



GUIDANCE FOR RETURNING TO DEPARTMENT OF GENERAL SERVICES FACILITIES

Safer at Home: Phase Three



Contents

Introduction	1
Your Personal Responsibility	2
In the Facility	3
Custodial Procedures	4
Building Service Vendors	4
Fitness Rooms	4
Your Agency's Responsibilities	5
Reconfiguration Your Spaces	5
Conference Rooms	5
Package Delivery	5
Parking and Access to Buildings	6
Emergency Preparedness	6
Additional Information	6

Introduction

As we navigate fulfilling our agencies' missions during the coronavirus (COVID-19) pandemic, the Department of General Services (DGS) is committed to providing a safer environment in DGS-owned facilities. While teleworking whenever possible is still encouraged, our team has developed a plan in response to the Governor's phased approach for reopening Virginia to provide employees of the Commonwealth and visitors to DGS facilities safer facility operations.

The purpose of this document is to share actions and plans for safer facility maintenance and operations practices, increased custodial activities and changes to facilities access. All actions will assist with mitigation of the risk of exposure but cannot eliminate it entirely.

We strongly encourage review of the Virginia Department of Health website:

<https://vdh.jebbit.com/pkzmsbtj?L=Owned+Web&JC=COVID19Website>,

Centers for Disease Control and Prevention webpage:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>,

and Virginia Department of Human Resource Management webpage:

https://www.dhrm.virginia.gov/docs/default-source/covid-19/cova-safe-workplace-guidance-leadership-final.pdf?sfvrsn=7de13760_6 for guidance on safer workplaces.

- Individuals who present with COVID-19 symptoms at DGS building entrances should not enter the building: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>
- Individuals who experience COVID-19 symptoms while in a DGS facility should inform their supervisor, leave the building and follow CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

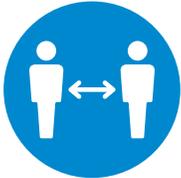
Your Personal Responsibility

WASH YOUR HANDS OFTEN



- **Wash your hands often with soap and water for at least 20 seconds**, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
- **If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose and mouth with unwashed hands.**

PHYSICAL DISTANCING



- **Avoid close contact with people who are sick, even inside your home.** Maintain 6 feet (about 2 arms' length) between the person who is sick and other household members, whenever possible.
- **Put distance between yourself and other people outside of your home.**
 - Remember that some people without symptoms may be able to spread virus.
 - Stay at least 6 feet (about 2 arms' length) from other people.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
 - Keeping distance from others is especially important for people who are at higher risk of getting very sick. <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

COVER YOUR MOUTH AND NOSE WITH A CLOTH FACE COVER WHEN AROUND OTHERS



- **You could spread COVID-19 to others even if you do not feel sick.**
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Cloth face coverings should not be placed on young children under age 2 or anyone who has trouble breathing, is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Save hospital-grade masks for healthcare workers.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

COVER COUGHS AND SNEEZES

- **If you are around others and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.
- **Throw used tissues in the trash.**
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

MONITOR YOUR HEALTH

- **Be alert for symptoms.** Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- **Take your temperature** if symptoms develop.
 - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow CDC guidance if symptoms develop.
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

