**Operational Review COVID-19 Questionnaire**

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| **Date of Review:** |       |
| **Society Name:** |       |
| **RIC Number:** |       |
| **Performed By:** |       | **Region:** |       |

# **Changes Made**

Describe any changes that you already made and would like to keep. What additional changes need to be made to your service to minimize exposure to COVID-19, advance where possible new and innovative service models, and build upon lessons learned through the initial phase of this health emergency?

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| 1. **Cleaning** – to ensure provincial health guidelines are being met. |
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| 2. **Physical Distancing and Self Isolation** – process initiated to facilitate physical distancing and if necessary, self isolation. |
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| 3. **Maintenance** – describe any changes to your processes for completing service requests within a tenant’s home |
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| 4. **Monitoring and Reporting** – any processes or systems put in place to monitor and report on tenants or staff who are exhibiting symptoms. |
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| 5. **Supply Chain** - products, meals or other services – describe any changes made to secure products such as PPE and cleaning supplies, or any services such as meals, deliveries, or Entry/Exit monitoring. |
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| 6. **Administration** – any changes to administration or records keeping that you have implemented, including restricting access, PPE requirements and visitor sign in. |
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| 7. **Communication and Support** – describe methods used to keep tenants’ families informed of the changes that were introduced. Did you provide information about supports made available to tenants such as BC-TRS program?Was your board involved in these changes, did they review COVID-19 information as well as staff? |
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# **BC Housing Support**

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| 8. **Financial Support** – did your society request any financial aid from BC Housing? |
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| 9. **Supply Chain** – did your society use the Partner Portal to obtain supplies or meals? |
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| 10. **Information** – did you sign up for or attend any of the information services that were provided? Check all that apply. |
|  | [ ]  BC Housing or BCNPHA COVID-19 Newsletter[ ]  Attend a BC Housing or BCNPHA webinar[ ]  Attend a virtual town hall meeting[ ]  No. Why not? |
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| 11. Where do you get most of your information about COVID-19 from, and what can BC Housing do better to support your tenants, and staff through this pandemic? |
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# **Changes to Keep**

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| 12. List any changes that you plan to continue with after the pandemic has ended. |
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# **Future Changes**

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| 13. Describe any changes currently being implemented or that you plan to implement to further ensure the health and safety of everyone involved. |
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| 14. **Rent Recovery** - do you have a plan for rental increases or payment plans to recover deferred rent? |
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