



Post COVID 19 Task Force Guidelines for Re-Opening Member Programs

May 2020

SAFETY PLAN

REDUCING RISK OF HARM DURING COVID-19

LEGAL DISCLAIMER

Before you chose to implement any of the ideas suggested in this document you must evaluate and determine, with the assistance of your legal counsel, funding sources, accounting and human resource teams, the legality and effectiveness of the policies and procedures captured in this document. As the overall intent of this document is to provide suggested ideas for your independent consideration only; ACCSES NJ accepts no responsibility for any result or circumstance arising from or related to your decision to 'use or not use' any idea submitted herein.

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PURPOSE

To provide ACCSES NJ Member Agencies a template for Return to Work (RTW) protocols and procedures to be implemented for the safety & protection of staff, persons served and visitors.

The task force believes these practices reflect the best information currently available and your agency should take them into consideration as our industry and your agency moves towards reopening in the aftermath of the COVID-19 pandemic.

Keep in mind that there is no 'one size fits all' scenario. This is to be considered a 'living' document which is intended to be revised or further developed as needs change.

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Facility Considerations

General Guidance

- Workers should remain socially distant (6 feet apart) whenever possible.
- All work areas need to be redesigned or reconfigured in order to maintain 6-feet of separation between all workers at all times.
- Ensure that desks or workstations are not facing each other unless guarded by a cubicle wall or similar barrier.
- Designate one-way walking paths including offices, warehouses, storage areas or similar where traffic is common and other safety protocols will not be impacted.
- Consider the use of barriers - plexiglass, modular walls, plywood or other similar materials in order to isolate workstations.
- Consider redesigning jobs to allow duties to be completed by one person in order to avoid passing materials from one worker to another as you reconfigure workstations.
- Avoid sharing equipment & tools between workers whenever possible. Consider evaluating your inventory of equipment and tools commonly shared and determine if you can supply enough to allow more exclusive use.
 - When equipment is shared, such as industrial trucks, ladders, rolling carts, copy machines, computers, etc, the equipment needs to be properly disinfected after each use.
 - Between each shift changes, all workstations should be properly disinfected.
- Avoid coming within 6-feet of outside personnel - including those making deliveries (i.e. truck drivers, parcel delivery, post office) - or other individuals coming onsite. Consider this when reconfiguring loading docks and main entrance areas.
 - Do not receive items directly from delivery personnel. Rather, allow the driver to place items down and back away.
 - Avoid allowing delivery personnel to use agency equipment such as a dolly or hand truck. If the dolly or hand truck is used by delivery personnel within the facility, ensure that it is disinfected immediately afterwards.
- During training and meetings a minimum of 6-feet must be maintained by employees. Employees shall not sit directly across from one another. Consider reconfiguring conference and training areas to accommodate these guidelines.

Break Rooms

- All workers must maintain proper self-distancing.
- Workers should not sit directly next to or across from one another.
- Minimize the number of people using these areas at any given time.
- Minimize touching objects such as vending machines, coolers, refrigerators and other commonly shared break room items. Consider making those items “off limits” for this time.
 - When break room items are touched, employee must wash hands.

- Between each shift use, all break room areas need to be properly disinfected.
- When possible, use separate doors to enter and exit the break room to avoid close proximity with others.

Lunch Areas/Cafeterias

- All Break room guidelines apply.
- Encourage all workers to bring their own lunch so that communal sharing such as hot buffet/ cafeteria lines are eliminated. Discourage food deliveries to your facilities in order to maintain social distancing and guard against the spread of COVID-19.
- The use of disposables such as plates, cups and utensils are deemed a best practice.

Restrooms

- Social distancing guidelines must be maintained in restrooms, including waiting in lines.
- All employees must properly disinfect hands when finished. Proper handwashing consists of 20 seconds of washing using soap and water. If soap and water is not available, hand sanitizer must be made available.
- Restrooms must stay sanitary. Dispose of paper products properly and completely flush toilets. Insure that restrooms are properly cleaned and disinfected at appropriate intervals.
- If possible, restroom doors shall remain open to avoid repeated contact by employees.
- If possible, restrooms require pathways that avoid close proximity of employees.

Shift Changes

- Do not congregate in parking lots or other areas prior to or after shifts. Maintain 6-feet of distance while entering or exiting facility.
- If possible, One-Way entry and exits should be established.
- If possible, Entry & Exit Doors should remain open during Shift Changes.
- Avoid touching the time clock.

Hand Sanitizing Stations

- Install hand sanitizer dispensers for use by workers at strategic locations, including but not limited to:
 - Entry and exit points of
 - work station areas
 - break rooms and cafeterias
 - building
 - conference or training areas
 - copier and mail rooms

NOTE: ACCSES NJ will be working to stockpile hand sanitizer for distribution to members in need of supply.

Operational Considerations

Survey of Consumers Prior to Opening

We recommend distributing or conducting a phone survey of consumers prior to opening. The survey should address:

- The consumer's desire to return to program
 - There will be some who are concerned about risk
- The risk factors (based on CDC guidelines) the consumer may have
- The consumer's general hygiene practices
- Their access and familiarity with technology
- Their ability to wear PPE

You may choose to score the survey results assigning one point for each positive response. The higher the number the greater the likelihood of the individual more easily transitioning back to program and adhering to new procedures.

[A sample questionnaire is included as an addendum.](#)

Temperature Testing/Screening

We recommend that all consumers, staff and visitors be screened for fever prior to entering your facility by the use of a temporal thermometer. When possible, consumers should be screened prior to being transported to your facility. It is important to discuss with transportation providers what practices they will be implementing. It is recommended that the type of screening device used allow for a maximum amount of physical separation between the screener and person being screened.

Taking temperature using a temporal thermometer

Temporal thermometers use an infrared scanner to measure the temperature of the temporal artery in the forehead. Temperature takers should keep as much distance from clients as they can, wash their hands with soap and water or use alcohol-based hand sanitizer (at least 60% alcohol) regularly, and use gloves if available.

