

Northwest Center Building Services Facility Readiness Guide

A Guide to Reopening Your Business

As we navigate the unpredictability and uncertainty brought on by COVID-19, Northwest Center Building Services continues to deliver the highest quality sterilization and facility maintenance services. We created this guide to help reopen your business with the cleanest, safest spaces possible.



Northwest Center Building Services is Here to Support You as You Reopen & Maintain Healthy, Safe Environments for Your Customers, Employees, Tenants, & Peace of Mind.





Be Prepared

Create a Plan:

Reopening business and managing returning workforces requires flexibility in the everchanging social and organizational landscape brought on by COVID-19. Staying up-to-date and relying on credible sources for information while creating actionable processes and plans for reopening remains key in navigating uncertainty. Whether you are a residential complex, hotel, restaurant, or workplace, the key is to communicate with your employees, stakeholders, customers, and community members about health and safety measures. Make sure to partner with facility and sanitation experts to not only enhance your understanding of what it takes to maintain safe spaces but make them a reality.

Develop a plan that lets you phase in reopening

1. **Readying Facilities:**

Assess floor layouts, shared spaces, plans for reconfiguring your building, and traffic-flow/crowding.

2. **Returning Workforces & Occupying Spaces:**

Managing returning workforces and occupancy safely will require defining how spaces should be used with boundaries clearly marked, and all changes and expected behaviors and protocols communicated.

3. **Ongoing Facility & Safety Management:**

Frequent and proper sanitation and deep cleaning are vital to combating the buildup and spread of viruses and bacteria. Maintain a safer environment by staying up to date on best practices, communicating any changes to employees and tenants, and providing clear guidelines for them to follow. Keep everyone accountable by regularly reviewing procedures and immediately addressing any missteps.



Guidelines & Tips

Share Regular COVID-19 Updates:

Stay informed on COVID-19 updates from trusted sources such as the National Institutes of Health (NIH), Centers for Disease Control (CDC), or World Health Organization (WHO), sharing updates with management and employees on a regular basis.

Leaders of all departments—Human Resources, IT, Marketing, Finance—need to play a role in establishing and communicating the latest guidelines on COVID-19 to their teams.

Create a Plan for Managing Physical Spaces:

A comprehensive assessment of your facility will help you use spaces safely. Identify all central locations and create a plan to reduce foot traffic and implement barriers/stalls to control occupancy limits and distancing measures. Refer to OSHA (Occupational Safety and Health Administration) for compliant best practices.

Analyze COVID-19 Job Hazards Across Positions:

Different jobs may require different safety protocols, and accommodations, especially public-facing roles, large teams, or those who work with outside vendors. Consider doing a job hazard analysis for varying positions to mitigate the health risks posed by job tasks and activities.

Use Clear and Consistent Language:

Clear language makes it easier for everyone to stay safe—for instance, asking occupants to “stay six feet apart” rather than asking them to “practice social distancing.” Check official sources like the CDC for inspiration but use words that make sense for your organization. Consistency in the language you use within your organization will promote accountability and cooperation.

Transparent Communication:

Make sure your employees, tenants, and customers know what you expect of them by adding clear, visible signage to every common area and shared object. Signage that indicates what behavior and safety measures are expected of occupants is standard practice for a multi-level approach for effective communication.

Provide EPA-Registered Supplies:

Make sure that you have EPA-registered PPE (personal protective equipment) and sanitation products available near all high-touch areas. Make it clear how employees, tenants, or visitors can report empty or missing sanitation products and request replacements.



Guidelines & Tips

Have a Rapid-Response Plan:

Give your employees and tenants a clear process for reporting unsafe behavior or missing safety materials including signage and barriers. Make sure your sanitation service provider offers on-call cleaning services in case of emergencies.

Know the Health & Safety Practices of Partners, Vendors, & Service Providers:

Organizations you work with may follow different health and safety requirements. Check safety practices ahead of time so that they're aware of what will be required at your location, and so you can be ready when visiting theirs.

Bundle Safety Documents for Easy Access:

Consolidate all current health and safety communications, policies, and practices into one easy-access location (such as the company intranet or community bulletin board) and in a simple, downloadable format. This will make it easier for new hires, tenants, or guests to get up to speed quickly.

Make It Accessible to All:

Make sure that everyone can read and understand your safety practices:

- Translate signage and documents into several languages.
- Add visual aids to better accommodate those who process and learn differently.
- Make sure signage is easy to see and not obstructing pathways.
- Make sure that employees and tenants understand new practices by sharing videos or hosting meetings or webinars.

These are some ways to ensure you are taking a comprehensive approach to sharing information fairly and equitably.

Standing Against Stigma and Stereotyping:

It is important to communicate to your organization that COVID-19 does not discriminate based on age, gender, race, ability, or any other identifying factor, and neither will your company. Discriminating against others will not help fight the virus; it will only cause harm.

