



# THE POST PANDEMIC WORKPLACE: **RETURN TO WORK STRATEGY**

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Planning • Design • Furniture • Project Management

## **Disclaimer**

This document includes reference to OREA's "Return to Office Plan" which was created and designed specifically for use by the Ontario Real Estate Association ("OREA"). In this regard, this document is being provided to Member Boards for information purposes only. We recommend that if Member Boards are putting together their own 'Return to Office' plan that they do so in consultation with their Board solicitor and any required third-party experts. Please also note that this is very much a 'living document' and may not be current or accurate by the time it is read as it is subject to change due to the quickly changing regulatory environment during the COVID-19 emergency.

Further, this document and the information contained therein is not intended or meant to be relied upon as legal advice by Member Boards, REALTORS®, or others. Members or Member Boards wishing further clarity or advice should seek independent legal advice specific to their circumstances.

**AS WE PREPARE TO RETURN TO OUR WORKPLACES, IT IS IMPORTANT TO THINK ABOUT VIABLE WORKPLACE STRATEGIES TO BUILD A BETTER AND HEALTHIER WORK ENVIRONMENT.**



# HEALTH & SAFETY OBLIGATIONS



Ontario At Work  @ONlabour · Jun 1

As of today, Ministry inspectors have completed inspections and investigations for 8,851 workplaces and issued 4,632 orders, which includes 22 stop work orders, related to [#COVID19](#).



Keeping Workplaces Safe



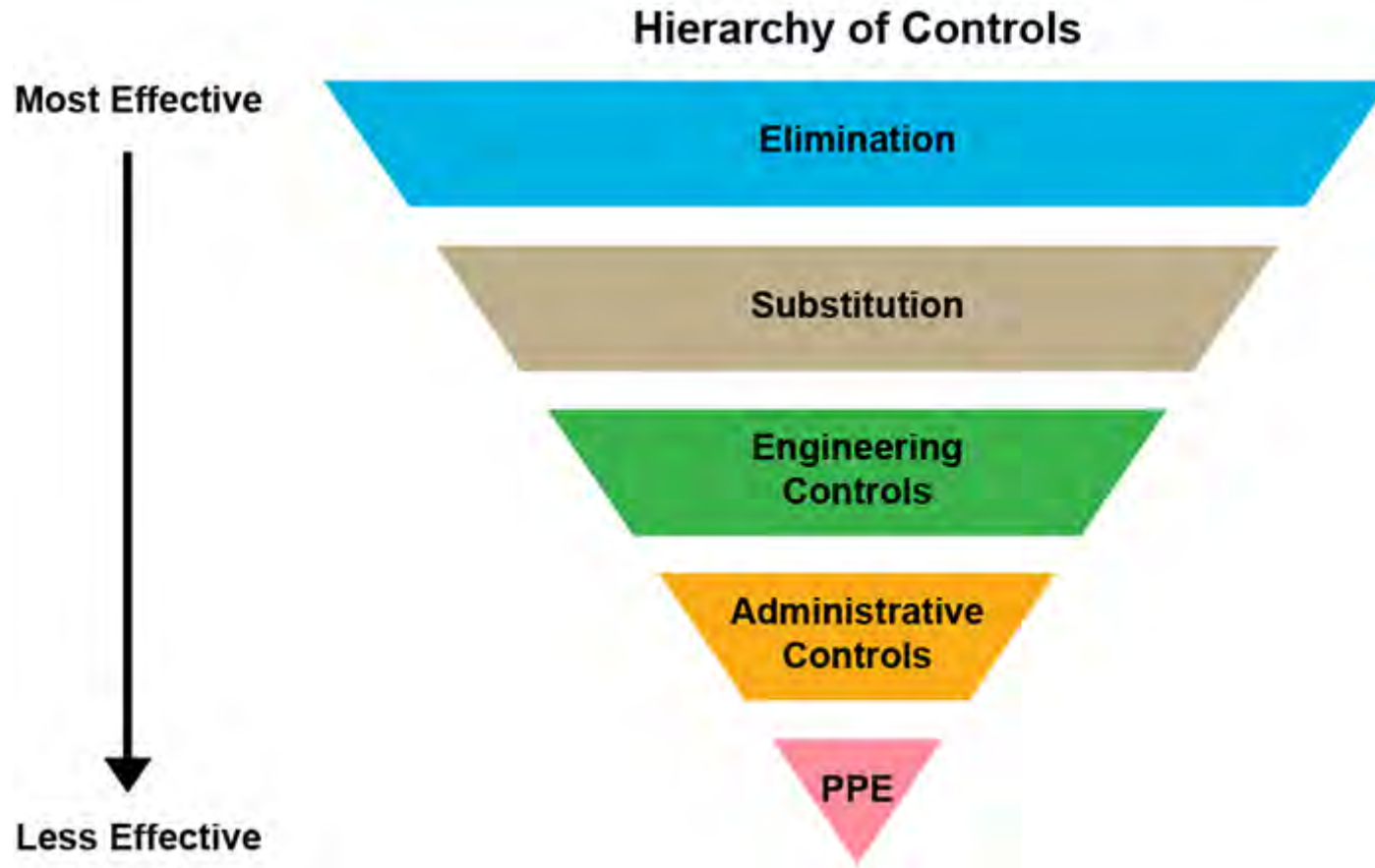
Following public health advice is  
the best defence against COVID-19



