

COVID-19 Information for NCHFA Partners During Physical Inspection Monitoring

The following protocols apply to all compliance monitoring physical inspections and are to remain in place until further notice:

Prior to the Inspection:

- 1) Inspections will be scheduled at least 30 days in advance, with notification letters available in RCRS at least 28 days in advance.
- 2) On the Monday before inspection: The inspection will be confirmed again, and Agency staff will gather:
 - a) Answers to screening questions provided in advance.
 - b) Number of any known potential COVID cases at the property. If multiple known cases of COVID exist at the property, the inspection will be cancelled. Cancellation due to COVID cases at the property or spikes in the surrounding area will not result in noncompliance.
 - c) Partner's written COVID protocols in place for the property. Agency staff will review protocols with Partners to discuss what each side expects during the inspection, as well as what tenants might expect. If a Partner's protocol is stricter than the Agency protocol, Agency staff will follow the Partner's protocol, if feasible.
- 3) If a partner doesn't respond to emails and/or submit required screening or other documentation, this will result in a cancelled inspection and the entire property placed in noncompliance.
- 4) If Agency staff is experiencing any symptoms related to COVID-19 (fever or chills, cough or shortness of breath, body aches, loss of taste or smell, congestion, nausea) or been in contact with someone known to have COVID-19, the inspection will be cancelled. This will not result in noncompliance.

During the inspection:

- 5) If unable to maintain social distancing in the Leasing Office, the Agency requests minimal staff or meeting outside or meeting in community space, if possible.
- 6) Wear appropriate personal protective equipment. Agency staff will wear a face covering (mask and/or face shield) when social distancing is not possible, whether inside or outside.
- 7) Maintain the recommended CDC guidelines for social distancing, when possible.
- 8) Cover your face properly when coughing and sneezing.
- 9) Reduce risk by using hand washing, sanitizer, hand wipes, etc.
- 10) Refrain from shaking hands. If clearly ok with you and the other party, use a fist or elbow bump or a non-contact sign of recognition.
- 11) No more than two additional people, plus the Agency inspector, are allowed to enter unit. Initially, only vacant units are to be inspected. Entry of occupied units will be allowed for 2022 inspections.
- 12) Alternative units will be selected if residents refuse entry, contagious illness detected or social distancing cannot be maintained. This will not result in a noncompliance finding.
- 13) Repairs are NOT allowed during inspection.
- 14) If Partner refuses to follow Agency protocol, the inspector will leave and property will be in noncompliance.

Resources:

- 1) Follow current COVID-19 guidelines (Wear, Wait, Wash) set by the State of NC <https://oshr.nc.gov/state-employee-resources/workplace-safety/safe-return-worksites-guidance-and-resources>
- 2) CDC website to predict trends in COVID cases: https://covid.cdc.gov/covid-data-tracker/#forecasting_weeklycases Select NC from the dropdown. Then select the county.