

PART 3: Reopening Action Checklist

Offices & Professional Services

OVERVIEW

This portion of your SMART Business Reopening Toolkit provides an industry-specific Re-Opening Action Checklist, broken down as follows:

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PRIOR TO RE-OPENING

For Your Establishment

- Gather items on the recommended Equipment Checklist
Note: See Part 4 of the Reopening Toolkit
- Calculate your building's occupancy: *Fire code* × 0.5
- Thoroughly inspect facilities for any damage or issues caused by vacancy including mechanical, air, and water systems
Note: Signs of water damage include stained ceiling tile, bubbling paint, carpet damage, and buckled floor
- Check filters to ensure they are within service life and appropriately installed
- Thoroughly detail-clean and sanitize the entire facility, focusing on high-contact areas. But don't forget seldom-touched surfaces as well
Note: For leased properties, work with your landlord and your local jurisdiction to obtain early access
- Consider requesting that guests call ahead, eliminating reception seating areas, and 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
- Reconfigure workstations so that employees do not face each other, or establish partitions if facing each other cannot be avoided
- Reconfigure break rooms to eliminate tables, chairs, and/or other forms of density
- Temporarily replace amenities that are handled with high contact frequency, such as water coolers, coffee makers, and bulk snacks, with alternatives, such as touchless sensor water dispensers, requesting workers bring in their own water bottles/coffee mugs, providing individually wrapped snacks, and/or consider using signage to deter use of such amenities
- If vending machines are used, provide and require cleaning and disinfectants to wipe down after each use
- Place conspicuous signage at entrances and throughout the office alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings
- Post clear signage (including maximum occupancy) and/or physical barriers to regulate the use of common areas



- Ensure that authorized access to the business made is primarily through the front door
- Ensure that hand sanitizer with at least 60% alcohol is be available and distributed throughout the facility and in company vehicles
- Ensure that tissues and trash cans are placed throughout the business

For Restrooms

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible and, if the door cannot be opened without touching the handle, place a trash can by the door
- 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
- Provide paper towels in restrooms and disconnect or tape-off hand air dryers
- Post handwashing signs in restrooms
- Place signs indicating that toilet lids (if present) should be closed before flushing

For Cafeterias

- Consider reducing occupant capacity during peak times, or stagger breakfast/lunch or dinner schedules when practical
- Consider pick-up only when crowding cannot be managed or as an alternative to those who want to limit their time in the space
- Remove self-serve food items as well as hot and cold food bars with open food items and communal serving stations
- Remove dinnerware/drinkware from communal spaces and only issue as needed
- Replace communal condiments with single-serving, individually wrapped items
- Implement physical distancing by spacing out any queues, only allowing seating at every other table, or expanding the dining area to include more space



For Your Employees

- Send clear communication to all employees on new COVID-19 safety protocols for the workplace
- Send employees a copy of the Screening Questionnaire (found in Part 6: Required Forms & Signage) so that they can self-report symptoms
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instructions to avoid touching hands to face
- Test employee self-reporting communication systems
- Post signage of new Employee guidelines and best practices

For Your Customers, Vendors, & Suppliers

- Implement Policies and Procedures (See Part 5: Safe Work Plan & Procedures)
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier
- Post a notice for walk-up guests regarding access to the facility, including a phone number guests can call to determine the availability of services, if not currently available, and a disclaimer of guest requirements (such as face coverings, screening questions, etc.) to enter the office if the service is available
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Consider transitioning to contactless signatures/e-signatures for deliveries
- Adjust store delivery windows to spread out deliveries



OPERATIONAL CHECKLISTS

Before Open Hours

- Clean and disinfect common areas, such as lobbies, check-in/front desk, kitchens, and break rooms, by disinfecting all surfaces and high-touch objects such as door handles, phones, registers, remotes, writing utensils, and visitor-facing electronics

During Open Hours

- Routinely clean all frequently touched surfaces in the workplace, such as shared tools, machines, vehicles and other equipment, handrails, and doorknobs
- Before and after each employee shift, ensure that employee handhelds/wearables (such as scanners, radios, or other work tools and equipment) are properly cleaned
- Monitor tissue supply and no-touch trash receptacles
- Ensure restrooms are frequently cleaned and appropriately disinfected throughout the day
- Clean and disinfect conference rooms and other meeting rooms on a daily basis (at minimum) by wiping down all surfaces and equipment touched during meetings
- Disinfect coffee machines, refrigerator handles, and ice machines at least three times per day (at opening, at lunch, and at closing)
- Water/beverage faucets that require workers to operate them with their hand should be disinfected three times per day (at opening, at lunch, and at closing)
- All silverware and dinnerware should be cleaned in the dishwasher to ensure thorough cleaning and disinfection
- Silverware should be stored in a way so that adjacent silverware is not easily touched when a worker is retiring a piece or, if silverware and dishes cannot be kept clean and separate, disposable options are recommended



IEQ CONSIDERATIONS

Employers and business owners may find that they are having to deal with **IEQ (Indoor Environmental Quality)** issues because workplaces have not been occupied or maintained in response to stay-at-home orders.

Common IEQ issues include:

- Water damage
- Odors
- Pests and rodents
- Irritation from cleaners and disinfectants
- Employees feeling ill while at work
- Ensuring proper ventilation during the pandemic
- Varying pressures across workplace
- Humidity and temperature at an uncomfortable setting

The American Industrial Hygiene Association (AIHA) has previously developed guidance for COVID-19-related building closures. For more information, please visit: https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/RecoveringFromCOVID-19BuildingClosures_GuidanceDocument.FINAL.pdf



TIPS & BEST PRACTICES

- 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.
- Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.
- Adjust hours of operation, as necessary, to support social distancing efforts by limiting store traffic.

ADDITIONAL SOURCES

- [AIHA's Reopening Guidance for General Office Settings](#)