To use thermometer:

- Turn on the thermometer.
- Gently sweep the thermometer across the individual's forehead.
- Remove the thermometer and read the number:
- Fever: Any temperature 100.4 F or greater is considered a fever.
- No fever: People with temperatures at or below 100.3 F
- Clean the thermometer with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

If taking temperature using a temperature scanning kiosk, it is recommended that it be calibrated daily against a reading with a standard or temporal thermometer. A written log should be maintained of daily checks.

Visitors

We recommend that you do not allow visitors to your facility until Social Distancing Measures are lifted.

Inter Office Mail and Packages

Apply the same protections for inter office mail and packages as external deliveries.

- Avoid coming within 6-feet of outside personnel - including those making deliveries (i.e. truck drivers, parcel delivery, post office) - or other individuals coming onsite. Consider this when reconfiguring loading docks and main entrance areas.
 - Do not receive items directly from delivery personnel. Rather, allow the driver to place items down and back away.
 - Avoid allowing delivery personnel to use agency equipment such as a dolly or hand truck. If the dolly or hand truck is used by delivery personnel within the facility, ensure that it is disinfected immediately afterwards.

Telework

If your agency doesn't have a telework policy, we recommend establishing one. At a minimum, these factors should be a part of your telework policy:

- Eligibility
- Expectations for work hours
- Equipment and cybersecurity
- Communication methods
- Policy abuse

Supported Employment

We recommend that Supported Employment staff work remotely whenever possible during while social distancing measures are still enforced.

When Supported Employment staff need to provide one-on-one service to consumers, all social distancing measure need to be acutely adhered to. Both the consumer and the staff member should be wearing a facial covering.

Transportation

Agencies that provide transportation should develop a COVID-19 health and safety plan that includes transportation workers to protect employees according to CDC business guidance. This plan should:

- Institute measures to physically separate or force distance greater than 6 feet between bus transit operators and passengers. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs to indicate to passengers where they should not sit or stand near the bus operator).
- Require drivers to wear a facial covering and gloves while transporting consumers.
- Provide information on who to contact if employees become sick.
- Designate someone to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.
- Conduct worksite assessments to identify COVID-19 prevention strategies.
- Provide employees training on proper hand washing practices and other routine infection control precautions. This will help prevent the spread of many diseases, including COVID-19.
- Provide employees access to soap, clean running water, and drying materials or alcohol-based hand sanitizers containing at least 60% alcohol at their worksite.
- Provide disposable disinfectant wipes so that surfaces commonly touched by the bus operator can be wiped down. To disinfect, use products that meet EPA’s criteria for use against SARS-CoV-2 external icon, diluted household bleach solutions, or alcohol solutions with at least 70% alcohol, and are appropriate for the surface. Provide employees training on manufacturer’s directions for use.
- Provide tissues and no-touch disposal receptacles for use by employees.
- Provide drivers with temporal thermometers to screen consumer before boarding.

Consider limiting transportation to at least 50% of capacity. Most commercial providers are also limiting capacity.

Agencies relying on other transportation providers should engage in dialogue in ahead of an opening date to discuss capacity, safety, and schedules.

Attendance / Capacity

For the foreseeable future we recommend [limiting attendance to facility based programs to 50% or less](#). This can be accomplished through daily shifts, alternate days or alternate weeks. The goal is to be able to maintain sufficient social distancing for all staff and program participants at all times.

Breaks and Lunches

We recommend staggering all lunch and break times as to maintain maximum social distancing. We also recommend that employees and program participant be encouraged to bring their own lunch and snacks in disposable packaging. When providing food service, we recommend providing box lunches and again using disposable packaging and establish a delivery mechanism that eliminates the need to stand in line. Other considerations:

- Make water fountains off limits, use bottled water instead
- Make vending machines off limits, or provide a way to eliminate touching the machine

- Consider having everyone take their breaks at their workstation
- Participants and staff should be not allowed to leave the building for lunch or breaks

Lockers

If your agency provide lockers for staff and consumers, we recommend you establish a policy eliminating their use until social distancing measures are loosened.

Counseling and Group Sessions

Counseling sessions should be conducted using all social distancing measures. We recommend using facial coverings for staff and program participants. If possible consider using a physical barrier to separate participants in the session.

Group sessions should also be conducted using all social distancing measures. Consider limiting attendance to live sessions and consider conducting group sessions electronically.

Extended Employment – Curriculum for Remote Service Delivery

Given the operational considerations that must be taken into account, the Task Force believes that a shared curriculum of appropriate and relevant topics and activities should be utilized to insure consistent remote services during those times when attendance within the facility is not feasible.

Toward that goal, ACCSES NJ is establishing a member workgroup to share ideas and resources for developing and continuing a remote services curriculum for Extended Employees. We recognize that it may be some time before Extended Employment returns to full capacity and it is important for all programs to maintain contact with Extended Employees and keep them engaged in services and work ready.

We also recognize that remote activity will be essential to keeping all extended employees engaged and focused on their goals. When they cannot physically attend program, we recommend that [each extended employee be engaged in meaningful contact, relative to their Individual Plan, at least once weekly.](#)

[Sample curriculum is attached as an addendum.](#)

Infection Protocols

To ensure safety and health of all staff, consumers, volunteers and visitors, ACCSES NJ member agencies need to be committed to handling any reports of a positive Covid-19 test result in a manner that protects all stakeholders confidentially, minimizing risk to others and maximizing business continuity. ACCSES NJ member agencies should ensure that internal policies reflect guidance provided by local Board of Health, CDC, OSHA and others that may be deemed applicable. At all times, measures should be taken to prevent transmission of the virus. Such measures include social distancing, physical

barriers, PPE, hand washing and a comprehensive system of cleaning and disinfecting. Privacy must be protected to the greatest extent possible.