In the Facility



- Signs and floor decals have been installed in parking decks, common areas, and restrooms of DGS-owned facilities providing guidance for safe distancing and safe personal practices.
- Due to the sizes of some lobby areas, the employee/visitor may be required to wait outside of the facility until safe distancing occupancy can be maintained in a common entrance area.
- To maintain security in DGS facilities, all employees need to Expect the Check and wear their ID badges above the waist, show it to security guards upon entering the building and scan it on the card reader. Clear dividers have been added to guard desks that were not previously protected so that all may safely pass closer to the guard to show their identification.
- If a visitor must be in a DGS facility, DGS will follow the same Expect the Check practices, requiring the visitor to sign in and the agency contact to escort the visitor in and out of the building.
- Unless otherwise noted at the elevator lobby, DGS suggests there should be no more than three individuals in an elevator car at a time. DGS suggested occupancy will be indicated on elevator call buttons.
- Hand sanitization stations are located at visitor entrances and elevator lobbies.
- All employees and visitors in DGS facilities should wear face coverings in public areas and where physical distancing cannot be achieved.
- Expect that DGS staff or DGS security staff will remind employees and visitors of the face covering requirement should an individual come into a building without wearing a face covering.
- DGS security staff have been trained to report employees and visitors who do not comply with the face covering requirement to the agency head responsible for the employee or visitor.
- Additional questions concerning the use of face coverings within an agency's work space should be discussed with your supervisor.
- DGS utilizes MERV 13-14 air filters in DGS-managed buildings as recommended by the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE). Pressure differentials in the air handlers are monitored by the Building Automation System in each building that signal when filters are ready to be changed. Filter efficiency not only improves air quality for occupants, but also saves energy.
- DGS will utilize outside, fresh air to the greatest extent practical when conditioning indoor air.
- Elevator exhaust fans are set to run continuously to ensure adequate air exchange.



Custodial Procedures



- DGS is following CDC guidelines for cleaning and disinfecting facilities and using the recommended EPA-registered disinfectants.
- Custodians will clean high-touch surfaces such as elevator buttons, door handles and push bars, hand rails and counter tops in common areas throughout the work day. Cleaning frequencies will increase based on the occupancy and traffic in each building.
- DGS is working toward the replacement of common area restroom paper towel and soap dispensers with no-touch dispensers to minimize high-touch surfaces. Dispensers within a tenant's premises may be replaced at the agency's expense, upon request by an agency through the DGS 1st Service request.
- Custodial staff cleaning agency work space is instructed not to touch any papers, files or records laying on desks, file cabinets or bookcases. Employees may make special arrangements through 1st Service request to have staff clean these surfaces, but all items must be removed by the employee before the staff arrives.
- Unnecessary items stored on the floor will hinder staff cleaning activities and anything placed or stored on trashcans will be assumed trash and discarded.
- If special cleaning is requested, please enter a 1st Service request at: <https://dgs.virginia.gov/facilities-management/tenant-resources/1stService/>
- DGS now has dumpsters throughout Capitol Square, anticipating the need for and encouraging an intensive cleaning to dispose of dead plants, old food items or minimizing clutter for maintaining a cleaner and safer office environment. For assistance with the disposal of large items, please enter a 1st Service request at <https://dgs.virginia.gov/facilities-management/tenant-resources/1stService/>. Additionally, we recommend contacting DGS Surplus to dispose of surplus office furniture and equipment either through surplus sale or obtaining authorization to dispose. <https://dgs.virginia.gov/office-of-surplus-property-management/>

Building Service Vendors

- DGS has worked with the Department of Blind and Vision Impaired to reduce seating in café areas to maintain safe distancing and a cleaning schedule for the high-touch surfaces in the markets and on vending machines.
- Vendors servicing Virginia Credit Union ATMs in DGS buildings are required to wipe down with disinfecting wipes the fascia and PIN pads for ATMs, self-checkout units and the pneumatic drive through lane tubes, before and after servicing the equipment.
- The Capitol Square Healthcare Clinic is open by appointment only. Walk-in appointments cannot be accommodated at this time.



Fitness Rooms

- DGS fitness rooms remain open and available to employees. Each employee is responsible for wiping down all the equipment before and after use with the cleaning materials provided on site.