Get in Touch

Our COVID-19 Preparedness Services: Facility Readiness - Sanitation Services - Safety Consulting

You don't have to do it alone. Northwest Center Building Services can provide the sanitation and facility maintenance or consultation support you need to stay safe.

- Daily Frequent Cleaning
- High-touch Point Cleaning
- Deep Cleaning & COVID-19 Response Cleaning
- Building Safety Audits
- Proper Use & Management of PPE & Sanitation Products
- Readymade Health & Safety Signage
- Thermal/Fever Testing Guidelines & Consultation*
- Health Screening Implementation & Consultation*

Contact Us 

Northwest Center Building Services
(206) 378-6364



**We Also offer On-Call & After-Hours
Emergency Support Services**

**Services are available upon request*







Health & Safety Signage


Readymade Signs and Setup for All Spaces

- Restrooms
- Entrances
- Conference/Meeting Rooms
- Lobbies


*Samples below. More signage options available.
Laminated posters are suitable for most work environments.*

**COVID-19 & OTHER VIRUSES
STOP THE SPREAD OF GERMS**
Help Prevent the Spread of Respiratory Diseases Like COVID-19

<p>AVOID CLOSE CONTACT WITH PEOPLE WHO ARE SICK</p> 	<p>COVER YOUR COUGH OR SNEEZE WITH A TISSUE, THEN THROW YOUR TISSUE IN THE TRASH</p> 
<p>AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH</p> 	<p>CLEAN AND DISINFECT FREQUENTLY TOUCHED OBJECTS AND SURFACES</p> 
<p>STAY HOME WHEN YOU ARE SICK, EXCEPT TO GET MEDICAL CARE</p> 	<p>WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS</p> 

 **FOR MORE INFO:**
www.cdc.gov/COVID19

PLEASE DISINFECT THIS SPACE AFTER USE.

-  Use EPA Registered Cleaners (Examples)
 - Chlor Disinfecting Wipes
 - Lysol Bleach Wipes
 - Purell Multi-Surface Disinfectant
-  Remove Visible Dirt & Soil From Surfaces with Soap & Water
-  Wait the Proper Amount of Time Before Contact (See Product Label)

PHYSICAL DISTANCING
Required in Meeting Spaces

6 FEET



Maintain 6 FEET APART in All Directions

Hospital Grade Sanitation for Everyday Spaces.

From Frequent Cleaning to Deep Cleans & Everything in Between. We Use Sanitation Products Recommended by the CDC to Combat COVID-19 for All of Our Cleaning.

Your Safety is Always Our Priority

Now, more than ever, our priority is to provide a safe environment for your employees and customers. Sterilization and deep cleaning remain an integral part of our services because we understand how a properly sanitized environment combats the spread of viruses and buildup of harmful bacteria. Our services meet the highest standards of quality and ensure the continued safety of your employees, customers, and tenants.

Our Sanitation Commitment

- Cost-effective solutions
- Ensuring and maintaining a high level of hygiene on your premises
- Employ Hospital-grade, highly effective disinfection
- Include Rapid-response service
- All common high-touch point areas are thoroughly disinfected: railings, door handles, light switches, elevator buttons

Formula Efficacy—Recommended Use Across Multiple Industries

Our Products are Suitable for:

- Medical Facilities
- Restaurants
- Hotels
- Workplaces/Office Settings
- Municipalities/ Federal Facilities
- Residential Living Complexes
- Commercial Buildings
- Other Institutional Applications



Stay Informed

Creditable Sources For Staying Up to Date:

Current and accurate safety information is more critical than ever. Northwest Center Building Services refers to official health organizations for our best practices. We recommend these sources for additional health & safety guidance.

Centers for Disease Control & Prevention (CDC)

www.cdc.gov

CDC COVID-19

Occupational Safety and Health Administration (OSHA)

www.osha.gov

OSHA COVID-19

Washington State Department of Health

www.doh.wa.gov

Washington State Department of Labor & Industries

www.lni.wa.gov

- **Washington Industrial Safety and Health Act (WISHA):** Operational state safety and health plan approved by the federal government of the United States. These regulations apply to Washington state and are a more specific set of rules that expand OSHA laws. WISHA requires employers to provide safe and healthy workplaces for all employees. It grants L&I the responsibility to establish and enforce workplace safety and health rules.

Northwest Center Building Services: A Social Enterprise Driving Change Through Our Mission of Disability Inclusion.

When you employ Northwest Center Building Services, you help fund our programs that provide work opportunities, training, and job support for workers with documented disabilities and help sustain our education, advocacy, therapy, and support programs for children with disabilities. We're proud to offer our customers exceptional services and results while driving social change within our organization and in the communities we operate in. Business backed by a mission of promoting sustainability and social impact is what makes us a leading Social Enterprise.

nwcenter.org/social-enterprise 