“IT IS YOUR RESPONSIBILITY UNDER THE **OCCUPATIONAL HEALTH AND SAFETY ACT** TO TAKE EVERY PRECAUTION REASONABLE IN THE CIRCUMSTANCES TO PROTECT A WORKER”



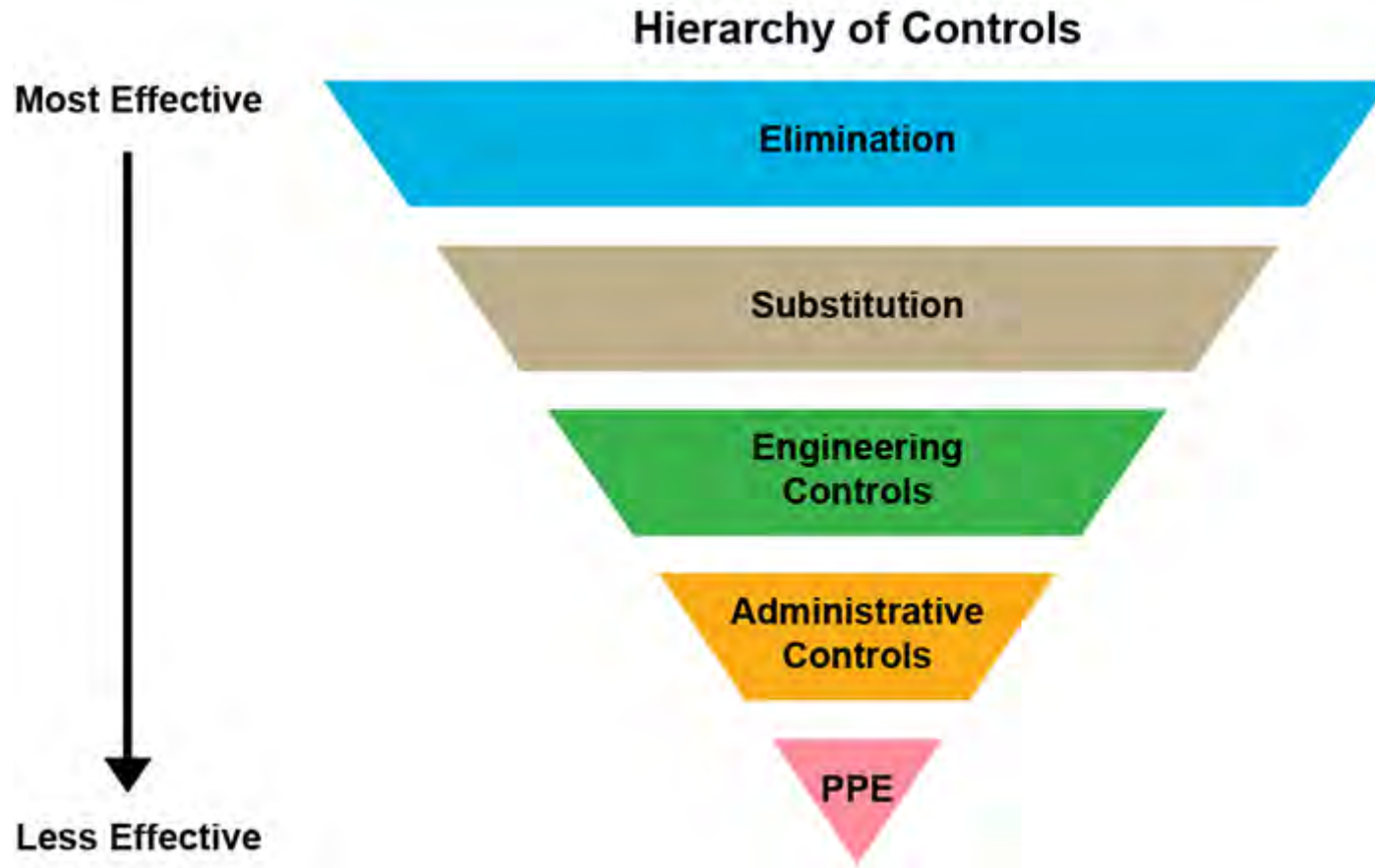
# HEALTH & SAFETY OBLIGATIONS



## Elimination

Remove the risk of exposure entirely from the workplace. Having all workers stay home would eliminate COVID-19 risk from the workplace.

