



COMMONWEALTH WORKPLACE COVID-19 RE-OCCUPANCY GUIDE

June 2020

NOTE

This information is meant as a template for state agencies and can be used as a template for other entities to create their own COVID-19 Workplace Re-occupancy Guide. For additional information and sector compliance guidelines, please visit <https://www.mass.gov/info-details/reopening-massachusetts>.

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Face Coverings

Face Covering and Social Distancing Requirements for State Workplaces

All employees and visitors shall practice social distancing while at any Commonwealth managed facility. Social distancing defined by keeping at least six feet between you and others.

Due to the configuration of most facilities that could possibly limit the ability to social distance, all occupants of state workplaces will be required to wear a protective face covering while serving any visitors or while present in the common areas of the workplace. Common space areas would include, but are not limited to, Lobbies, limited space hallways, restrooms, elevators, stairways, escalators, parking garages, conference rooms, kitchens, break rooms and cafeterias.

Employees with concerns about other persons not adhering to this policy should contact their manager or supervisor. Employees should not attempt to enforce this policy with other persons.

Exceptions to the face covering requirement:

- Children under the age of 2.
- Children between the ages of 2 and 5 at the discretion of their parents.
- Those who cannot breathe safely with a face covering.
- Those who, due to a behavioral health diagnosis, are unable to do so.
- Those communication to people who rely on lip reading.
- Those who require supplemental oxygen to breathe.

Proper signage stating the face covering requirement shall be prominently displayed at the main entrance of each facility.

General guidance for when visitors are not wearing face coverings

If a visitor enters a state workplace while not wearing a face covering, the employee should politely direct the visitors attention to the established signage denoting such guidelines and offer the visitor a face covering if they do not have one (subject to availability).

If the visitor, unprompted, cites one of the approved exceptions to the face covering requirement (see list below), the employee should allow entry and/ or provide the service as quickly as possible and as far away from other staff and visitors as practicable.

If the visitor refuses to adhere to the requirement but the matter can be resolved in time less than 10 minutes (for example, giving the person a form, answering a simple question, or directing the visitor to complete a transaction online wherever possible), the employee should quickly address the visitors request. The employee should wear a face covering and stand at least six feet from the visitor during the interaction.

For longer requests or transactions, the employee should notify the appropriate onsite manager. In these cases, the onsite manager should reiterate to the visitor the requirement to wear a face covering and again offer the visitor a face covering if one is available. If the visitor once again refuses to wear a

face covering, the manager should provide the service as quickly as possible and as far away from other staff and visitors as practicable.

Every effort should be made to ensure that the service requested is provided. In the unlikely event that an unresolved issue escalates, and a visitor exhibits hostility or aggression toward staff or other visitors, the employee or manager should immediately contact the facility's security staff or the appropriate law enforcement agency.

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Additional information on face coverings can be found here: <https://www.mass.gov/news/wear-a-mask-in-public>

Entrances and Exits.

All state workplaces should have clearly defined separate entranceways and exits to eliminate the possibility of face to face contact amongst employees and visitors.

In cases where the entrance and exit are in a proximity to each other, a physical barrier should be placed between the two to prevent cross traffic.

Entrances and exits should have clearly visible signage as well as additional signage with the PPE policy for the facility.

Building lobbies should be configured to allow for foot traffic to flow in a single direction to avoid face to face contact.

Parking Lots and Garages

Parking garages are considered common areas, therefore, all employees utilizing a state workplace parking garage should have a face covering on while in the garage.

Cars should be parked nose in to keep the driver's doors of each vehicle apart.

Garage elevator lobbies shall have signage with elevator capacities and be marked with floor markings no less than six feet apart for cueing up.

Security Stations and Screening

Security screening areas shall be configured to allow for social distancing.

Floor markings no less than six feet apart shall be provided to assist in social distancing.

All Security staff should always wear a face covering and gloves while on post.

Security stations including tables, counters, bins, and hand wands should be cleaned and sanitized regularly.

