

Coronavirus

Gated community response guidelines

Given the outbreak of Coronavirus (COVID19), the team at MyGate has put together an **Emergency Management Plan for gated communities**. We're happy to share it for public consumption and hope it helps.

Please note these are just our recommendations based on experience - MyGate bears no responsibility for the necessity or sufficiency of these steps. We are sharing them in the best interest of everyone.

Above all, please stay safe and here's wishing you all the best!

Background

Residential communities have the highest population density. Also, residents of gated communities consume a lot of services at their doorsteps. The average number of service providers (domestic help, delivery executives and other help) we deal with are around three per day. The risk of virus spreading is highest in communities and one case of infection can put the entire community at risk.

Social Distancing is the ONLY key here to halt the spread of the Coronavirus. It is important to be prepared and take steps now than to regret later.

We have listed out precautions and tips for all stakeholders in the community in subsequent pages.

Precautions & Tips for Management Committee

- Do not organise any events in the community in this period.
- Shut down Gym, Swimming pool and other commonly used amenities. Lot of communities have already done this.
- Provide masks and hand sanitizers to the security guards and other society staff
- Avoid using biometrics for access till the situation is under control. This will help in reducing the spread.
- You may want to stop the delivery executives at the gate and ask the residents to collect the parcels from the gate or have security collect it which can later be handed over to residents. Know more about 'Collect Parcel at Gate' feature of MyGate to streamline this process.
- Ask the car cleaners to stop coming to work for a few days. They also need to maintain social distance for their own selves.
- Ask society staff (e.g. electrician, plumbers) to not roam around in the community. They should be restricted to the estate Managers office once their designated job is complete.

- Ask staff members to “work from home” or be on paid off who are not required to be physically present at the community office
- Have adequate funds to increase the frequency of cleaning of common areas especially lifts.
- Handover extra soap or soap strips to all society staff and advise them to frequently wash their hands
- Track the people who are back from travel (domestic or international). Advise them to self quarantine for 14 days. Take the help of security guards to get such information.
- Buy a infrared thermometer and have daily check of all staff members
- Create an Emergency Response Team (ERT) within the community consisting of residents, committee members and key society staff members. If you have a medical practitioner in the ERT that would be great. For large communities with multiple towers, you can create an ERT for each tower. Suggested role of ERT later in the document.
- Define “Red, Amber, Green (RAG)” with definition of what triggers that status and an action plan to invoke if that status is reached. Suggested RAG later in the document.

Precautions & Tips for Property/Estate Manager

The estate manager/community office should be prepared to actively stop the spread and deal with situations that can arise. Below are some steps that the office can take:

Talk to your staff and sensitise them on:

- **Personal Hygiene:**
 - Wash hands frequently. Use alcohol based sanitisers
 - Avoid public transport.
 - Not going to areas that are not required to deliver their job
- **Genset and back up:**
 - Assuming that you may see a drop in attendance of your staff, have adequate amount of diesel for powering the generators to manage frequent power failures
- **STP operations:**
 - Have redundancies here. Have one or two more people trained on STP operations to ensure continuity of services
- **Water continuity:**
 - Have the contacts of local water vendors in case the primary is sick

- **Compound Sanitisation:**

- Create a list of all such common area points like door knobs, lift panels, gates etc

- **Increase the frequency of cleaning some of the common areas. Specially you should clean lift touch panels and common area, door knobs**

Garbage Collection:

- Proper sanitization should be followed by collectors.

- **Lift operations:**

- Increase the frequency of cleaning of the lift touch panels both inside and outside. This can be done with diluted dettol.

The community should also advise the other stakeholders to take precautions.

Precautions & Tips for Residents

General Precautions

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Disinfect your main door knobs/handles and calling bell switches frequently.
- If you have to step out of the house for supplies, once back the first thing to do is thoroughly clean your hands and change the clothes immediately.
- If you have travelled either domestic and international, Please quarantine yourself for 15 days.
- Boost your immunity with adequate sleep, Zinc, Vitamin-C and other multivitamins. Don't stress yourself.
- It is the moral responsibility of each resident as responsible citizen to protect themselves and self disclose or report if there is any suspect case of infection.

Precautions using shared resources

- Avoid all social interactions in the community.
- Do not use lifts. Use stairs to the extent possible.
- Do not use public transport such as cabs, metros, buses, etc and carpool with strangers.

- Do not use the gym, Children playing areas, swimming pools or other common amenities.
- Help senior citizens, who are staying alone to managing their rations.
- Educate your domestic helps on the sensitivity around the issue and the precautions that need to be taken at their homes.

Precautions at home

- Maintain emergency contact list.
- Say no to gatherings at home.
- Entertain kids at home and have enough board games to keep them occupied.
- This is a bit difficult, but important. Try to do your household chores on your own. Give offs to your Maid, Nanny and cook for the next 15 days.

Security Guarding Company

- Instruct the guards to maintain a distance of at least 8 feet from the visitor while speaking to them.
- Do not hand over the pen to the visitors to have details captured in registers. The security guards to fill all the entries on their own
- Do not touch the parcels handed over by the delivery boys. Ask the resident to collect the parcel from the gate.
- As security guards share rooms (at least eight of them in one room), make sure that they maintain a very high level of personal hygiene.
- Get details from your security agency of security guards who have recently travelled from their hometown.

Commercial Establishments Inside the Community

- Instruct non members (Laundry, Vegetable shop, etc) to always wear masks and wash their hands with soap at regular intervals.

Delivery Executives

- Ask them to leave the parcels at the gate. You can use this feature in MyGate.
- If the point above is not possible, ask them to leave the package outside the door after ringing the doorbell.

Government Helplines

- The Ministry of Health & Family Welfare can be reached 24*7 at +91 11-23978046 or ncov2019@gmail.com.

Appendix A:

Emergency Response Team

| S. No | Type | SPOCs | Role |
|-------|---------------|-------|---|
| 1 | Core | | <p>Discuss, coordinate, communicate and implement best practices described above.</p> <p>Be the point of contact for coordinating with external agencies if required.</p> |
| 2 | Tower/Block A | | <p>Discuss, coordinate, communicate and implement best practices described above for respective building with coordination with the core team</p> <p>Be the first point of contact for residents of that tower/block for any query, clarification and for raising any suspect case of infection</p> |

Appendix B:

Severity Levels

| S. No | Type | Description | Action |
|-------|-------|---|--|
| 1 | Green | No suspect case within the community but all immediate precautionary steps to be implemented | Discuss, coordinate, communicate and implement best practices described above |
| 2 | Amber | At least one suspect case identified resident or anyone who the resident has come in contact with | Coordinate with Tower SPOC to communicate to the impacted resident on best practices & possible isolation. Also assess what communication needs to be done in society. |
| 3 | Red | Confirmed case of at least one infection | Initiate process for isolation, plan & execute communication to society. Inform and coordinate with relevant external agencies. Plan for possible society lockdown. |

Issued in everyone's best interest

