Breakout Rooms/Case Studies
Wednesday, June 9 @ 3:15 pm ET

Breakout Room/Case Study #1
Leader: Evan Carmen

The building held the first vaccination clinic in the building for residents in January, and the second dose clinic was held in February. About 65% of the residents participated in the building vaccination clinic. The board and staff are deciding whether to begin holding activities again, and whether social distancing practices and mask requirements in the building should be modified or dropped all together. What steps should management follow to decide when, where, what and how to hold activities for the residents again & change mask requirements? Since the CDC has issued guidance that masks are no longer required for those that are vaccinated, how can staff safely hold activities knowing some residents may not be vaccinated due to medical reasons?

Breakout Room/Case Study #2
Leader: Janel Doughten

A maintenance staff member has been open with other staff members that he did not receive a COVID-19 vaccination because he is afraid of long term side effects. Can the board of directors and/or management require maintenance staff to be vaccinated since they may be in direct contact with residents, some that may not be vaccinated themselves? What safeguards can be put in place to protect all residents and staff, vaccinated and unvaccinated?

Breakout Room/Case Study #3
Leader: Gracie Cohen

A management staff member notices that Mrs. M’s son has a key to his mother’s apartment, she was walking down the hall and saw him using it to enter the apartment. After mentioning it to one of the maintenance staff members, he tells the management staff member that he believes the person is actually residing in the unit with his mother, and believes there are more than a few other residents letting family members stay with them over the past year during the pandemic. Due to the pandemic, staff were not conducting unit inspections, and most face to face interactions with residents were severely limited. What can management do about this situation, especially if this is potentially happening in more than one unit and has been going on for quite a while?
Breakout Room/Case Study #4
Leader: Teresa Wachala

The building staff has not conducted apartment inspections since before the pandemic began, and has finally begun conducting apartment inspections again. Unfortunately, the staff are finding a nightmare scenario: bug infestations, extreme hoarding, any issues that a resident had maintaining their apartment before the pandemic is only magnified by the 14 month shutdown and no oversite. What can staff do to work with the residents to bring their apartment units back to what a HUD REAC inspection would require to receive an acceptable score (and to a level of what would qualify as a quality of life issue for the residents) without completely burning out staff in the process?

Breakout Room/Case Study #5
Leader: Lisa Bryan

Ms. D has lived in the building for 15 years, was well liked by the other residents and has never had any lease violations. However, in the past year during the pandemic, she has gone off her medication which has made her unable to control her behavior. Other residents have become very afraid of her. The service coordinator has been trying to get her help, but Ms. D never follows through with the services that she has been connected with through the SC.

Additionally, Ms. D has also begun smoking in her apartment, and has been notified that this is a lease violation. Ms. D’s boyfriend, Mr. X, who is not a resident, has repeatedly confronted staff over the lease violations due to smoking and discussions staff have had with Ms. D regarding her inappropriate behavior in the hallways and elevator which has been making other residents afraid. Staff will no longer speak with Mr. X since he is not a resident and had begun to exhibit behavior bordering on harassment towards the staff. Management and the SC believe that the real reason Ms. D is in crisis is due to Mr. X. Is there anything that staff can do to help Ms. D?