

OFFICES / PROFESSIONAL SERVICES

This includes all general office settings not otherwise mentioned in separate guidelines.

AVERAGE LEVEL OF EMPLOYEE + CUSTOMER INTERACTION



Work requires some contact with others.

STAFF + CONGREGANTS PROTECTION



- Masks should be used for staff interacting within six feet of someone else.
- Create communications material for staff and visitors (e.g., welcome back letter/email, website and social media updates) to inform them of changes to facility practices and to explain the precautions that are being taken to prevent infection.
- Prepare and place relevant posters and signage at entrances, in lobbies and reception areas and throughout the facility to remind employees and visitors to take steps to prevent the spread of COVID-19. Signs should include the following instructions, at a minimum:
 - Do not enter the building if you are exhibiting symptoms of COVID-19.
 - Use social distancing – maintain at least six feet from other individuals in all areas of the building. If this is not possible, depart that space.
 - Masks should be used if interacting within six feet of other individuals.
 - Do not overcrowd elevators. (Provide specific capacity recommendations based on size of elevator. If possible, make stairwells accessible as alternative means of accessing floors throughout the building).
 - Hand washing and hand sanitizing reminders.



- Allow employees to work remotely, if possible.
- Hold large meetings via teleconference.
- Encourage clients/customers to connect via phone call or video conference rather than in-person meetings.
- Close waiting areas to prevent gathering in the lobby. Ask visitors to check-in by phone or text message and wait in their vehicle until their appointment or meeting time.
- Install physical barriers, such as sneeze guards and partitions, at front desk or reception areas and other areas where maintaining physical distance of six feet is difficult.
- Provide physical guides, such as tape on floors and signage on walls to ensure that visitors remain at least six feet apart in any lines.
- Implement rotational shift schedules where possible (e.g., increasing the number of shifts, alternating days or weeks) to reduce the number of employees in the facility at the same time.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and conference rooms, to maintain at least a six-foot distance between employees.



- Conduct a daily entry screening protocol for workers, contractors, suppliers, customers, and any other individuals entering the building. The screening should include:
- A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19.
- Temperature checks, if possible (as soon as no-touch thermometers can be obtained).
- Visit www.KentCountyBacktoWork.com to learn how you can participate in the Kent County Back to Work Health Check program.



- Adopt protocols to limit the sharing of equipment to the maximum extent possible.
- Frequently and thoroughly clean and disinfect high-touch surfaces, paying special attention to shared equipment (e.g., counters, chairs, phones, computers, keyboards, printers, fax machines, pens, staplers).
- Restrooms should be cleaned and disinfected frequently, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Hand dryers should be de-activated and replaced with disposable paper towels.
- Provide hand sanitizer stations for visitors entering and exiting offices, reception areas, and office lobbies.



- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible if they develop symptoms of COVID-19.
- Close facility immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from the Centers for Disease Control.
- Notify employees if the employer learns that an individual (including an employee, visitor, contractor, or supplier) with a confirmed case of COVID-19 has visited the office.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in the facility.
- In all cases, follow guidelines for staff exposures and symptoms.

MORE OFFICES / PROFESSIONAL SERVICES RESOURCES

Centers for Disease Control and Prevention
<https://www.cdc.gov/>

U.S. Department of Health & Human Services
<https://www.hhs.gov/>