

COVID-19 CORONAVIRUS QUESTIONNAIRE INSTRUCTIONS

(FOR MAINTENANCE STAFF)

This document provides _HA Maintenance staff instructions on administering and responding to the COVID-19 Coronavirus questionnaire when residents request a work order.

1. When you receive the call, if the request is a routine request, please inform the caller that for the next 30 days, only emergency work orders are being completed to limit exposure to residents and staff.
2. Enter the work order and thank the caller for calling us and for being patient.
3. If the request is for something urgent or emergency, please ask the caller the four (4) questionnaire questions.
4. **IF the caller answers “NO” to all four (4) questions**
 - You can proceed to assist them
 - Enter the work order and note in Elite that the caller “passed” all questions
 - Inform your supervisor so the work order can be scheduled.
5. **IF the caller answers “YES” to QUESTIONS 1, 3 and/or 4:**
 - Enter the work order and note in the work order software system that the caller “failed” one or more questions.
 - List the questions the caller “failed”
 - Thank the caller for calling us and for being patient.
 - Inform your supervisor so the work order can be scheduled with appropriate precautions
6. **IF the caller answered “YES” to QUESTION 2:**
 - Please ask them what country they visited.
 - Check to see if the country they traveled is on the CDC’s affected geographic areas of widespread/sustained community transmission: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
 - You can search the country in the Risk Assessment section midway down the page.
 - If the country is located in a “widespread” area, follow the instruction in Section 5 above.
 - If the country is listed in “limited or Ongoing” area, you can assist them. See Section 4 above.