Below are suggested protocols for action and communication

- Employees who test positive for Covid – 19 must immediately alert his/her supervisor of the result.
- Persons served must notify his/her Case Manager.
- If the employee receives the test result while in the facility, the supervisor or Case Manager assist the person with leaving immediately. A designated space will be used for the person to wait in isolation. Instructions will be given to quarantine for a minimum of 14 days or until such time that a health care provider says the individual is clear to return to work.
- Supervisor or Case Manager will alert his/her Department Head, along with Senior Management President of the positive result.
- In the event of a staff member, Senior Management will be alerted to contact the staff member to review next steps, including:
 - Quarantine
 - Available sick leave or other paid time off options
 - Confidentiality and Privacy
 - Conditions for Return to Work
- In the event of a person served, the Case Manager will speak with the persons family, caregiver, or provider to discuss next steps.
- Senior Management, with the employees supervisor will conduct a Risk Assessment to include:
 - Locations where person may have had been present in past 14 days.
 - List of clients, vendors, staff and Abilities Solutions related third parties employee may have had contact with in the past 14 days.
 - Plan to communicate with potentially impacted individuals. Information to be relayed to these individuals is attached.
- Members of Senior Management will mobilize action steps:
 - Deep clean and disinfect any areas the person spent time.
 - Instruct people that were in close contact with the person to self-isolate for 14 days
 - The CDC defines “close contact” as “a person that has been within six feet of the infected employee for a prolonged period of time.”
- Inform all other staff on a need to know basis regarding the exposure. Need to know will be determined by Senior Management Team.

Training Considerations

Staff Training

We recommend training staff on all policies and procedures related to your plan for opening prior to your restart and continuing to train and update staff on an ongoing basis after opening. Training related to COVID 19 should detail your facility considerations, operational considerations, general social distancing, infection control, proper disinfection procedures, communication, infection protocols and proper use of PPE.

OSHA Guidance for Worker Training

Train all workers with reasonably anticipated occupational exposure to SARS-CoV-2 (as described in this document) about the sources of exposure to the virus, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure. Training should include information about how to isolate individuals with suspected or confirmed COVID-19 or other infectious diseases, and how to report possible cases. Training must be offered during scheduled work times and at no cost to the employee.

Workers required to use PPE must be trained. This training includes when to use PPE; what PPE is necessary; how to properly don (put on), use, and doff (take off) PPE; how to properly dispose of or disinfect, inspect for damage, and maintain PPE; and the limitations of PPE. Applicable standards include the PPE (29 CFR 1910.132), Eye and Face Protection (29 CFR 1910.133), Hand Protection (29 CFR 1910.138), and Respiratory Protection (29 CFR 1910.134) standards. The OSHA website offers a variety of training videos about respiratory protection.

When the potential exists for exposure to human blood, certain body fluids, or other potentially infectious materials, workers must receive the training required by the Bloodborne Pathogens (BBP) standard (29 CFR 1910.1030), including information about how to recognize tasks that may involve exposure and the methods, such as engineering controls, work practices, and PPE, to reduce exposure. Further information on OSHA's BBP training regulations and policies is available for employers and workers on the OSHA Bloodborne Pathogens and Needlestick Prevention Safety and Health Topics page.

OSHA's Training and Reference Materials Library contains training and reference materials developed by the OSHA Directorate of Training and Education as well as links to other related sites. The materials listed for Bloodborne Pathogens, PPE, Respiratory Protection, and SARS may provide additional material for employers to use in preparing training for their workers.

OSHA's Personal Protective Equipment Safety and Health Topics page also provides information on training in the use of PPE.

<https://www.osha.gov/SLTC/covid-19/controlprevention.html>

Program Participants

We also recommend training your program participants on all policies and procedures related to your plan for opening prior to your restart and continuing to train and update participants on an ongoing basis after opening. Training related to COVID 19 should cover changes to your facility, daily operations, social distancing, hygiene and infection control, communication and infection protocols and proper use of PPE.

There are a number of plain language resources regarding COVID 19. Here are a few.

<https://www.air.org/sites/default/files/AIR-COVID-19-FAQs-508.pdf>

<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>

<https://www.cfsny.org/wp-content/uploads/2020/04/covid-19-flyer.pdf>

<https://selfadvocacyinfo.org/resource/plain-language-information-on-covid-19/>



Personal Protective Equipment - PPE

Face Masks

The CDC recommends that everyone, sick or healthy, wear a cloth face mask in places where it can be hard to stay 6 feet away from others. Studies show that people can spread coronavirus even if they don't have symptoms (called asymptomatic) or before they have symptoms (called presymptomatic). In fact, you might be the most contagious just before symptoms begin.

N95 respirators and surgical masks should be reserved for health care workers and first responders. Because there aren't enough of these masks for everyone, it's important that they go to the doctors, nurses, and other medical staff who need them most.

N95 respirator masks fit tightly around your face. They filter out 95% or more of the smallest particles

in the air. But they have to fit just right in order to work.

Surgical masks are often blue with white borders. They fit loosely across your nose and mouth. These masks shield against the large droplets that come from a sick person's cough or sneeze, but they're too loose to protect against all germs. And they can't block the tiniest particles that may carry coronavirus.

Masks for non-health care workers

Cloth masks are best for people who don't work in health care. Here are some tips to keep in mind when making your own or looking for handmade masks:

- ❖ You can sew the fabric, tie it around your face, or fold it around some hair ties for ear loops.
- ❖ Use at least two layers of material.
- ❖ You might add a pocket for a filter. Be sure to take it out before you wash the mask.
- ❖ Add a copper or wire ribbon on the nose of the mask to help it fit better.
- ❖ Pleated masks work best because of how they fit your face.

To buy other kinds of masks:

- Check hardware stores for dust masks. They look a lot like N95 respirators but don't filter out as many particles.
- Neoprene masks can help stop the droplets that may carry the virus.
- Try using a neck gaiter -- a piece of material tied in a loop -- made of stretchy synthetic fabric. Fold it into multiple layers if the material is thin.

How to Make a Face Mask:

- The easiest way to make a face mask is to use the CDC's no-sew method:
- Use a bandanna or other square of cloth measuring about 20 inches on each side.
- Fold it in half.
- Fold the top third down and the bottom third up so you have a long rectangle.
- Slide the rectangle through two rubber bands or elastic hair ties until they're about 6 inches apart.
- Fold the sides of the fabric in toward the middle, and tuck the ends together.
- Hook the elastics over your ears and adjust the fabric so it's snug against your face but not too tight.

Where to Buy Face Masks or Face Mask Materials

You can find mask materials in your closet, in the form of an old T-shirt or pillowcase. Fabric and quilting stores are also a good resource. Many crafters sell handmade masks on online markets. Check social media for local offerings.

