handles, push bars, and public surfaces. 	

HUD FIELD OFFICES & HQ SATELLITE LOCATIONS: HUD Field Offices and HQ satellite sites are GSA or privately owned buildings. Each individual location will determine when amenities, such as credit unions, fitness centers, childcare centers, fitness centers, and cafés are re-opened and available for use. Each location will follow individual building cleaning and maintenance schedules.

APPENDIX G – Additional Resources

Source	Title	Link
HUD	HUD Coronavirus (COVID-19) Information	https://www.hud.gov/coronavirus
HUD	HUD Coronavirus Employee Resource Page	http://hudatwork.hud.gov/HUD/haw/Employee-Resource-Page/
HUD	HUD Coronavirus Supervisor Resource Page	http://hudatwork.hud.gov/HUD/admin/COVIDSupervisorsResources/
White House	Opening Up America Again Guidelines	https://www.whitehouse.gov/openingamerica/
OPM	OPM Coronavirus (COVID-19) Information	https://www.opm.gov/policy-data-oversight/covid-19/
CDC	Cases, Data, and Surveillance	https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/index.html
CDC	Symptoms of Coronavirus	https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html
CDC	Testing	https://www.cdc.gov/coronavirus/2019-ncov/testing/index.html
CDC	Prevent Getting Sick	https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html
CDC	If You Are Sick or Caring for Someone	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html
CDC	What to Do If You Are Sick	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html
CDC	Daily Life and Coping	https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html
CDC	People Who Need to Take Extra Precautions	https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html
CDC	Travel	https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html

CDC	Frequently Asked Questions (COVID-19)	https://www.cdc.gov/coronavirus/2019-ncov/faq.html
Occupational Safety and Health Act (OSHA)	Guidance on Preparing Workplaces for COVID-19	https://www.osha.gov/Publications/OSHA3990.pdf
HHS	Coronavirus (COVID-19) Information	https://www.hhs.gov/coronavirus/index.html
HHS	Community-Based Testing Sites for COVID-19	https://www.hhs.gov/coronavirus/community-based-testing-sites/index.html

APPENDIX H – Frequently Asked Questions (FAQs)