Signage and Wayfinding

Buildings should be outfitted with proper signage to allow for traffic flow that avoids face to face contact amongst occupants.

Lobbies are to be outfitted with signage that shows the building occupancy PPE requirements.

All lobbies should be outfitted with signage reminding occupants of proper handwashing and social distancing to help prevent the spread of disease.

The directional signs for employee entrance and exit as well as, the visitor entrance and exit, should be clearly marked.

Hallways when able to do so should be marked single direction to promote one-way traffic and avoid face to face encounters. When not able to do so hallways should be marked with floor markings showing lanes of travel to enhance social distancing.

Elevator lobbies should be outfitted with cueing lines and signage with elevator car occupancy restrictions.

Elevator cars should be outfitted with floor markings instructing persons where to stand and other requirements such as facing away from others.

Conference rooms, Cafeterias and Auditoriums should be outfitted with maximum occupancy signage.

NOTE: All signage and space configurations should comply with all ADA and local and state building codes and requirements.

Helpful resources:

<https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/ada-standards/chapter-7-communication-elements-and-features>

Elevators, Escalators and Stairs

Stairway usage should be encouraged to prevent long queue lines at elevators

A face covering is required when using any elevator or stairway within a state workplace.

Maximum occupancy levels for each elevator should be established to allow for as much social distancing as possible.

Elevator cars should be clearly marked with capacity and floor decals for where to stand and direction to face.

Persons utilizing the elevator should enter and exit the elevator as quickly as possible, avoiding any contact with other occupants.

While using the elevator occupants should refrain from talking and face away from others on the elevator.

The first person on the elevator should press their floor button and quickly move to the rear of the elevator to allow the other passenger(s) to board.

Elevator lobbies should have floor markings with Queue lines a minimum of six feet apart to promote social distancing.

For Elevator capacities of DCAMM managed facilities see table A on page 10 of this guidance.

Restrooms / Mothers Rooms

Restrooms should be cleaned on a regular interval throughout the day using EPA registered COVID-19 approved sanitizing chemicals.

All surfaces should be cleaned and sanitized regularly

All paper products and hand soap should always be adequately stocked.

Trash barrels should be monitored and emptied regularly throughout the day.

Multi bay sinks should have every other sink blocked from use, to provide social distancing.

Restrooms with multiple sinks and urinals should have every other urinal or sink blocked off to allow for social distancing.

Mothers rooms are considered common space and therefore a protective face covering should be worn when utilizing the room.

Cleaning supplies should be available within the Mothers Room and anyone who uses the space will be required to wipe down all surfaces with disinfectant.

Occupant Spaces

Occupant spaces throughout the building should be occupied in a fashion that allows for social distancing. (Occupy every other cube etc.)

Agency public facing counters should be re-configured to promote social distancing. Employees who man these counters should wear a face covering.

Where distancing is not possible a Plexiglas Shield may need to be installed.

Agencies should consider traffic flow throughout their space and require one-way aisles when possible.

Any employee reporting to work that display symptoms of illness should be sent home immediately.

Should the agency have an employee test positive for COVID-19, the agency should report such information to Building Management as soon as possible. The information should include the employee's floor and area of work, last time in the building and any areas of the facility that the person may have visited. The employees name should not be referenced.

Office machines such as scanners and copiers should be sanitized after each use. Sanitizing cleaning materials shall be provided at each scanner / copier location.

HVAC and Ventilation

Buildings should utilize maximum outside air intake to the extent possible. All economizers should be enabled to provide for maximum outside air intake when possible.

Any air handler that cannot utilize 100% outside air should be run continually 24/7

Air handlers should be started a minimum of two hours prior to occupancy.

Recirculation of indoor air should be minimized.

All air handlers should be outfitted with filters of a MERV 13 rating or better to maximize air filtration.

While replacing filters in equipment proper PPE should be worn including gloves and protective face covering.

