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CONNECT

IDEA

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A COVID-19 Virtual Ideation Experience

Team Topic and Number: Workplace Wellness

Team sponsor/chapter (if applicable): NYC Chapter

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Input your submission below. Please remember that you have 1500 words to share your insights.

Our team was tasked with understanding what the new parameters will be workplace wellness, and how professionals will respond to future needs in Corporate Real Estate. In reviewing the task, our team realized how much quality content has been developed in the marketplace. Rather than try to reproduce this information, we felt the best value we could provide was to collate and consolidate the information in a matrix that would outline the level of effort / cost required. Please note that there is a wealth of

knowledge, and this is a high-level summary. We encourage people to read the information in the resources listed at the end, and potentially add to their own content as more becomes available.

Key Takeaways:

- Solutions need to be a holistic response from all aspects including: built spaces (both on the part of occupier and landlord), community wide solutions for transit, and user behaviors. All three must act in alignment for healthy outcomes.
- In terms of cost, the biggest impact appears to be the air section – impacting building system and efficiency cost for how they run the systems
- At this time, responses are voluntary as it is too soon to say if code requirements and compliance will change over time to be more holistic and include pandemic considerations. We would recommend vigilance on this topic.

Well Considerations	Low	Moderate	High
General	Implementation of IWBM standards throughout, Certification TBD		
Air	Maintain cleaning + periodic air monitoring along with transparency to occupants to manage pathogens	Implementing additional air filtration systems (HEPA filters)	Air quality monitoring System that is visible in the workspace
	Increase ventilation systems to 100% fresh air and on maximum speed	De-humidifier system with a relative humidity target of 50-60%	Implement UV or ionization to inactivate viruses caught on filters
			Bring in more outdoor air via building Fresh Air System or open windows (if possible). Target 30 cubic meters per hour per person or keeping CO_2 levels less than 1,000 parts per million
			Regularly monitor indoor environmental quality (IEQ): Install monitors to check humidity, temperature, CO_2, air particulate matter at least than 2.5 micrometers and ATP levels. Review these regularly to ensure IEQ is within required thresholds
Water	Not Applicable to COVID 19 Response		
Nourishment	Close all buffets in communal areas	Reconfigure area to provide pick up place for delivery of individually wrapped food (avoid occupants leaving and increasing exposure)	Barista for touchless coffee and snacks

	Promote options and information for health lifestyle foods and exercise to reduce stress and boost immunity	Bring in experts to run workshops focused on nutrition	Have an on-call nutrition coach available
		Bring in Health food and beverage providers or provide discounts for delivers of healthy food options	Subsidized healthy meals / snacks in the office in individual serving portions
Light	Portable UV sanitation at high touch areas (elevator buttons, reception desk, break areas)		Permanent UV sanitation at high touch areas when not occupied (elevator buttons, reception desk, break areas)
Movement	Employee / Visitor screening with protocols to ensure disease isolation	Mandatory temperature checks upon entry	Establish process to put unused space into "palliative care"
	Identify and communicate solutions for alternative transit solutions (bikes, cars vs. subway)	Company travel restrictions - airlines (quarantine solutions)	Retrofit Shuttle Buses (Plexiglas barriers, lower densities)
	Foot traffic wayfinding to create directional movement to avoid cross traffic	Reconfigure furniture for wider primary corridors	Enable contamination tracing through personal cell phone use by building occupants (require opt-in process)
		Enhanced technology staff to assist in remote work transition	
Thermal Comfort	Not Applicable to COVID 19 Response		
Sound	Not Applicable to COVID 19 Response		
Materials	Remove pillows, ancillary items	Replace exiting solutions with anti-microbial surfaces, coated materials, polyurethane or silicone, or bleach-cleanable woven fabrics at high touch areas (break room, reception)	Replace exiting solutions with anti-microbial surfaces, coated materials, polyurethane or silicone, or bleach-cleanable woven fabrics throughout
	Daily cleaning of all surfaces in high-touch and common areas	Twice daily cleaning of all high-touch or common areas	Hourly cleaning of all high touch or common areas
	Decontamination cleaning of entire space prior to move in, periodic maintenance		Digital mail notification systems to notify of delivery
Mind	Foster problem solving mindset amongst colleagues	Attendance monitoring by self reporting	Evaluate / revise business continuity plans with investments for unknown
	Connectivity and Continuity: Reduce the impact of social isolation by keeping connected.	Put mental health on the agenda: Provide access to mental health information, such as employee assistance programs	Invest in stress reduction training for employees and make it easily accessible for all

