

Workplace: What should an Employer do to prepare their facility for reopening?

Employers should continually monitor international (World Health Organization), national (U.S. Centers for Disease Control and Prevention), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. For example, general guidelines regarding best practices for specific industries, worker hygiene, cleaning and disinfection, physical distancing, and employee wellness should be reviewed and addressed. Changes to best practices may have an impact on IEQ (e.g., changes in cleaning practices may lead to increased chemical emissions, resulting in a need for ventilation modifications). In addition to best practices, companies should consider a re-occupancy plan that includes a detailed response plan describing the actions to be taken if someone becomes ill with symptoms consistent with COVID-19 while at work. Employers should also consider developing a team of professionals to monitor, assess, and implement new COVID-19 transmission risk mitigation strategies as they become available and consider how they relate to IEQ. Aspects to reopening an office that should be emphasized during the pandemic include: workplace configuration, conference rooms, lobby and common areas, kitchens, ventilation, and enhanced cleaning practices. All of these aspects, regardless of workplace sector or size, should be considered to ensure both worker safety and comfort when returning to work during a stressful time.

General Office Space Configuration

Prior to re-occupancy, perform a detailed review of the configuration of your workspaces:

- Consider eliminating reception seating areas and requesting that guests phone ahead or install a plastic partition at the reception area.
- Review floorplans and remove or reconfigure seats, furniture and workstations as needed to preserve recommended physical distancing in accordance with guidelines.
- Reconfigure workstations so that employees do not face each other, or establish partitions if facing each other cannot be avoided.
- Temporarily replace amenities that are handled with high contact frequency, such as water coolers, coffee makers, and bulk snacks and replace them with alternatives.
- Consider using signage to deter use of amenities.
- If vending machines are used, provide and require cleaning and disinfectants to wipe down after each use.
- Reduce tasks requiring large amounts of people to be in one area. Design work to reduce or eliminate trade stacking in the same area.
- Employees should be encouraged to use virtual meeting tools, including phone and virtual teleconference, in lieu of in-person meetings, whenever possible.
- If in-person meetings are essential, consider limiting meetings to 10 people or less depending on local, state, and federal guidelines.

Conference Rooms

Conference rooms that are used should be disinfected on a daily basis at minimum. Disinfectant wipes or spray should be left in each conference room and employees should be encouraged to wipe down all surfaces and equipment (e.g., mouse, keyboard, phone) touched during conference room meetings. Consider limiting in-person meetings to 10 people or less, if virtual meetings are not feasible. If meetings are to occur in person, they should be conducted in a quick manner. Lingering and socializing before and after meetings should be discouraged.

Lobby and Common Areas

Common areas (e.g., lobby, security check-in) should be cleaned and disinfected on a daily basis at minimum. Regulate the use of common areas with clear signage (including maximum occupancy) and physical distancing measures in accordance with public health rules and guidelines. Provide cleaning supplies for employees to utilize before/after they use common spaces and contact surfaces. Encourage staff not to linger or socialize in common areas. If physical distancing is not possible, then partitions can be placed between desks. Disinfect all surfaces and commonly touched equipment (e.g., check-in tablets). Employers and employees should not provide communal meals to employees, and should not make food available in common areas where employees may congregate.

Kitchen

Kitchen areas should be cleaned and disinfected on a daily basis at minimum. Kitchen equipment should also be cleaned on a routine basis:

- Coffee machines, refrigerator handles, and the ice machine handles should be disinfected at least three times per day.
- The outside of dishwashers should be cleaned at the beginning and end of each shift.
- All silverware and dinnerware should be cleaned in the dishwasher. This helps ensure thorough cleaning and disinfection.
- Silverware should be stored in a way so that adjacent silverware is not easily touched when a worker is retrieving a piece.
- Ice machines that require a handheld scoop should not be used, as it is difficult to control potential contamination in this case.
- Water/beverage faucets that require workers to operate them with their hands should also be disinfected three times per day.
- If silverware and dishes cannot be kept clean and covered, disposable options are recommended.
- Congregating in kitchen areas should be discouraged.

Restrooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible. Place a trash can by the door if the door cannot be opened without touching the handle. For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled. Place signs indicating that toilet lids (if present) should be closed before flushing. Place signs asking employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers. Double efforts to keep bathrooms clean and properly disinfected.