Your Agency's Responsibilities



- Tenant agencies will determine if personal protective equipment will be required for their employees, and if so, agencies will need to provide those items. Tenant agencies will need to provide cleaning materials to their agency staff for cleaning of personal items and tenant areas such as desks with papers, files, personal items and all electronic equipment such as telephones, computers, keyboards, mouse, monitors, printers and copiers. Electronic equipment should be cleaned in accordance with CDC and manufacturer's guidelines.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
<https://www.dell.com/support/article/en-us/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en>
- Tenant agencies are responsible to ensure social distancing is accommodated in work and common spaces throughout the assigned area.
- Tenants are responsible for cleaning refrigerators, appliances and dishes in their breakrooms.
- Tenant agencies shall alert DGS **immediately** upon learning that an employee, contractor or visitor to your premises has tested positive for COVID-19. For instruction go to https://dgs.virginia.gov/drefm_COVID19
- Tenant agencies that request a deep clean of their leased space as a result of a COVID-19 exposure in their space, or any request for cleaning beyond that provided by DGS' housekeeping services, should contact DGS to coordinate the requested cleaning. Tenant agencies are responsible for the cost associated with such cleaning.
- Cleaning materials shall be purchased from DGS' Virginia Distribution Center.
<http://vdc.dgs.virginia.gov/>



Reconfiguring Your Spaces

- If an agency determines work space reconfiguration or changing/adding dividers is needed, please contact the Division of Real Estate and Facilities Management at DREFM-info@dgs.virginia.gov.

Conference Rooms

- DGS conference rooms are open. The reduced occupancy to maintain safe distancing has been updated on the conference room website. Scheduling will be limited to two conferences a day to allow for cleaning between reservations.
<https://dgs.virginia.gov/facilities-management/tenant-resources/reserve-a-conference-room/>



Package Delivery

- DGS may establish a package receiving room in DGS-managed buildings at the request of tenant agencies. Packages may be delivered to this room, which will have cleaning materials and PPE available. Agencies are responsible for checking the room frequently to ensure that packages are received.



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Parking and Access to Buildings



- DGS Bureau of Parking and Building Access is available via the main office line, (804) 786-5675, from 7:15 a.m. until 4 p.m. Monday through Friday for questions and emergency badge replacements.
- For routine visits to the Parking and Building Access Office, appointments are required by calling at (804) 786-5675 between the hours of 10 a.m. to 2 p.m. Monday through Friday.
<https://dgs.virginia.gov/parking--building-access/about/parking/>

Emergency Preparedness

- The Occupant Emergency Action Plan (OEAP) and its procedures remain in effect.
- No drills are planned, but false alarms and actual emergencies are always a possibility. When they happen, it is important that everyone continues to evacuate as normal and head to their building's assigned assembly area. Once at the assembly area, DGS is asking that evacuees practice physical distancing to the best of their ability as space permits. DGS' contracted security will serve as Building Warden during evacuations and re-occupation and will respond to the assembly areas to account for evacuees and assist with physical distancing.
- Since most state buildings in and around Capitol Square are running far under capacity due to widespread teleworking, it is important that tenants be mindful of who is on their respective floors on any given day. The Action Plan does not require Zone Wardens for a proper evacuation. Occupants should account for people on their floors to the best of their ability and utilize the yellow numbered stairwell paddles and Zone Warden roster sheets included in the plan.
- Tenants will be notified by the Division of Capitol Police via VSCAN for any number of possible emergencies such as suspicious packages, active shooter scenarios and weather-related events. Physical distancing should be practiced only if possible during shelter-in-place events. To sign up for VSCAN, please visit <https://member.everbridge.net/1332612387832203/login>

Additional Information

DGS DREFM COVID-19 Resource page:

https://dgs.virginia.gov/drefm_COVID19

Virginia Department of Health:

<http://www.vdh.virginia.gov/coronavirus/local-exposure/>

Virginia Department of Human Resource Management:

<https://www.dhrm.virginia.gov/covid-19>

Governor's Safer at Home: Phase Two Guidelines for all Business Sectors:

<https://www.governor.virginia.gov/media/governorvirginiagov/governor-of-virginia/pdf/Virginia-Forward-Phase-Three-Guidelines.pdf>

DHRM Safer Workplaces: Guidance for State Agency Leaders in Response to the COVID-19 Pandemic

https://www.dhrm.virginia.gov/docs/default-source/covid-19/cova-safe-workplace-guidance-leadership-final.pdf?sfvrsn=7de13760_6