

COMMUNICATE WITH TENANTS & STAFF

- Establish a process to communicate information to tenants and staff regarding COVID-19.
 - Follow up with tenants to ensure they are receiving communications.
- Stay engaged with state and local health departments.
 - Local conditions will influence the decisions that public health officials make regarding community-level strategies; property owners and managers should take the time now to learn about plans in place in each community where they have an asset.
- Communicate coughing, sneezing and clean hand etiquette with tenants and staff.
 - Consider printing and posting handouts and posters provided by the CDC or your local health agency.

PREPARE YOUR TENANTS & STAFF

- Ensure your staff sick leave policies are flexible and consistent with public health guidance and that your employees are aware of these policies.
 - Talk with companies that provide your property or portfolio with contract or temporary employees about the importance of staying home when sick and encourage them to develop non-punitive leave policies.
- Actively encourage sick employees to stay home.
 - Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.

PLAN FOR BUSINESS CONTINUITY

- Identify essential business functions and critical elements within your supply chains required to maintain operations. Plan for how buildings will operate if there is an increase in absenteeism or supply chains are interrupted.
- Cross-train personnel to perform essential functions so that buildings can operate if key staff members are absent.
- Consider flexible worksites or flexible work hours to increase physical distance between employees.
- Ensure you have the IT infrastructure necessary to support multiple employees who may be able to work from home.
- Teams with portfolios containing properties in more than one market are encouraged to provide local managers with the authority to take appropriate actions outlined in their business infectious disease outbreak response plan based on the condition in each locality.

BEST PRACTICES FOR CLEANING DURING AN OUTBREAK

- Coordinate with your cleaning companies to ensure all frequently touched surfaces are routinely cleaned, including:
 - Workstations
 - Elevator buttons
 - Escalator handrails
 - Countertops
 - Security card readers
 - Doorknobs/handles
 - Faucets
- Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- Provide disposable wipes so that commonly used surfaces (for example, keyboards, remote controls, desks) can be wiped down by employees before each use.

*The CDC has not recommended additional disinfection beyond routine cleaning at this point.

SUPPLIES TO HAVE ON-HAND

- Tissues
- Soap
- Alcohol-based hand sanitizer
- Disposable hand wipes
- No-touch disposal receptacles
- Routine cleaning products

TRAVEL GUIDANCE

- Stay up-to-date with travel alerts and warnings issued by the CDC.
 - Travel restrictions may be enacted by other countries which may limit the ability of employees to return home if they become sick while on travel.
- Advise employees to check themselves for symptoms of acute respiratory illness before starting travel.
- Employees who become sick while traveling should notify their supervisor and call their healthcare provider for advice if needed.

RESOURCES

- **BOMA International**
 - www.boma.org/coronavirus
- **World Health Organization**
 - www.who.int/influenza/preparedness
 - www.who.int/emergencies/diseases/novel-coronavirus-2019
- **BOMA Canada**
 - www.bomacanada.ca/pandemic-2019
- **Centers for Disease Control**
 - www.cdc.gov/flu/pandemic-resources
 - www.cdc.gov/coronavirus