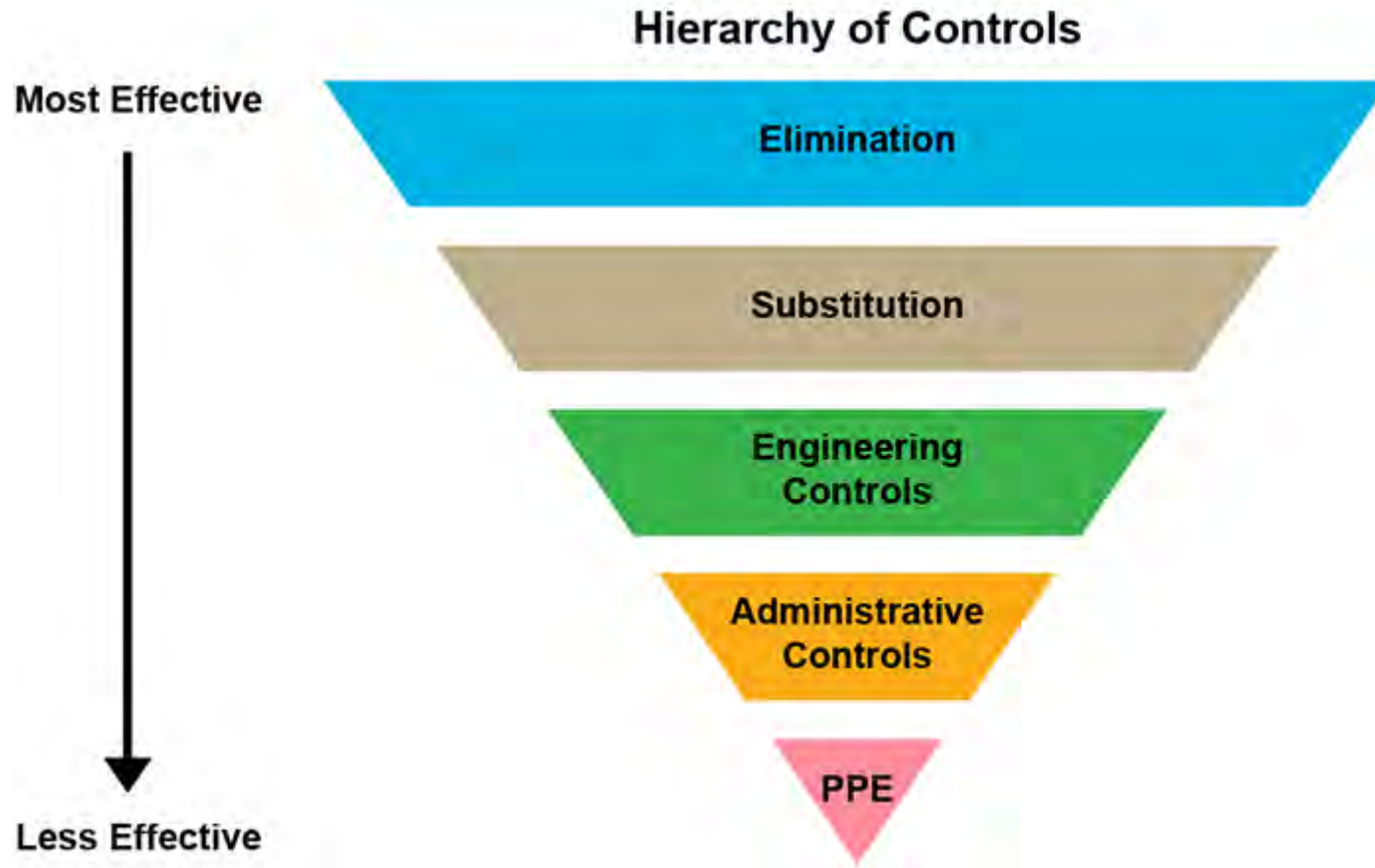
# HEALTH & SAFETY OBLIGATIONS



## Substitution

Replace a hazardous substance with something less hazardous (for example, replace one chemical with another). For an infectious disease such as COVID-19, substitution is not an option.

