

**CITY OF DANBURY
HEALTH & HUMAN SERVICES DEPARTMENT**



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COVID-19: FAQ for Residential and Commercial Buildings

This document covers frequently asked questions for residential and commercial business owners and managers about coronavirus (COVID-19)

COVID-19

For more information on COVID-19 visit the City of Danbury:

www.danbury-ct.gov/covid19,

the State of CT: portal.ct.gov/Coronavirus, or the CDC: cdc.gov/covid19.

Are there specific safety measures building owners and managers should follow?

- Clean and disinfect common areas to help slow the spread of COVID-19
 - Ensure frequently touched surfaces, such as door handles, stairway railings, elevator buttons, reception desks, push plates, and laundry room equipment are cleaned and disinfected often.
 - For more information on how to properly clean and disinfect surfaces, visit <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Building staff and others entering and leaving should wash their hands with soap and water for at least 20 seconds, especially after cleaning. An alcohol-based hand sanitizer should be used when soap and water are not available. Consider adding alcohol-based hand sanitizers in common areas (lobby, bathrooms, laundry rooms, gyms, playrooms) to encourage hand hygiene among building occupants.
- Everyone in the building should practice social distancing by keeping 6 feet between themselves and others whenever possible.
 - Limit the number of people using the elevator at the same time to prevent crowding. People should consider taking the elevator only with their own party, and should take the stairs or wait for the next elevator whenever possible.
- Consider posting signs around the building to remind people about social distancing and the “Stop the Spread of Germs.” Flyers are available in multiple languages at

Should building staff wear masks?

- In general, staff should wear a face covering when they cannot maintain at least 6 feet of distance between themselves and others. A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers your mouth and nose. It is essential that staff continue to practice social (physical) distancing and good hand hygiene even when wearing a face covering — including keeping 6 feet of distance between themselves and others whenever possible. For more information visit:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - If they need to be outside or interact with building occupants, they should practice healthy hand hygiene and stay at least 6 feet from others when possible — distance is our best defense.
- Surgical/medical masks are not necessary and should be reserved for our health care providers. They need face masks to stay healthy and to care for the most critically ill, and they are unable to keep distance from others, avoid sick people, or avoid contact with others' bodily fluid, such as saliva.

What if there is no staff reporting to work?

- Consider identifying backup staff or asking for building occupant volunteers to help with package delivery, routine cleaning and disinfecting, and other tasks in the building as appropriate, while encouraging social distancing.

Will the City notify building owners or occupants if someone in the building is sick or tests positive for COVID-19?

- No. The Danbury Department of Health and Human Services will not notify building owners or occupants of reports of sickness or cases

Should property managers or residents notify the City or others in the building if a person in the building is sick or has COVID-19?

- No. Property managers and building occupants do not need to notify the City or others in a building if someone in the building is sick. With widespread community transmission, many people will get sick and recover at home. All Danbury residents should follow health guidance and stay home. If symptoms do not go away or get worse, the person should call their doctor.
- If an ill building occupant needs emergency assistance, call 911.

Should building deliveries (packages, food deliveries, etc.) be handled differently?

- All people entering and exiting the building should maintain social distancing when delivering or receiving packages and mail. In large buildings where packages may be left in the lobby or at the front desk, building staff should consider assisting residents by dropping off packages at their front door to reduce foot traffic throughout the building. Some delivery services (Amazon, Uber Eats, etc.) have options for touchless delivery and special delivery instructions, such as leaving packages outside the door and calling/texting when packages are delivered. These options are to minimize person-to-person contact and touching of surfaces and are greatly encouraged.

Should temperature or humidity in buildings be adjusted to prevent the transmission of COVID-19?

- The CT Department of Public Health does not recommend that buildings increase humidity levels to control COVID-19 transmission. Adjusting the temperature or humidity of a building is not likely to reduce the spread of COVID-19.

Are there any special ventilation precautions for COVID-19?

- No special ventilation precautions are recommended for residential or commercial buildings. Building staff should make sure building ventilation systems are working properly and are maintained per standard protocols for optimal indoor air quality.

What should occupants do if there is a fire alarm in the building?

- Building occupants should follow the building's standard protocols if there is a fire alarm, and fire safety should not be compromised. Fire and building codes should continue to be followed, and fire doors should not be propped open. Encourage building occupants to practice social distancing and maintain at least 6 feet distance from each other as they exit the building during such an incident.

What if repairs are needed in a specific unit (for example, plumbing, maintenance)?

- Confirm with the individual prior to appointment that they are not sick. If they have any symptoms, reschedule if possible. The building occupant should maintain social distancing while the work is being done, and clean and disinfect work areas afterwards.

If the building has common areas, should these areas be closed?

- Building owners and property managers should consider closing or limiting access to common areas, such as gyms, game rooms, playrooms and lounges. If these remain open, they should be cleaned and disinfected frequently, and access should be limited so that occupants can maintain a distance of at least 6 feet between each other.
- There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (such as with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

What temperature should the water used to clean hands be set at in bathrooms in buildings?

- Handwashing is one of the most important steps to avoid getting sick and spreading germs to others. Hands can be washed with warm or cold water. Make sure the water is running and use soap.
- Building staff should make sure that all handwashing sinks in the common areas have clean running water, soap and paper towels at all times.
- Put up posters about hand washing in bathrooms and other common areas as appropriate. Visit <https://www.cdc.gov/handwashing/posters.html> for handwashing posters available in multiple languages.

How else can residential building owners and property managers help residents stay healthy and less lonely during this time?

- If possible and if residents want to be contacted, check in with residents by phone or text, not in person. Consider using bulletin boards or digital communication platforms to share information with occupants.
- Separate facts from fear and guard against stigma. The outbreak is absolutely no excuse to spread racism and discrimination. If someone in the building is being harassed due to their race, nation of origin or other identities, they can report discrimination or harassment to the CT Commission on Human Rights and Opportunities (CHRO) by calling (860) 541-3400. They can also file a complaint online by visiting <https://www.ct.gov/chro/site/default.asp>