When Should You Wear a Mask?

The CDC recommends that everyone wear cloth face masks in public places where it's hard to stay 6 feet away from other people. We recommend that face masks be used at all times while working in

your facility with the only exception being working alone in a private office.

How to Wear a Face Mask

- ✓ Wash your hands with soap and water for at least 20 seconds. Check to make sure the mask has no holes.
- ✓ Secure the mask with ties behind your head. If it has loops, pull them behind your ears. Fit the mask around your nose and mouth, and under your chin. There should be no space between your face and the mask. Pinch the top edge of the mask around the bridge of your nose.
- ✓ The mask should fit tight around your face but still feel comfortable. You should be able to breathe easily through it. Don't wear a mask if it's hard for you to breathe.
- ✓ Don't touch the mask while you're wearing it.

How to Remove and Clean Your Mask

- Take the mask off after you've worn it or if it gets damp. Try not to touch the front of the mask when you remove it. That's where the germs are. Instead, pull it off by the ear loops or ties.
- Surgical masks are meant for health care workers. But if you have one, wear it once and then throw it away. Put it in a plastic bag and then the trash. Wash your hands with soap and water afterward.
- Wash cloth masks with hot water and detergent or soap after each wear. Put the masks in your washing machine and hang them to dry. Wash your hands when you're done.

Gloves

There are many factors that play into why gloves aren't always an effective protection measure outside of direct patient care. There could be a tear or rip in the gloves, you could put them on or take them off incorrectly, but most importantly, the gloves could give you a false sense of security – and you end up touching everything you please, including your face, leading to self-contamination.

The glove itself is only good protection if the person wearing it follows good protective measures, but unfortunately most people will not.

Rather than insist on staff and consumers wearing gloves, we recommend that these steps be followed while your facility is operating:

- Do not touch your face.
- Do not touch your phone.
- Practice social distancing while in the store. (Stay at least six feet away from others at all times.)

- Limit the items or surfaces that you need to touch. (Now isn't the time to scavenge through the entire apple pile.)
- Wear a face mask – and do not touch the mask once it's on your face.
- Sanitize your hands as often as possible

Social distancing, not touching your face, sanitizing your hands, followed by washing your hands thoroughly is a reasonable approach to avoid acquiring the virus in the store. Gloves do not give you immunity nor permission to touch everything within reach. Any germs that might be on your gloves can be transferred to all other surfaces and items you touch. The coronavirus can enter your body through mucous membranes, like in your nose and mouth. It does not enter your body through your hands, but the hands can transport the viral particles to the mucus membranes.

Disinfection Protocols

How to Clean and Disinfect

Hard (Non-porous) Surfaces

If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available here https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf. Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.

Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Prepare a bleach solution by mixing:

5 tablespoons (1/3 cup) bleach per gallon of water or

4 teaspoons bleach per quart of water

Soft (Porous) Surfaces

For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

Otherwise, use products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.

Electronics

For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer’s instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry. Wash items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people’s items. Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Personal Protective Equipment (PPE) and Hand Hygiene

The risk of exposure to cleaning staff is inherently low. Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash. Gloves and gowns should be compatible with the disinfectant products being used. Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves. If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry. Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.

Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor. Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands. Additional key times to clean hands include:

- After blowing one’s nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.
- Before and after providing routine care for another person who needs assistance such as a child.

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>



Social Distancing

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms’ length) from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings
- In addition to everyday steps to prevent COVID-19, keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.

When COVID-19 is spreading in your area, everyone should limit close contact with individuals outside your household in indoor and outdoor spaces. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is especially important for people who are at higher risk of getting very sick.



SAFETY FIRST

Why practice social distancing?

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sun light and humidity. Social distancing helps limit contact with infected people and contaminated surfaces.

Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, and their community.

Tips for Social Distancing

- Follow guidance from authorities where you live.
- If you need to shop for food or medicine at the grocery store or pharmacy, stay at least 6 feet away from others.
- Use mail-order for medications, if possible.
- Consider a grocery delivery service.
- Cover your mouth and nose with a cloth face cover when around others, including when you have to go out in public, for example to the grocery store.
- Stay at least 6 feet between yourself and others, even when you wear a face covering.
- Avoid large and small gatherings in private places and public spaces, such a friend's house, parks, restaurants, shops, or any other place. This advice applies to people of any age, including teens and younger adults. Children should not have in-person playdates while school is out. To help maintain social connections while social distancing, learn tips to keep children healthy while school's out.
- Work from home when possible.
- If possible, avoid using any kind of public transportation, ridesharing, or taxis.
- If you are a student or parent, talk to your school about options for digital/distance learning.
- Stay connected while staying away. It is very important to stay in touch with friends and family that don't live in your home. Call, video chat, or stay connected using social media. Everyone reacts differently to stressful situations and having to socially distance yourself from someone you love can be difficult. Read tips for stress and coping.

What is the difference between quarantine and isolation?

Quarantine

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Someone in self-quarantine stays separated from others, and they limit movement outside of their home or current place. A person may have been exposed to the virus without knowing it (for example, when traveling or out in the community), or they could have the virus without feeling symptoms. Quarantine helps limit further spread of COVID-19.

Isolation

Isolation is used to separate sick people from healthy people. People who are in isolation should stay home. In the home, anyone sick should separate themselves from others by staying in a specific “sick” bedroom or space and using a different bathroom (if possible).

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

Isolation	Quarantine
<p>For people who are sick:</p> <ul style="list-style-type: none">➤ Separates people who are sick from those who are not sick➤ Restricts the movement of people who have a contagious disease to stop the spread of the illness➤ Allows for appropriate treatment in a hospital setting➤ Requires appropriate personal protective equipment (PPE) for those coming into contact with the person who is sick➤ Requires proper infection control and sterilization measures	<p>For people who were exposed to coronavirus but are not sick:</p> <ul style="list-style-type: none">➤ Applies to people who may or may not become sick➤ Restricts the movement of healthy people who may develop a disease after potential exposure➤ May require people to remain in a designated location, like their home, for up to 14 days➤ Requires active monitoring, including taking temperature two times per day and check for other symptoms➤ PPE is not required for contact with people who are not ill

Call the NJ Poison Center hotline at 1-800-222-1222.
Trained healthcare professionals are standing by to answer your call 24/7!
Visit nj.gov/health/coronavirus

RESOURCE ADDENDA

**SAMPLE QUESTIONNAIRE TO
ASSESS CONSUMER READINESS TO RETURN**

Covid-19 Return to Work Planning Questionnaire

Date

Case Manager/Contacted by

Service Recipient

Spoke to (i.e., consumer, guardian, caregiver, etc.)