# HEALTH & SAFETY OBLIGATIONS

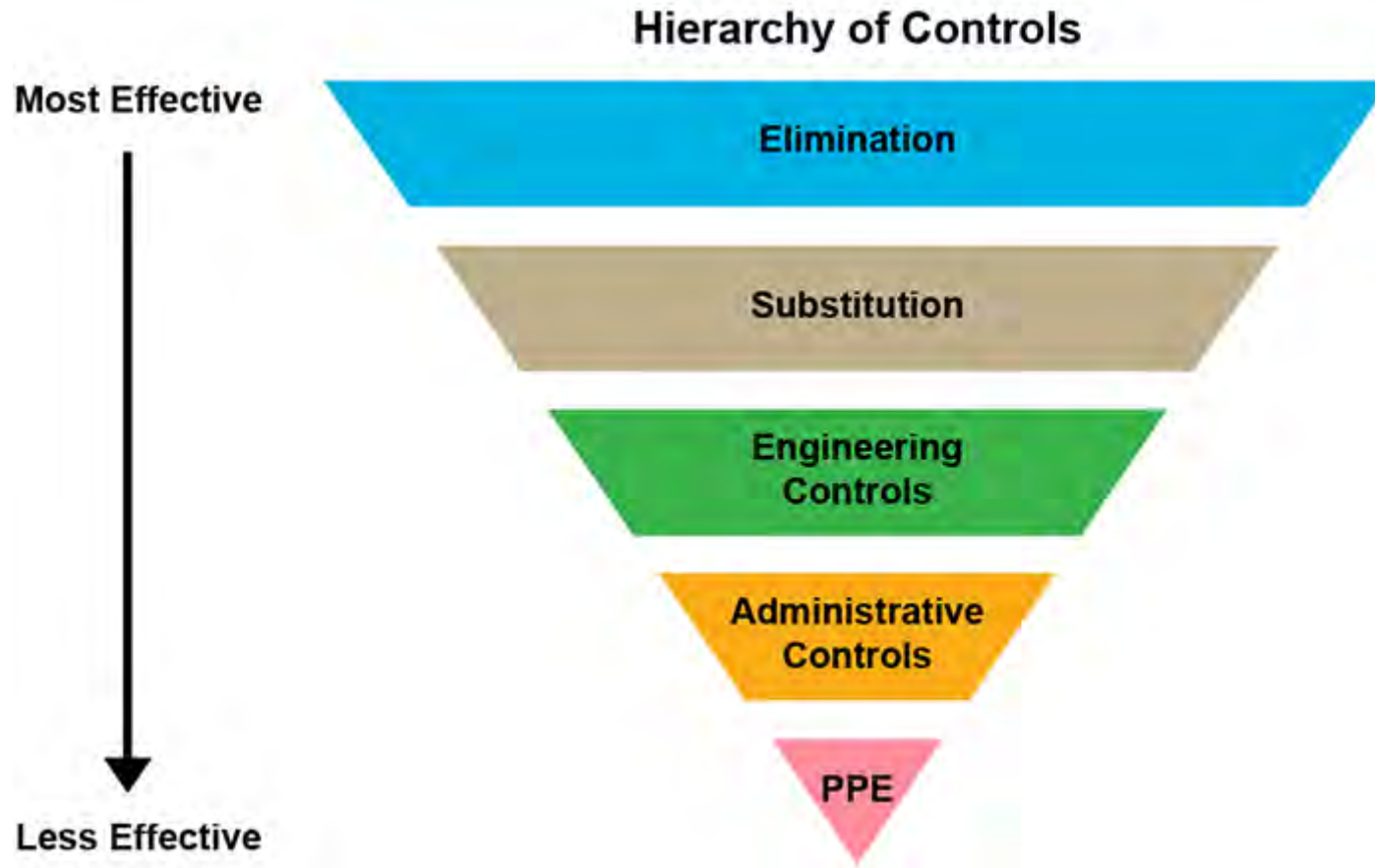


## Engineering controls

Make physical changes to separate workers from the hazard or support physical distancing, disinfecting and hygiene. For example, you could:

- Install plexiglass barriers to separate workers from visitors
- Keep doors that many people would have to touch open where possible

