

**SOCIAL VISIT BAN IN CHA SENIOR BUILDING DURING VIRUS EMERGENCY:  
SECURITY GUARD PROTOCOL**

**May 5, 2020**

The guard will politely greet and question every person who does not have a tenant's electronic entry key, even if the visitor has already been buzzed into the building or even if the tenant accompanies the visitor.

The guard will explain that he or she is helping CHA restrict social visiting to keep the tenants safe from the virus.

The guard will ask the visitor the name of the tenant s/he wishes to visit. The guard will then check for that name on the list of tenants.

If the name is not on the tenant list

**NO ENTRY**

If the name is on the tenant list, the guard will ask the visitor the purpose of the visit.

If the tenant does not answer

**NO ENTRY**

To confirm, the guard will ask the tenant (in person if the tenant is present or by buzzing the tenant) whether or not (i) the tenant wishes the delivery or visit; AND (ii) its purpose.

**PERMITTED DELIVERY**

If tenant confirms that the delivery is for a permitted purpose and that he or she wish to receive it, the guard will ask the tenant, if possible, to come down to the lobby to retrieve the delivery.

If tenant cannot come to the lobby, the guard will allow the delivery person to go to the apartment but only to make the delivery.

**LIMITED ENTRY**

The guard will judge if the stated purpose of the visit fits any of the following permitted purposes. In making this judgment, the guard will rely on the tenant's account:

(1) *Necessary Deliveries*: Delivery of necessary supplies and services for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.

(2) *Essential Visits*: Visit essential for the health and safety of family, household members and pets, including things such as providing medical or behavioral health or emergency services and medical supplies or medication.

(3) *Care and Transport*: Visit to care for a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.

**PERMITTED VISIT**

If tenant confirms the visitor AND its permitted purpose

**ENTRY**

**IF DELIVERY OR VISIT IS NOT PERMITTED  
NO ENTRY**

*Guard will record all encounters on the provided log sheet*