HEALTH AND SAFETY

HYGIENE	YES	NO
Washes hands upon entering from outdoors?		
Washes hands after restroom use?		
Washes hands prior to handling food/drink?		
Covers properly when coughing/sneezing?		
Washes hands after coughing or sneezing into hands?		
If No to any above; benefitting from training efforts to correct?		
VIRUS RISK FACTORS (according to CDC guidelines)	YES	NO
Age 65 or older?		
Chronic Lung Disease or Moderate to Severe Asthma?		
Serious Heart Condition(s)?		
Immunocompromised (e.g., cancer treatment, organ transplant, HIV, etc)?		
Severe Obesity?		
Diabetes?		
Chronic Kidney Disease, undergoing dialysis?		
Liver Disease?		
Someone in your immediate household meet any of the above risks?		
PROTECTIVE MEASURES	YES	NO
Able to wear gloves?		
Need assistance with putting gloves on or taking gloves off?		
Willing to use gloves?		
Able to wear a face covering?		
Need assistance with putting cover on or taking cover off?		
Willing to use a face covering?		

TECHNOLOGY/INTERNET ACCESS

DEVICES	YES	NO
I have free access to a computer in my home		
I have limited/restricted access to a computer in my home		
I can access the internet from the computer in my home		
I have my own cell phone		
I am able to access the internet from my cell phone		
I use someone else's phone to make/receive calls		
I use someone else's phone to access the internet		
EMAIL		
The email address I use <i>that is checked regularly</i> :		
This email address belongs to:		

DESIRE TO RETURN

1	2	3
I can't wait to get back!	I can take it or leave it.	I'm really happy being out.

Notes:

OSHA GUIDELINES



Guidance on Preparing Workplaces for COVID-19

OSHA COVID-19 Guidance for the Manufacturing Industry Workforce

<https://www.osha.gov/Publications/OSHA3990.pdf>

OSHA is committed to protecting the health and safety of America's workers and workplaces during these unprecedented times. The agency will be issuing a series of industry-specific alerts designed to keep workers safe.

If you are in the manufacturing industry, the following tips can help reduce the risk of exposure to the coronavirus:

- Encourage workers to stay home if they are sick.
- Establish flexible work hours (e.g., staggered shifts), if feasible.
- Practice sensible social distancing and maintain six feet between co-workers, where possible.
- For work activities where social distancing is a challenge, consider limiting the duration of these activities and/or implementing innovative approaches, such as temporarily moving or repositioning workstations to create more distance or installing barriers (e.g., plexiglass shields) between workstations.
- Monitor public health communications about COVID-19 recommendations for the workplace and ensure that workers have access to and understand that information.
- Train workers on how to properly put on, use/wear, take-off, and maintain protective clothing and equipment.
- Allow workers to wear masks over their nose and mouth to prevent spread of the virus.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Discourage workers from using other workers' tools and equipment.
- Use Environmental Protection Agency-approved cleaning chemicals from List N or that have label <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2> claims against the coronavirus.
- Promote personal hygiene. If workers do not have access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60 percent alcohol. Provide disinfectants and disposable towels workers can use to clean work surfaces.
- Encourage workers to report any safety and health concerns.

For more information, visit www.osha.gov/coronavirus or call 1-800-321-OSHA (6742). OSHA issues alerts to draw attention to worker safety and health issues and solutions.

• osha.gov/coronavirus • 1-800-321-OSHA (6742) • @OSHA_DOLOSHA 4002-04 2020

**SAMPLE EXTENDED EMPLOYMENT
CURRICULUM
FOR REMOTE SERVICE**

Skills Training Outline
Lesson 1

Focus: Understanding COVID-19, Safety & Self-Care

Projected

Duration: 30-40 minutes

*Session duration may be adjusted due to cognitive limitation, attention span, etc.

1. Introduction:
 - How are you?
 - Checking in

2. Sub-topics

COVID-19 Basics (show video 1, 2 and discuss)
Social Distancing Basics (show video 3 and discuss)
Handwashing Basics (show video 4 and review)
Stress Management (discuss practical coping skills, demonstrate breathing exercise video 5)

Lesson Resources:

Video 1 (COVID-19 Basics):

<https://www.youtube.com/watch?v=vxlzke8IISQ&t=89s>

Video 2 (COVID-19 Basics Con't):

<https://www.youtube.com/watch?v=GoXxmzKdick>

Video 3 (Social Distancing Basics):

<https://www.youtube.com/watch?v=xopapqahqEg>

Video 4 (Handwashing Basics):

https://www.google.com/search?q=handwashing+who+video&rlz=1CAJGTD_enUS832&oq=handwashing+who+&ags=chrome.2.69i57j0l5.8135j0j4&sourceid=chrome&ie=UTF-8&safe=active&ssui=on

Video 5 (Stress Management Exercise): [2](#)

https://www.youtube.com/watch?v=9tOJZQhO_Uw&list=PLqZjwzLq3_YG4tqkHwmMPPrFafhgY5FEcj&index=

3. Questions/Comments

- Same time, next week?

- We will be checking in with you before next session. Feel free to reach out to us if you would like.

Skills Training Outline
Lesson 2

Focus: How do we feel about our current daily routines? Do we need help building them? If not, tell us about them!

