

## **CLEAN & SAFE COMMUNICATION**

Dear Downtown community members,

By now many of you are aware of the ongoing developments of the coronavirus and COVID-19, the disease spread by the virus. Please be assured the Downtown San Diego Partnership Clean & Safe Program is diligently monitoring this situation including recommendations and best practices from public health officials. We would like to provide an update to our Downtown stakeholders of what we are currently doing to ensure the safe continuation of Clean & Safe services in our neighborhoods and the proactive measures we are taking to protect the health and wellness of our team, community and clients.

Below you can find an overviews of action plans related to our internal and external operations. For the latest information on steps being taken by the Downtown San Diego Partnership and DSDP Clean & Safe program to accommodate and prepare for the evolving nature of COVID-19 in Downtown, [click here](#).

Please feel free to pass along this information to your Downtown stakeholders and neighbors.

Sincerely,

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### Clean & Safe Internal Operations:

We have conducted thorough reviews of best practices, assessed our operations, and reinvigorated many of the standards already in place to keep our staff healthy and safe.

- Sanitization process: Implemented best practices based on recommendations from the Centers for Disease Control and Prevention, San Diego County Health and Human Services Agency, City of San Diego and Society for Human Resource Management, including pre- and post-sanitization of common areas and high touch objects such as walkie-talkies, cell phones, etc.
- Increased inventory: Increased stock of critical cleaning supplies like gloves, rags and bleach to make sure our team has the tools to perform their work safely.
- Staff training: Educated the team on best practices for illness prevention from the CDC and distributed reminders of the educational tools available for proper use of personal protective equipment.

### Clean & Safe Maintenance and Safety Services:

As of this communication, our plan is to continue providing our cleaning and maintenance services. We will be monitoring communications from public health authorities closely to determine whether any changes to services may be required or necessary to protect the health and wellness of our team and the community at large. Proactive steps have been taken, including the following:

- Staff training: Implemented the actions above to educate, prepare and protect our Maintenance and Safety Ambassadors.
- Equipment adjustments: Made adjustments to the use of potentially high exposure equipment like leaf-blowers.
- Increased inventory: Stocked up on supplies and equipment needed to conduct services and do so safely.

### Homeless Outreach Services:

Given the urgency of this crisis for our unsheltered residents, we are taking swift, transparent, and responsive action in collaboration with regional providers.

- Sanitization: Additional frequency of existing rigorous cleaning/disinfecting plans for all staff locations and vehicles.
- Safety plan: Implemented our emergency safety plan including increased CDC protocol trainings for staff and additional preventative measures when working individually with clients.

- Collaboration: Integrate public health experts and other integrative services from the CDC, city and county agencies to assess our operations and sites for client and staff wellness.
- Client education: Distribute hygiene kits provided by the Regional Task Force on the Homeless (hand sanitizer, bottled water, soap and general hygiene supplies), provide education on how to wash hands appropriately, and encourage the use of 65 hand-washing stations installed by the County of San Diego.
- Resources: Ongoing conversations with funders to ensure resources are available.
- Addressing spread: Planning is also in process to align outreach services in their approach should COVID-19 spread within the unsheltered community.