



Reopening New York

Commercial Building Management Guidelines for Employers and Employees



These guidelines apply to all commercial, non-residential buildings in regions of New York that have been permitted to [reopen](#) in Phase 2, as well as to commercial, non-residential building management activities statewide that were previously permitted to operate as essential. See Interim Guidance for Commercial Building Management During the COVID-19 Public Health Emergency for full details.

During the COVID-19 public health emergency, all owners/operators of commercial, non-residential buildings should stay up to date with any changes to state and federal requirements related to commercial, non-residential property management entities and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> ✓ Ensure, together with tenants, that, during Phase II, total occupancy is limited to 50% of the maximum occupancy for a particular area as set by the certificate of occupancy. ✓ A distance of at least 6 ft. must be maintained amongst all individuals at all times, unless safety of the core activity requires a shorter distance. ✓ Any time workers or visitors must come within 6 ft. of another person, acceptable face coverings must be worn (ensuring that mouth and nose are covered). Individuals must be prepared to don a face covering if another person unexpectedly comes within 6 ft. ✓ If small spaces (e.g. elevators, vehicles) are occupied by more than one person, keep occupancy under 50% of maximum capacity. ✓ Implement practices to maintain adequate social distancing in small areas, such as restrooms and breakrooms, and signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas. ✓ Non-essential common areas (e.g. gyms, pools, game rooms) may reopen in accordance with any applicable industry-specific guidance. ✓ Establish designated areas for pickups and deliveries. ✓ Shared workstations (e.g. "hot-desks") must be cleaned and disinfected between users. ✓ If non-essential amenities/communal areas remain open, make hand sanitizer or disinfecting wipes available next to equipment near such amenities (e.g. vending machines, communal coffee stations). 	<ul style="list-style-type: none"> ✓ Restrict/modify the number of workstations and employee seating areas, so that workers are at least six feet apart in all directions (e.g. side-to-side and when facing one another). ✓ Prohibit the use of small spaces (e.g. elevators, vehicles) by more than one individual at a time, unless all individuals are wearing face coverings. ✓ Work with tenants to establish and enforce capacity limits. ✓ Consider closing any common indoor or outdoor seating areas. ✓ Remind individuals to wear masks face coverings in shared spaces (e.g. lobby, corridors, elevators, common outdoor space) when traveling around the building and / or when a minimum six feet of separation is not possible. ✓ Reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. elevator entrances, escalators, lobbies, clock in/out stations, health screening stations, etc.). ✓ Limit occupancy or close non-essential amenities and communal areas that do not allow for social distancing protocols. ✓ Stagger worker schedules to observe social distancing for any gathering. ✓ Limit on-site interactions (e.g. designate an egress for individuals leaving their shifts and separate ingress for individuals starting shifts) and movements (e.g. workers should remain near workstations as often as possible). ✓ Limit the numbers of entrances in order to manage the flow of visitors into the building and facilitate health screenings. ✓ Use tele- or video-conferencing for employee meetings whenever possible. In-person meetings should be held in open, well-ventilated spaces with appropriate social distancing among participants.

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	Mandatory	Recommended Best Practices
Protective Equipment	<ul style="list-style-type: none"> ✓ Provide workers with an acceptable face covering at no-cost to the employees/contractors and have an adequate supply of coverings in case of need for replacement. ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, and face shields. ✓ Clean, replace, and prohibit sharing of face coverings. Consult the CDC guidance for additional information on cloth face coverings and other types of personal protective equipment (PPE), as well as instructions on use and cleaning. ✓ Train workers on how to don, doff, clean (as applicable), and discard PPE (training should be extended to contractors if the building managers/owners supply contractors with PPE). ✓ Limit the sharing of objects (e.g. touchscreens) and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact. 	<ul style="list-style-type: none"> ✓ Install physical barriers at reception and security desks (e.g. plexiglass or similar materials) in accordance with the OSHA guidelines.
Building Systems	<ul style="list-style-type: none"> ✓ Prior to reopening, complete pre-return checks, tasks, and assessments to ensure a healthy and safe environment, including but not limited to, mechanical systems, water systems, elevators, and HVAC systems. 	

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	Mandatory	Recommended Best Practices
Hygiene, Cleaning and Disinfection	<ul style="list-style-type: none"> ✓ Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning and disinfection logs on site that document date, time, and scope of cleaning and disinfection. ✓ Provide and maintain hand hygiene stations in office, including handwashing with soap, running warm water, and disposable paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. ✓ Provide and encourage participants to use cleaning and disinfection supplies before and after use of shared and frequently touched surfaces, followed by hand hygiene. ✓ Ensure that equipment is regularly cleaned and disinfected using registered disinfectants, including at least as often as employees and contractors change workstations. ✓ Regularly clean and disinfect the site and more frequently clean and disinfect high risk areas used by many individuals and for frequently touched surfaces. ✓ Rigorous cleaning and disinfection must occur at least after each shift, daily, or more frequently as needed. ✓ Regularly clean and disinfect the location or facility and conduct more frequent cleaning and disinfection for high risk areas used by many individuals (e.g. restrooms) and for frequently touched surfaces, using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. ✓ Provide cleaning and disinfection of exposed areas in the event of an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. elevators, lobbies, building entrances, badge scanners, restrooms handrails, door handles, vending machines, communal coffee stations). 	<ul style="list-style-type: none"> ✓ Avoid use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas). ✓ Wherever possible, increase ventilation of outdoor air (e.g. opening windows and doors) while maintaining safety precautions.

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	Mandatory	Recommended Best Practices
Communication	<ul style="list-style-type: none">✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them.✓ Post signage inside and outside of the office location to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.✓ Train all personnel on new protocols and frequently communicate safety guidelines.✓ Coordinate with tenants to receive list of essential visitors expected to enter the building.✓ If a worker, or visitor was in close or proximate contact with others at the office location and tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers, visitors, and/or customers (if known) who had close or proximate contact with the individual, while maintaining confidentiality required by state and federal law and regulations.✓ Conspicuously post completed safety plans on site.	<ul style="list-style-type: none">✓ Work with tenants to develop webpages, text and email groups, and social media campaigns to provide information to workers, customers, and visitors that include instructions, training, signage, and information.✓ Establish a communication plan for employees, and visitors with a consistent means to provide updated information.



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Screening	<ul style="list-style-type: none"> ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) for employees, contractors, and other visitors, asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close or proximate contact with confirmed or suspected COVID-19 case in past 14 days. Responses must be reviewed and such review must be documented. ✓ Allow for adequate social distancing while individuals queue for screening and/or building entry. ✓ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case. 	<ul style="list-style-type: none"> ✓ Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible. ✓ Maintain a continuous log of every person, including workers and visitors, who may have close or proximate contact with other individuals at the work site or area; excluding customers and deliveries that are performed with appropriate PPE or through contactless means. ✓ Prevent employees, contractors or visitors from intermingling in close or proximate contact with each other prior to completion of the screening, if on site. ✓ Temperature checks may be conducted per Equal Employment Opportunity Commission or DOH guidelines. ✓ Screen individuals at or near the building entrance (if space allows) to minimize the impact of a positive individual in case of a suspected or confirmed case of COVID-19. ✓ Coordinate with tenants to identify individuals who have completed a remote screening. ✓ Use contactless thermal cameras in building entrances, in coordination with building management, to identify potentially symptomatic visitors and direct them to a secondary screening area to complete a follow-on screening. ✓ Identify a point-of-contact as the party for workers and visitors to inform if they later are experiencing COVID-19-related symptoms, as noted in the questionnaire. ✓ On-site screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering. ✓ Refer to DOH guidance regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.