# HEALTH & SAFETY OBLIGATIONS



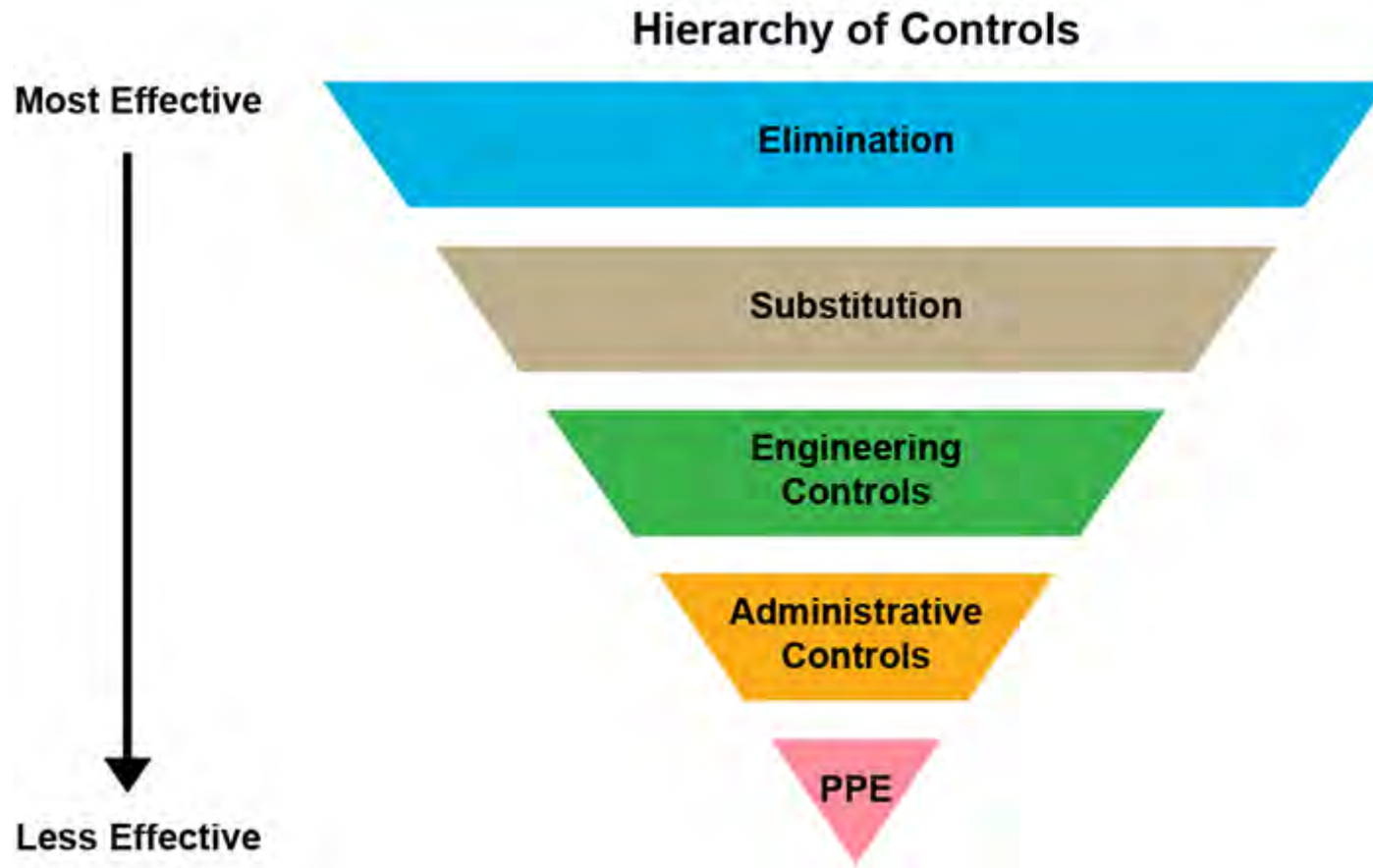
## Administrative Controls

Make changes to the ways people work and interact, using policies, procedures, training and signage. For example, you could:

- create policies to limit the number of people in a space at one time
- schedule to stagger work shifts and breaks
- establish new cleaning and disinfection protocols
- provide education and training on proper hand washing technique



# HEALTH & SAFETY OBLIGATIONS



## Personal protective equipment (PPE)

This is equipment and clothing worn by a worker to minimize exposure to hazards and prevent illnesses and infection. PPE is used to protect the wearer and can include such things as surgical/procedure masks and eye protection.

**PPE should only be used after other controls have been carefully considered and all feasible options implemented.**

# PRACTICAL MEASURES TO MITIGATE RISK



Increase space by staggering lunch breaks



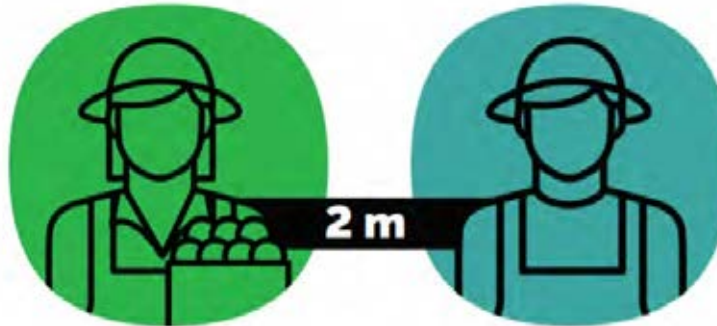
Conduct meetings outdoors



Clean regularly touched items