	Communicate: Be Transparent at all times and keep information clear and concise to achieve business continuity. Avoid ambiguity, which can contribute to increased stress levels and poor performance	Activate or create internal wellness programs and create ambassadors for health and wellbeing	Access to mental health professionals to help employees navigate stress
	Frequent surveys to get a "pulse check" on the changes with the return to work	Encourage people to maintain an appropriate physical distance. It's unclear if screens can protect the spread of infection.	Behavior Change is Key!!
Community	6' social distancing measures (12" Diameter), Enhanced Safety Features: panels / Plexiglas barriers	Reconfigure workstations for enhanced primary corridor with directional wayfinding	Offer on-site fitness activities with limited number of attendees - adhering to social distancing requirements
	Post appropriate signage and educational material providing guidance on hand washing, draying and hygiene standards	Have a wellness site on your company intranet	Have a wellness coach on-site
	Establish an Isolation room for occupants who fall sick while already at work	Experience ambassadors - to help employees re-engage with your on-site community as they return to work	Experience ambassadors - to help employees re-engage with your on-site community as they return to work
	Temp Checks and sanitizing stations at all building entry locations	Enhanced Visitor protocols	Limit or stop desk sharing
	Welcome Back toolkit - Including PPE, hand sanitizer and disinfecting wipes	Provide multiple sinks for hand washing	Reduce in-person interaction
	Develop / enhance recognition and award system to boost moral	Having a work from home or sick policy to accommodate employees who may be unwell	Require people to wear cloth mask coverings
	Host competitions for movement like step challenges or activities in the home.	Where on-site is not possible, activate online platforms or establish corporate membership providing free or subsidized fitness access to employees	Reconfigure workstations to not face each other
	Refer employees to your corporate insurance provider for potential fitness and health discounts they may be entitled to through them	Provide additional sanitizing stations based on locations identified with a visibility analysis using space syntax to determine optimal locations.	Emergency communication processes and solutions in place (automated phone / text message system), email updates, company town hall communications

	For ancillary areas with less cleanable materials, repurpose products from another area for a temporary solution. For example, consider using café furniture to replace a less cleanable ancillary setting.	Minimize the number of high-touch actions through gesture and voice control technologies, dynamic scheduling and service on demand	Use room scheduling and desk booking tools to limit access to certain areas in an effort to drive safer behaviors. Smart scheduling systems can help to plan cleaning times between meetings.
Innovation			

The information shown above came from individual team member contributions, as well as the resources listed below:

- THE SAFE SIX: WORKPLACE READINESS ESSENTIALS, Cushman Wakefield, April 2020
- RECOVERY READINESS A HOW-TO GUIDE FOR REOPENING YOUR WORKPLACE, Version 1.0; Cushman Wakefield, April 2020
- GERMS, HUMANITY AND THE WORKPLACE: COVID-19 through the lens of history and human evolution, APRIL 24, 2020, MICHAEL PATRICK DAVIDSON
- (Re) Entry: Strategically prepare your buildings, space and people, JLL, 2020
- WHAT OUR CORPORATE CLIENTS AREASKING US ABOUT COVID-19; Colliers, April 2020
- Quick Guide to Improving Employee Productivity, Engagement, & Health While Working Remotely; CBRE, April 2020
- Re-opening Your Business During A Pandemic – A Morass of Legal and Practical Issues To Consider; Crowell Moring, April 2020