Filters should be bagged and tightly sealed when removed from the equipment and disposed of as soon as possible.

Adequate stock of replacement filters should be maintained on hand to allow for changing at proper intervals.

Central air distribution systems, where possible, should be operated to provide positive pressure as relative to the outside environment.

Lobbies where possible should be pressurized as relative to outside environment.

All toilet and janitorial closet exhaust fans should be set to run continuously 24/7.

Entry and Reception Areas

All agency entryways and reception areas should be configured to reduce seating and promote social distancing.

All shared materials such as magazines, pens and food items should be removed.

Physical barriers between public facing staff and visitors should be put in place that allow for 6' of distance between visitors and personnel.

Where distancing is not possible a Plexiglas Shield may need to be installed.

Hand sanitizer should be made available at counters to allow visitors to sanitize their hands.

Conference rooms and Auditorium spaces

Employees should make every attempt to avoid using conference and meeting rooms, utilizing video conferencing technology whenever possible.

Conference rooms should have a reduced occupancy to allow for social distancing.

Chairs should be removed or covered to reduce available seating in conference rooms to promote the social distancing.

Conference rooms should be outfitted with cleaning materials and all surfaces should be cleaned after each meeting, including tabletops, chair arms, conference phones and keyboard / mouse.

Auditorium occupancy should be reduced to allow for seating in every third seat keeping two seats open between occupants. Seats that are not to be used should be marked with tape or covered to prevent use.

Auditoriums should utilize properly identified entrances and exits that allow for one-way traffic flow to avoid face to face interaction.

Café and Break rooms

All cafeterias and break rooms shall be considered common space therefore all persons utilizing these spaces shall wear a face covering when occupying these spaces.

Employees should not eat in the break room but should utilize their desk or outside space when weather permits.

All break rooms shall be outfitted with cleaning products to allow for sanitization after use.

Employees should limit the use of shared appliances. All refrigerator doors, handles, coffee pots, countertops, sinks, microwaves, and other shared appliances shall be cleaned by employees after use.

Cafeteria services should be offered in accordance with the Commonwealth guidance for restaurant re-opening. For the latest guidance on restaurants: <https://www.mass.gov/info-details/safety-standards-and-checklist-restaurants>

Cafeteria cash register stations shall be outfitted with floor markings to promote social distancing.

Eating utensils and napkins shall be prepackaged and distributed with food to avoid self-service utensil stations.

All café' dining areas shall be closed until further notice.

Janitorial Services and Housekeeping

Vigilant Janitorial services is key in preventing the spread of disease.

To this point all state workplaces shall employ well trained, adequately equipped contractors to ensure all our buildings are safe.

All contractors shall use only EPA registered COVID-19 effective chemicals when sanitizing spaces within the facility.

State workplaces shall enhance their cleaning scope to incorporate the additional cleaning measures that are required to maintain the highest level of sanitization.

All Janitorial contractors shall provide "High Touchpoint" sanitizing on a level of no less than four times throughout the day. This would include all lobbies, restrooms, common corridor door handles, push bars, elevator buttons, elevator car handrails, escalator handrails, turnstiles, countertops, glass partitions etc.

Cleaning logs should be kept documenting the date, time and cleaning measure taken.

Although regular disinfecting and cleaning is important, it is also important that occupants do not bring their own chemicals in to clean surfaces that our contract cleaners are responsible to clean. The mixing of dissimilar chemicals is very dangerous and can cause serious injury to cleaners and staff alike. Should an employee feel the need to bring in cleaning chemicals to sanitize their space, they should consult with the property manager to ensure the safety of that product for use in the workspace.

Additional services as response to a COVID-19 infected employee will be implemented in accordance with DPH and CDC guidelines.

Visitor requirements

All Occupant agencies should limit the number of visitors to the facility when possible.

If Visitor access is required, agencies should attempt to utilize scheduling to reduce the number of visitors at any given time

All visitors will be required to wear a face covering while at a state workplace. Any visitor that arrives to the facility without a proper face covering should be politely reminded of the requirement and offered a face covering if available.