1. Introduction:
 - How are you?
 - Checking in

2. Sub-topics

Benefits of Setting a Daily Routine
Interactive Activities: <ul style="list-style-type: none"> • What’s Your Day Like? • Tips for Building a Schedule https://www.youtube.com/watch?v=ifGg5JykgQo
SMART Goal Setting
Interactive Activities: <ul style="list-style-type: none"> • How to “build” a SMART Goal • Personalized discussion on setting short-term personal goals • Establishing a Goal (s) *Facilitators will assist participants in setting a personal and/or career goal of the week. https://www.youtube.com/watch?v=1-SvuFIQjK8
Interactive Stress Management Activity
- Stretching https://www.youtube.com/watch?v=GSErLGhMBUw

3. Questions/Comments

- Briefly overview COVID-19 Safety
- Same time, next week?
- We will be checking in with you before next session. Feel free to reach out to us if you would like.

BOMA GUIDELINES

The COVID-19 pandemic spread quickly across the United States in February and March, forcing cities to impose stay-at-home and shelter-in-place orders. Building operations had to adjust as non-essential personnel worked from home. We are now preparing for a phased re-entry of office buildings over the coming months. To provide guidance on building operations and workforce issues, BOMA International assembled a task group from across North America to help owners and managers plan for what is coming. This document provides guidance for preparing commercial buildings for the safe return of office tenants, building personnel, visitors, vendors, contractors, and others, and identifies other operational and safety procedures and protocols that should be implemented, updated, or enhanced as we prepare to live and work in a post-COVID-19 world. This is a framework for developing your individual property or portfolio plans. Information presented represents suggested best practices and procedures and identifies questions and issues you should consider.

Plan and Prepare

Start Now. Develop a plan for building re-entry well before stay-at-home orders and other restrictions are lifted. Update your plan regularly as situations change and new information becomes available.

Assemble Your Team. Your planning team should include representatives from owners/asset management, property management, engineering, and key vendors and service providers. Consider involving tenant councils if you have them at any of your properties.

Communicate with Tenants, Vendors and Contractors. Share your re-entry plan with tenants, vendors, and contractors, and ask them to share their plans, questions, and concerns with you. Discuss potential changes to leases and contracts.

Assess New Risks. Meet with your owner's risk manager and insurance broker to update coverage and assess new liability risks as a result of COVID-19.

Consult with Legal Counsel. Review all planned new procedures and protocols, leases and contracts, staffing and operational changes, and other potential legal exposures. Be sure you understand guidance from the Occupational Safety and Health Administration (OSHA), Equal Employment Opportunity Commission (EEOC), National Labor Relations Act (NLRA), Families First Coronavirus Response Act (FFCRA), Family and Medical Leave Act (FMLA), and other employment-related laws and orders.

Stay Informed! Stay abreast of federal, state, and local mandates and recommendations, as well as guidelines from the Centers for Disease Control (CDC), Environmental Protection Agency (EPA), American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE), and other regulatory and public health agencies.

Health and Safety for Building Personnel, Tenants & Visitors

Social Distancing and Personal Protective Equipment

- Follow CDC guidelines to maintain social distancing and follow federal, state and local mandates or recommendations for wearing face masks or coverings. Face masks/coverings may be helpful where social distancing is a challenge.
- Instruct building personnel, vendors, and contractors to wear face masks/coverings provided by their employers. Amend existing service agreements, if necessary, to include these new requirements.

- Advise tenants to follow state and local guidelines and recommendations regarding social distancing and face masks/coverings. Clearly communicate any building requirements and recommendations that may be in place for tenants to wear face masks/coverings in common areas.
- Maintain proper hygiene by frequently washing hands (with hot water and soap for 20 seconds, as recommended). Hand sanitizers should be readily available in public spaces and common areas.
- Recommend tenants limit the number of guests/visitors as the building adjusts to re-entry.
- Work with tenants on possible staggered work hours and/or workdays to limit building occupancy initially and for some period of time after re-entry (some cities are mandating that occupancy be maintained at less than 50 percent initially).
- Follow state and local guidelines regarding limits on meetings and gatherings; CDC currently recommends meeting limitations of 10 people or less. Encourage virtual meetings whenever possible.
- Schedule virtual rather than in-person property tours whenever possible, or schedule tours before or after normal business hours.

Safe Use and Occupancy of Elevators

- Consider elevator cab sizes, number of building floors, and daily number of tenants and visitors when establishing social distancing guidelines for elevator riders. If an elevator cab is not large enough to accommodate 6-foot spacing between occupants, consider limiting riders to 4—one in each corner—for example.
- Place queuing marks in elevator lobbies to reinforce social distancing; consider using stanchions, floor decals, mats, etc. to control elevator traffic.
- Designate elevators for “up” and “down” use to avoid longer ride times. Consider programming elevators to return to the ground floor for faster loading.
- To ease elevator traffic and wait times, consider opening stairwells and designate “up” and “down” stairwells. Plan for more frequent and more thorough cleaning and disinfecting of stairwells and handrails in response to increased stair traffic.

Common Areas and Amenity Spaces

- Increase space between lobby furniture and/or reduce seating to promote and support social distancing.
- In cooperation with third-party contractors where applicable, consider closing amenity spaces, such as fitness areas, conference rooms, retail, and restaurants for at least 30 days following re-entry, as recommended by BOMA, or follow state and local guidelines and mandates.
- After fitness centers have re-opened, increase space between or restrict use of some equipment (e.g. every other stationary bike or treadmill) to maintain distance between guests, and implement social distancing protocols for fitness classes and personal training. Review existing waivers, revise as needed, and reissue for user’s signature.
- Provide hand sanitizer stations in lobbies, elevator lobbies, mailrooms, parking facilities and other common areas, and near restrooms, fitness facilities, retail, and restaurants. Supply hand wipes in fitness facilities for guests before and after equipment use.
- Provide trash containers for face masks near entrances/exits, elevators, and other common areas; empty and disinfect containers at least daily and more often if warranted.
- Allow bike rooms to remain open and prepare for an increase in bike riders as commuters seek alternatives to mass transit. Identify additional bike parking areas to support increased volume.

Restrict Use of Shared Equipment, Supplies and Space

- Following CDC guidance, discourage workers from sharing office equipment, such as phones and computers. In the event equipment is shared, provide cleaning and disinfection between uses and advise staff on the use of masks, gloves, and other protection while using equipment.
- Instruct building engineers and contractors to maintain their own toolboxes and to clean or disinfect their tools and other materials between uses.
- Consider installing physical setups, such as sneeze and cough guards, to protect your staff, and partitioned workstations if possible.
- Ensure cleaning supplies and materials utilized by vendors are not shared among buildings and clients and that

tenants provide their own supplies and cleaning protocols for their spaces.

