



Best-Practices Checklist for Reopening your Workplace after the COVID-19 Shutdown **Findings and Recommendations from Across the Cleaning Industry** **as Collected by our Senior Consultants**

Before You Reopen

- **Create a task force to guide your reopening process**
 - Include a small but diverse group of invested stakeholders and skill sets
 - Engage employees, key tenants, and cleaning contractor in creating your reopening plan with consideration for continued work-from-home option
 - Clearly define roles and responsibilities
 - Set a timeline for the various activities – consider developing a Gantt-style chart
- **Assess your property for opportunities to improve health and safety**
 - Assess entry and access for delivery personnel – consider limiting access
 - To improve social distancing, assess reconfiguring or limiting access to areas where internal staff and other occupants might potentially gather
 - Assess the contact surface issues with touchscreens and keypads and develop alternatives whenever possible
 - Assess opportunities to install touchless fixtures, doors, and fountains
- **Assess your current cleaning and disinfecting procedures**
 - Assess whether the cleaning organization is utilizing CBC-recommended disinfectants [Novel Coronavirus \(COVID-19\)—Fighting Products](#)
 - Assess whether the cleaning organization is following CDC-recommended procedures <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- **Train your various stakeholder groups on the basics of health and safety in the workplace**
 - Encourage employees to stay home if sick and to social distance while at work
 - Encourage proper hand washing - first line of defense (at least 20 seconds for effective washing)
 - Keep hand soap well stocked and accessible
 - Distribute proper signage (“wash your hands,” “cover your cough” flyers in restrooms, etc.)
 - Create email notices and PSA’s
 - Purchase extra hand sanitizers (with appropriate alcohol content) and place them strategically near entrances and in the available high-traffic areas
 - Be sure to stock appropriately (may get more difficult going forward)
 - Please note hand sanitizing does not replace the benefits of hand washing
 - Over-sanitizing can cause skin issues (removing protective oil from hands)

- **Assess your property’s mechanical systems**
 - Assess whether your organization is aligning with the COVID-19 recommendations from the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) <https://www.ashrae.org/technical-resources/resources>
 - Recognize that the shutdown has presented an unprecedented opportunity to work on your buildings’ systems
 - Consider that idle mechanical systems present unique issues (mold, etc.)
 - Consider that HVAC systems are an important component in the prevention of disease spread
 - Replaced filters increase efficiency and air exchange
- **Create a formal communicate plan – you will need to “tell the story” of how you are taking extraordinary steps during the shutdown to keep the people who visit or work at your property as safe and healthy as possible**
 - Communicate early and often – both internally and externally
 - Install signage at entrances and at key locations. Utilize large screens to communicate program highlights
 - Clearly communicate your policies
 - Emphasize health and safety in all messaging
 - Do your best to establish two-way communication
- **Train your organization well and implement deep cleaning and disinfecting protocols as soon as possible**
 - Complete all restorative floor care activities
 - Ensure that your crew utilizes proper Personal Protective Equipment (PPE) at all times
 - Map high touch points (knobs, switches, handles, buttons, railings) in the areas that will be accessible during shutdown
 - Redirect cleaning crew labor to prioritize the disinfection of touch points and continually disinfect throughout hours of operation (disinfecting takes place only after cleaning)
 - Consider supplementing your cleaning and disinfecting contact point cleaning efforts with electrostatic disinfecting. Examples: [Clorox 360](#), [Emist](#), and [Protexus](#)
 - Be sure to follow CDC recommendations for all deep cleaning and disinfecting
 - Recognize that your cleaning team is on the front line of the effort. Look for opportunities to demonstrate your appreciation and always consider their safety and health first.
- **Conduct maintenance on the property’s systems with an emphasis on health and safety**
 - Prioritize, schedule, and perform maintenance on the property’s systems in preparation of reopening

- **Consider additional quality control measures**
 - Consider 3rd party audits focusing on disinfecting practices.
 - Conduct ATP swab and UV light testing to measure effect of disinfection process. Example: <https://www.grainger.com/product/HYGENIA-Hygiene-Monitoring-Meter-5GDX7>

Opening Day and Going Forward

- **Reiterate that you have taken extraordinary steps to clean and disinfect**
 - Feature images of high-touch cleaning and electrostatic disinfecting if applicable
 - Feature signage at entries and other high-traffic areas
 - Utilize other available mediums such as large LED screens throughout the facility
 - Consider distributing pamphlets at entrances
- **Demonstrate that you are making an ongoing effort to change the way you clean and disinfect at the property going forward**
 - Initially overstaff a dedicated crew to disinfect high-visibility touch points throughout normal hours of operation (disinfecting takes place only after cleaning)
 - Reexamine the additional staffing levels gradually until you have achieved a desired level of efficiency and effectiveness
 - It is important for the occupants and guests on the property to observe the focus on the cleaning and disinfection program
- **Communicate that you expect behavioral changes in your guests and employees**
 - Feature signage about good hygiene
 - Guests and employees will appreciate that everyone is involved in the health and safety effort
 - Reinforce social distancing
 - Reinforce frequent handwashing
 - Place floor markings such as lines or footprints to encourage social distancing while standing in line
- **Monitor movement and density throughout the property and continually adjust to improve social distancing**
 - Consider utilizing “people counters” throughout the property.
Example: <https://www.trafsys.com/people-counting/>
 - Walk the property throughout the day to observe usage
 - Work with the task force to continually make changes that affect foot traffic density and access

DISCLAIMER: This checklist does not constitute medical advice nor is it an all-inclusive list but is intended as a general guide. Regardless of the cleaning and disinfection measures taken to reduce the presence of viruses such a COVID-19, there cannot be a guarantee that any virus or other pathogen will be fully eliminated or that these measures will prevent the transmission of the virus or other pathogens.