All visitors will be required to go through security screening and abide by all the building occupancy safety guidelines.

Outside Contractor / Vendor requirements

All contractors working within a state workplace shall screen employees daily for health and submit documentation to the contracting agency.

Any employee that is feeling sick and/or displaying signs of sickness should not be permitted to work within the state workplace.

Contractors will be required to wear appropriate PPE including a protective face covering when working within a state workplace.

Any contractor who has an employee that has tested positive for COVID-19 should report such finding to state agency, to which they are contracted by, as soon as possible. The reporting should include the area the person works, last time they were at the building and areas and persons that they may have had contact with. That employee shall not be allowed back to work in any state workplace until medically cleared to do so.

Loading Dock / Mail rooms

Loading Docks and Mail Rooms are considered as common areas. Therefore, all persons working or visiting these areas are required to wear a face covering.

Loading dock package handlers shall be required to wear protective gloves as well as face covering.

Deliveries to the facility should be scheduled on intervals that reduce the number of persons at the loading dock.

Vehicles

All state vehicles shall be considered common space. Therefore, all occupants of the vehicle shall always use a protective face covering while riding in the vehicle.

When there is more than one occupant of the vehicle, the additional occupant (s) should utilize the rear passenger seat if possible.

In the case of passenger vans, occupants should wear masks and utilize alternate seats to provide as much distancing as possible.

Whenever possible the windows should be opened to allow for fresh air.

Vehicles should be equipped with cleaning materials and cleaned after each use. This cleaning should include, door handles, seat, arm rests, console, steering wheel, and dashboard.

Tools and Equipment

Employees should not share tools and equipment unless necessary.

If equipment and tools are shared, they should be properly cleaned and sanitized before passing from one employee to another.

Cleaning materials shall be provided to each worker to allow for cleaning equipment on a regular basis.

Table A: Elevator Capacities DCAMM Buildings

Building	Passenger	Freight	Service	Garage
McCormack	4	2 plus freight	2 plus freight	2
Hurley	2	1 plus freight	N/A	N/A
Lindemann	2	1 plus freight	N/A	N/A
MITC	3	2 plus freight	1	N/A
Springfield Office	2	2 plus freight	N/A	N/A
Springfield Data	2	2 plus freight	N/A	N/A
Pittsfield	2	N/A	N/A	N/A



POST COVID-19 GUIDANCE
PREVENT THE SPREAD

New Policy Until Further Notice:

**FACE COVERINGS
ARE REQUIRED**

WHILE IN THIS
FACILITY





POST COVID-19 GUIDANCE
SOCIAL DISTANCING

New Traffic Pattern:

**ENTRANCE
ONLY**



POST COVID-19 GUIDANCE
SOCIAL DISTANCING

New Traffic Pattern:

**EXIT
ONLY**



POST COVID-19 GUIDANCE

SOCIAL DISTANCING

ELEVATOR LINE STARTS HERE

**ENTER
HERE**



Please Maintain a Social
Distance **6 feet** from others
while you wait.



ELEVATOR MAXIMUM

Here are some steps to ensure that you follow proper elevator etiquette so you and your fellow passengers can have a comfortable ride, with minimal chances for the spread of germs. The CDC recommends wearing a face mask and washing your hands regularly to help prevent the spread of germs.

ELEVATOR PRE-BOARDING

**CONSIDER
TAKING
THE STAIRS.**



When only going a few floors, if you are able, **take the stairs** instead of the elevator. Roughly **eight steps** between people is equal to **6 feet**.

**RESPECT LINES
SOCIAL
DISTANCE.**



If the elevator is busy enough to have a line, **wait 6 feet apart**, never break in line. **Wait your turn**.

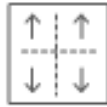
ELEVATOR BOARDING

**AVOID TALKING
DURING THE
RIDE.**



This includes on the phone. **By not talking**, you eliminate the risk of spreading germs. To the extent that you can, **avoid coughing and sneezing** as well.