Ventilation

Ensure there is an adequate flow of fresh air to workspaces and optimize the ventilation system settings. Some ways to do this are:

Maximize fresh air through your ventilation system. Ensure restroom is under negative pressure. Ensure that the proper filtration is being used for not only normal office use but also what is recommended to control SARS-CoV-2 transmission. Clean and disinfect all HVAC intakes and returns daily. Consider seeking an HVAC professional and see ASHRAE updates for more information. If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly to another. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, heat hazards.

Enhanced Cleaning Practices

Select appropriate disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency (EPA) has developed a list of products that meet EPA's criteria for use against SARS-CoV-2. Review product labels and Safety Data Sheets and follow manufacturer specifications. Consider consulting industrial hygiene experts if additional advice is needed. Establish a disinfection routine. Ensure disinfection protocols follow product instructions for application and contact time.

All contact surfaces should be disinfected regularly, including:

- Individual workspaces between each shift.
- Common area contact surfaces between each use.

Use disposable products when possible. If reusable products are used, ensure that these products are maintained, handled and cleaned per product instructions. Consider using a checklist or audit system to track when and how cleaning is conducted. Remove items and personal effects from surfaces to facilitate surface cleaning. Request that occupants remove items from desks and other surfaces before leaving work each day. Identify items with likely surface contact that are difficult to clean and remove or replace with alternatives.

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Communication

Adopt a communication policy that emphasizes transparency that is customized to your organization. Communicate to employees what is being done to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for staff, and health & safety measures in place). Establish formal and informal routes of communication for employees to express concerns, questions, comments, and feedback as it relates to IEQ. Ensure that supplemental information on cleaning and disinfectant products are included in organization's hazard communication (HAZCOM) training.

Communicate that employers may limit office hours and close-off or prohibit public access if needed. Employers should explore work-from-home options, staggering work shift/hours, and other flexible approaches for employees. If the workplace is located in a multi-tenant location, consider establishing a communication pathway with other tenants to inform of confirmed COVID-19 cases present in the building.

Tenants should also communicate IEQ concerns and response with one another to ensure all systems are in agreement and balanced (e.g., HVAC systems can be shared by multiple tenants, therefore adjusting the system in one area may have negative effects in another area). Platforms for communicating with employees could include emails, texts, automated phone calls, texts, websites, and signage.

Training

Employers should notify employees of new workplace policies and changes prior to reopening and upon resuming operations. Train employees on new or modified working schedules, how they can stay up to date on new scheduling requirements, and how to make requests for schedule changes if a need arises. Employees should receive, at minimum, awareness training on cleaning and disinfection products used in the workplace following OSHA Hazard Communication Standards. For employees who will use disinfectants and cleaners, training should also include proper use, PPE, disposal and all precautionary measures

Health checks and reporting requirements of individuals infected with COVID-19 should be explained to employees prior to reopening and again once operations have resumed. Employees should evaluate their health constantly; if they are sick, have a fever, symptoms, or someone at home is sick then they should remain home. NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times. At minimum, employees should wash their hands upon arrival to work, after touching their face or mask or any common contact surfaces, and when leaving work. If employees get the urge to sneeze or cough, they should cover their nose, mouth, and mask with a towel or handkerchief.

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Training (continued)

Employees should wash their hands and face thoroughly immediately after.

Other Control Measures

If 6 ft physical distance cannot be maintained or in accordance with any local, state or federal guidelines, provide or encourage employees to wear face coverings, gloves, shoe covers and use hand sanitizer. (NOTE: Homemade face coverings primarily protect others not yourself).

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Employee Comfort

Prior to reopening, consider flexible work schedules, work from home options, and anticipate a hesitant and potentially uncomfortable workforce. Ensure that the workspace is welcoming and well-prepared for employee occupancy. All aspects described above should be addressed prior to reopening and on a routine basis after the returning to work. Ensuring employee comfort helps instill confidence in management and employer during a stressful time.

Management and leadership are encouraged to continuously check-in with employees to ensure that all concerns are heard, understood, and addressed (see Communication section above) Ensure all protective measures and supplies are available prior to occupancy (e.g., demarcate floors that have access to the public, rearrange office layout to increase distance between employees, provide adequate hand washing/hand sanitizer supplies, etc.). Employee awareness of preparation measures and supplies contributes directly to the comfort employees can experience in the workplace.