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Applicability: Faculty, Staff, Students and Departments

COVID-19–Maintenance and Emergency Repair Guidelines

Normal Repair Guidelines for entering student rooms:

Lehigh University Facilities is required to enter student rooms for normal maintenance and emergencies. The following guidelines are to be followed whenever entry into a student residential space (rooms, suites, and/or apartments) is required. Note that in these circumstances, the process is restricted to spaces containing students who have **not** been identified as requiring isolation/quarantine, or are isolated for a confirmed or suspected case of COVID-19, or is a room or apartment with a student in quarantine for exposure to a confirmed or suspected case of COVID-19

- After receiving work order request and prior to entering any student room review the google drive sheet of occupied isolation and quarantine housing to make sure room is not on either list.
- Facilities / ABM will always wear masks when entering any student housing.
- If non-emergency work is requested and the student remains in the room / work area, the student must wear a mask. If a student refuses the technician/staff will leave and notify Housing Services and will return after the student agrees to vacate or wear a mask.
- Facilities / ABM will schedule appointments as requested by the student.
- Any emergency responses will continue as required. Facilities will make all emergency repairs as outlined below and notify housing if a student refuses to wear a mask or vacate.
- After completion of work, remove the remaining PPE, place in a separate plastic bag for disposal or cleaning/sanitizing as appropriate and seal the bag. **Immediately clean hands well with hand sanitizer and wash hands with soap and water.**

Repair Guidelines for entering rooms for students in Isolation or Quarantine

While the general risk remains low, proximity to a confirmed, suspected or potential case of a COVID-19 infected occupant increases the risk of exposure. These recommendations assume that a confirmed, suspected or potential case of a COVID-19 infected occupant is present; and that ABM (the contracted janitorial provider) is unable to sanitize the space prior to entry and it is not possible to follow the standard response of waiting 24-hours prior to entry.

If possible, all routine and non-emergency repairs in isolation rooms should be delayed unless it creates an unsafe condition. Routine and non-emergency repairs can be completed in quarantine areas if the space can be entered safely to avoid contact with student. Examples may include repairs in entries, common areas, mechanical rooms, hallways, or restrooms (after ABM sanitizing)

Maintenance personnel responding to an urgent need for repair or inspection/evaluation of a need for repair due to equipment failure, etc. have been provided with a safety kit that includes the following personal protective equipment (PPE): a disposable gown, a face shield, a KN-95 mask (N100 masks have been ordered), and several pairs of nitrile gloves. They will also have a spray bottle of surface sanitizer/cleaner and paper towels or clean disposable rags to wipe surfaces off prior to repair or inspection and a bag for disposable waste (wipes and used PPE).

- Review the location to confirm room is quarantine/isolation student room.
- Contact supervisor or lead to discuss plan for entry and repair. Determine who and how many staff will enter location.
- Prior to entry into the occupied repair or inspection/evaluation area, put on PPE (protective overalls, N or KN-95 mask, face shield and gloves). If available, wear a pair of latex gloves under nitrile set as this will allow additional protection when removing gloves after work completed.
- If possible, request that the occupant relocate out of the room or apartment during the actual entry by the maintenance personnel. If they cannot leave the room or apartment, they should put a mask on and move to another room of the apartment or at a minimum as far away from the repair or inspection point as possible. If they do not have a mask, perform the repair or inspection/evaluation and report to your supervisor the occupant did not have a mask. Supervisor will follow up with Housing Services on this issue
- Before touching any surfaces, or opening cabinets, etc., necessary for the repair or the inspection/evaluation, clean those surfaces with the supplied spray sanitizer/cleaner and wipe off with supplied paper towels or rags. **If repair or inspection/evaluation issue is electrical in nature do not spray clean due to danger of shock, etc.**
- It may be prudent to take pictures with phone or other digital unit, ONLY of the repair or the inspection/evaluation issue to minimize the need for a return visit.
- Regardless of other circumstances while inside the room or apartment, maintain your distance, and maintain the condition of your PPE (keep the mask covering the nose and mouth with a good seal, if gloves become torn or punctured, remove them, bag them in the waste bag, apply hand sanitizer and a fresh pair of gloves and complete the entry requirements).
- Complete the entry requirements (the repair or the inspection/evaluation) as quickly and carefully as possible and leave the room or apartment.
- Once outside of the room or the apartment, remove the disposable overalls, and place in waste bag, and once outside of the building, remove the remaining PPE, place in a separate plastic bag for disposal or cleaning/sanitizing as appropriate and seal the bag. **Immediately clean hands well with hand sanitizer and wash hands with soap and water.**

This guidance document was prepared from information supplied by Element Environmental, Lehigh Facilities and from review of current recommendations of control and corrective actions for COVID-19 by the Centers for Disease Control and Prevention (CDC), PA Department of Health and other agencies.