**SOCIAL DISTANCE
FACE AWAY
FROM OTHERS.**



By facing away from others, you **prevent the spread of germs** should you accidentally cough or sneeze.

**REDUCED
OCCUPANCY.**



Limit Four People Per Elevator Car.
Don't try to squeeze onto a full elevator.

**BE THE
BUTTON PUSHER.**



If you are standing near the buttons, **be willing to push the button** for other passengers. Use a tissue or soft object to push the button, if possible.

**EXIT
QUICKLY.**



Exit quickly, while still being courteous to other passengers.



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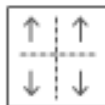
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ELEVATOR MAXIMUM

New Policy Until Further Notice:

ELEVATOR



OCCUPANCY

MAXIMUM

PEOPLE

2



ELEVATOR MAXIMUM

New Policy Until Further Notice:

ELEVATOR



OCCUPANCY

MAXIMUM

PEOPLE

3



ELEVATOR MAXIMUM

New Policy Until Further Notice:

ELEVATOR



OCCUPANCY

MAXIMUM

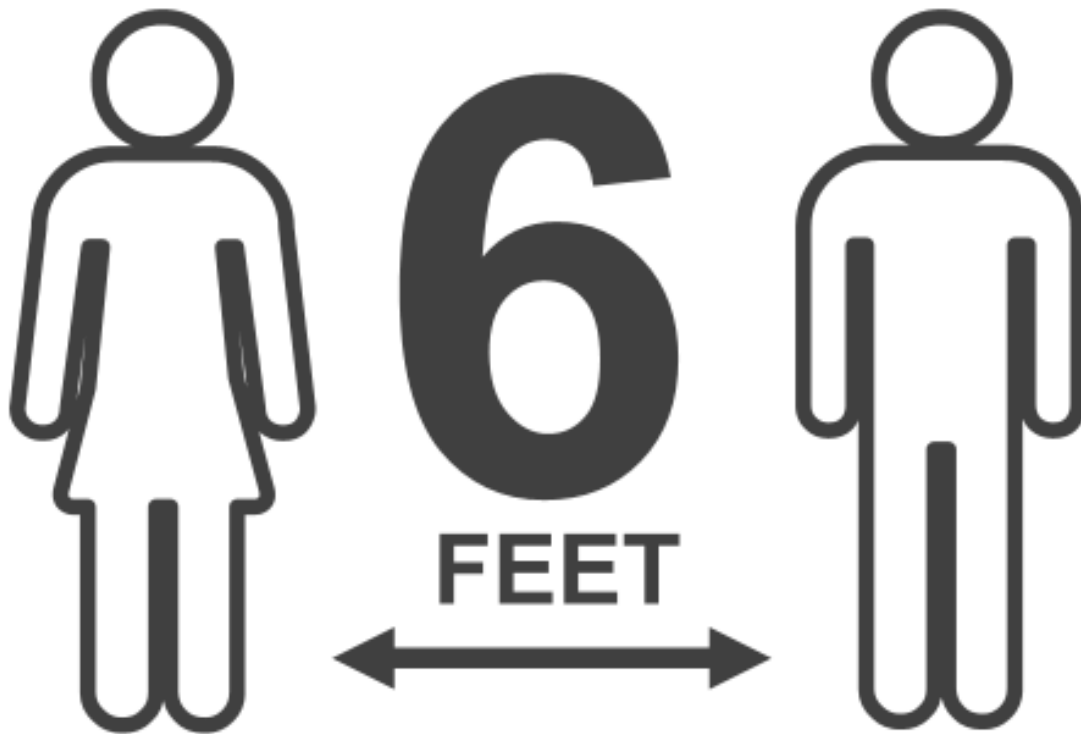
PEOPLE

4



POST COVID-19 GUIDANCE
SOCIAL DISTANCING

DO YOUR PART...



STAY APART.