- Utilize or phase-in touch-free technology wherever possible. Equip restrooms with touch-free toilets, sinks, fixtures and dispensers; utilize touch-free hand sanitizing stations; and provide touch-free trash cans where possible.

Security and Building Access

- Limit access points to the building—one entrance and one exit if possible. Create visitor areas at lobby desk with separate paths for “in” and “out.”
- If possible, position security personnel at entry points and clearly define their duties and roles. For example, if building policy requires tenants and visitors to wear face masks/coverings in lobbies and other common areas, security personnel may be asked to enforce these requirements.
- Implement social distancing protocols at security and lobby desks to protect personnel.
- Use clear, subscribed and consistent floor markings and signage.
- If possible, require tenants to meet and escort visitors or report them in advance to security personnel. Use a visitor management system through pre-registration and check-in to minimize interaction with the security team.
- Develop delivery protocols in cooperation with tenants to accommodate different delivery security preferences. For buildings not open to the public, encourage employees receiving packages to retrieve them from the lobby.

Signage

- Provide signage in parking facilities, building entrances and exits, lobbies, common areas, and tenant and occupant spaces outlining new rules and procedures. Display posters about social distancing, handwashing, steps to take if ill, etc.
- Provide signs near elevators explaining any new procedures for queuing, occupancy limitations in elevator cabs, etc. Don't forget signage near freight elevators with requirements for face masks/coverings and other personal protective equipment for contractors and building personnel.
- Signage near fitness centers and restaurants should include information on new or limited operating hours, guidance for social distancing, and information about regular cleaning and disinfecting routines.

Healthy and Safe Building Operations, Systems, and Management Practices

Building Personnel and Contractors

Building Personnel

- Follow CDC guidelines and provide your staff with the equipment and training necessary to perform their jobs safely, including the use of personal protective equipment (PPEs).
- Conduct employee awareness training to help prevent initial or further exposure to the virus and keep detailed records of when trainings were provided. Training should include how to interact with tenants and visitors in this new environment, such as when to get on an elevator, engaging tenants in their space, social distancing, face mask/covering usage, proper hygiene, etc.
- Absenteeism may have an impact on staffing. Discuss with your staff the policies regarding flex hours and leave as employees may feel uncomfortable returning to work and risk becoming ill. Best practices include cross training all staff to fill in when other staff members are out sick or caring for another individual who is sick.
- If a staff member tests positive for COVID-19, practice non-discriminatory and CDC-based criteria to determine when it is safe for the staff member to return to work.
- Consider additional staffing that may be necessary for traffic direction in lobbies and elevator lobbies and manage any new visitor or delivery procedures.
- Consider CDC and OSHA recommendations for offering flex hours and staggering staff shifts. As you adjust work schedules, make sure to modify or eliminate any overlapping shifts.
- Reduce face-to-face interactions between building staff, tenants, and vendors. Are there any services you can provide remotely to reduce face-to-face interactions? Consider performing certain maintenance and other services before or after normal business hours when the building is relatively empty.

Vendors and Contractors

- Ask your vendors to share their health and safety plans and new protocols with you in advance of opening, and proactively work with your vendors to have a plan in place before stay-at-home orders are lifted.
- Establish procedures to protect the safety of your vendors and contractors, such as check in/check out, use of PPEs and other protective gear, limiting access to assigned work areas, and managing no-touch key drop-off.
- Amend building rules and regulations for construction contractors to incorporate specific COVID-19 requirements, including questionnaires, use of appropriate PPE, etc.
- Do not permit vendors to send staff to your property who may be showing signs of illness or have been in contact with a confirmed case of COVID-19.
- Identify back-up vendors where possible in case of personnel shortages or supply chain interruptions.
- Re-negotiate or re-bid service contracts to include new requirements for staffing or services; be sure to consider union requirements and restrictions.

Janitorial

- Prior to building re-entry, consult with your janitorial contractor about the level of cleaning that may be needed in your building and review site inventory to ensure adequate cleaning supplies and products. If the building has been empty, normal cleaning and sanitizing may be all that is needed. If the building has been occupied or partially occupied, more thorough cleaning and disinfection may be desirable.
- Depending on building class and occupancy, consider using hand-held UVC wands for quick, high-volume disinfecting; flash restrooms with UVC disinfection when empty.
- Increase frequency of cleaning and disinfection in high density and high-touch areas, such as building and elevator lobbies; elevator interiors, buttons and surfaces; restrooms; furniture; fixtures; door knobs; switch plates; shared conference spaces; building and suite entrances; mats; handrails; turnstiles; counters; trash containers; and other frequently touched surfaces.
- Fitness facilities, cafes, restaurants, and retail located in the building may require more frequent and deeper cleaning and disinfecting.
- Suspend use of cloth wipes or other reusable cleaning materials and follow EPA and CDC recommendations for disposing cleaning supplies.
- If a building employee, tenant, or visitor becomes ill or tests positive for COVID-19, schedule deep cleaning and disinfection in the affected and all building common areas. Follow a defined COVID-19 cleaning program provided by a qualified service provider.
- Cleaning staff may benefit from new and refresher training on cleaning protocols and proper use of disinfectants.
- Follow EPA, CDC and other government-approved guidelines, recommendations, and directions for cleaning products, procedures, dwell times, and protocols; confirm with your service provider or consult a third party if practical.

Mechanical Systems (HVAC, Plumbing, Water, Elevator)

HVAC

- During low- or no-occupancy and prior to building re-entry, run HVAC equipment in building and tenant spaces on at least a reduced—if not regular—schedule.
- Continue normal and regular HVAC maintenance, including filter changes. Check with your building engineers and HVAC contractor for any other recommended maintenance, changes in maintenance schedules, or filter or system upgrades or changes.
- If possible, consider increasing exhaust and infusion of outside air for re-entry and perhaps for several weeks following re-entry.
- Consult ASHRAE guidelines for operating heating, ventilating, and air conditioning systems to reduce COVID-19 transmission and follow CDC guidance where applicable.

Plumbing and Water

- During low- or no-occupancy and prior to building re-entry, operate water systems, toilets, faucets, etc. on a regular basis to avoid the accumulation of biofilm and other bacteria which can accumulate in as little as 3-5 days.

- Consider flushing and cleaning systems before opening. Refer to ICC's 2018 International Plumbing Code for flushing and disinfecting guidelines and/or consult with a third party if necessary and practical.
- Check P-traps to confirm water seals have not dried out due to lack of water flow.
- Continue to monitor and service all water systems, including hot water heaters, ice machines, filtration systems, etc.

Elevator and Other

- Continue normal and regular elevator maintenance and implement new cleaning protocols as described above under "Janitorial."
- Conduct an overall maintenance and systems check with your engineer before re-opening.

Emergency Preparedness, Evacuation, and Response

- Have a plan in place should there be a resurgence of the virus later in the year. Medical experts expect the COVID-19 situation to continue to evolve throughout the year, and you may need to adjust your emergency preparedness plan to incorporate the appropriate pandemic response.
- Utilize your existing emergency preparedness team (or separate pandemic team, if warranted) to communicate with tenants and document how the building will respond to pandemic emergencies. Be aware that tenant expectations are likely to change and increase. Also monitor federal, state and local changes or mandates and adjust your pandemic plan where necessary.
- Work with your local fire department to determine best practices for holding fire drills while social distancing measures are in place. Social distancing may not be practical when moving people rapidly to safety, and new relocation protocols and after-drill cleaning may be needed.
- Monitor federal, state, and local changes or mandates and adjust your pandemic plan where necessary. Regularly check with CDC and World Health Organization (WHO) for the most up to date COVID-19 guidelines.

Communication with Tenants

- Provide frequent and timely communications with your tenants and ensure their senior leadership's buy-in to reduce confusion, help prevent further spread of the infection, and provide a safe building environment.
- Be prepared for re-entry well before an official date is set. Ensure you are constantly communicating with tenants about building updates and changes and tenants are communicating with you about their plans prior to re-entry.
- Hold a virtual pre-opening meeting with tenants. Convey any new policies or procedures the building will be implementing, how you will communicate with tenants about any changes in building procedures, and proper protocol for reporting a positive COVID-19 case. Communicate any new policies for entry/exit, common areas, elevator usage, amenity spaces, parking, and deliveries. Ask tenants to share their re-entry plans so that building staff may help make the process as smooth and safe as possible.
- Clearly communicate tenants' responsibilities and obligations within their suites/workspaces for decisions about social distancing, use of PPEs, work hours, illness monitoring/temperature taking, and other health and safety procedures in the workplace. Employers are responsible for their employees.
- Communicate what notification and cleaning procedures and steps will be taken if a positive COVID-19 case is detected. Talk with tenants about their financial responsibility for cleaning and disinfecting procedures in their space that may be outside normal or typical cleaning requirements.
- Ask tenants about any challenges they may be facing. Do their employees have any concerns? What are their priorities as they return to work? How can property management continue to be an effective partner?
- Refer to BOMA International's COVID-19 Tenant FAQ for sample responses to tough tenant questions.

Risk Management and Insurance

- Meet with your owner's risk manager and insurance broker to review policies and coverage and assess new liability risks as a result of COVID-19. Review all preventative steps you have taken and plan to take to keep your staff, tenants, and buildings safe.
- Verify all procedures for making and filing claims, including required forms, deadlines, and backup materials.

- Keep an accurate record of any potential income losses that may be covered and any expenses related to mitigating potential claims for an insured loss.
- Identify the appropriate contact in the insurance broker's or carrier's office who handles any claims against the building made by contractors or tenants on losses resulting from force majeure or business interruption.
- Talk to your risk manager and insurance broker about liability exposure in the event a tenant does not follow safety protocols; understand tenant vs. landlord responsibilities.

Legal Considerations: Liability, Responsibilities, Contracts, Leases and Staff

- If the building manager or property owner becomes aware an individual who tested positive for COVID-19 was at the premises (whether its own employees, tenants, or visitors), there may be a duty to warn other tenants and employees and/or prevent access to certain areas in the building. However, be sure to protect the identity of the infected person and his/her employer; we suggest you announce only the floor or area of the building where that person worked or visited.
- Identify all contracts for construction or other services that were in effect or in final negotiations prior to stay-at-home mandates. Determine which contracts should be amended, canceled or delayed and discuss force majeure and other legal exposures and remedies with legal counsel.
- Review and consider revising leases to include new and additional tenant insurance requirements, protection of landlord from rent abatement and loss-of-use claims, and hold harmless protection.
- Owners, managers, and legal counsel should work together to develop criteria for responding to tenant requests for rent or lease term adjustments. The same team should advise regarding the owner's obligations to its lenders and their requirements for late payments or adjustments.
- Ensure you understand and follow employment-related laws and regulations before implementing new staffing-related rules, procedures, work requirements, hours/shifts, and other new requirements and protocols. These include: OSHA; EEOC; NLRA; state and local orders about essential businesses; return-to-work; mask/face coverings/PPE; ADA and state and local anti-discrimination laws; state and local sick leave and COVID-specific leave and protection laws; obligations under CARES Act/PPE; national origin discrimination laws; and federal and state laws regarding potential harassment or discrimination of employees with Asian ancestry.

Resources

- **American Society of Heating, Refrigerating, and Air-Conditioning Engineers**
www.ashrae.org/technical-resources/resources
- **BOMA International**
www.boma.org/coronavirus
- **Centers for Disease Control**
www.cdc.gov/coronavirus
- **Coronavirus (COVID-19) Resource Center**
www.coronavirus.gov
- **Equal Employment Opportunity Commission**
www.eeoc.gov
- **Federal Emergency Management Agency**
www.fema.gov/coronavirus
- **International Codes Council**
www.iccsafe.org
- **Occupational Safety & Health Administration**
www.osha.gov/coronavirus
- **White House**
www.whitehouse.gov/openingamerica
- **World Health Organization**
www.who.int/coronavirus

For more information about BOMA International's emergency preparedness resources, please visit:

www.boma.org