Post health and safety signage in most spoken languages



Stay 2 metres apart while working



Clean work surfaces often





**BY FOCUSING ON THESE KEY AREAS YOU WILL BE ABLE TO PROMOTE HEALTH AND SAFETY FOR EMPLOYEES RETURNING TO THE WORKPLACE:**

1. CREATE SAFETY PROTOCOLS/ GUIDELINES FOR EMPLOYEES
2. PREPARE BUILDING FOR SAFE RE-ENTRY
3. RELOCATION/RECONFIGURATION MANAGEMENT

# RETURN TO WORK PROCESS



1.

CREATE SAFETY  
PROTOCOLS/  
GUIDELINES FOR  
EMPLOYEES





### 1. PHASED RE-ENTRY

- ASSIGN SPECIFIC DESKS TO EMPLOYEES WHO WILL RETURN TO THE OFFICE AND IDENTIFY THOSE WHO WILL WORK REMOTELY
- CREATE ROTATIONAL SCHEDULES FOR IN-OFFICE EMPLOYEES & REMOTE WORKERS FOR ALTERNATING DAYS



### 2. REMOTE WORKING

- DEVELOP, IMPLEMENT, AND COMMUNICATE WORK FROM HOME POLICY
- ENHANCE TECHNOLOGY INFRASTRUCTURE TO ALLOW FOR VIRTUAL MEETINGS, IT SUPPORT, ETC.



### 3. EMPLOYEE SAFETY ETIQUETTE

- IMPLEMENT & REINFORCE GOOD HYGIENE PRACTICES
- FOOT TRAFFIC MANAGEMENT & WAYFINDING
- HEALTH AND SAFETY SIGNAGE
- INSTALL HANDS FREE/TOUCHLESS ITEMS

2.

PREPARE BUILDING  
FOR SAFE RE-ENTRY



COMPLETE A FULL DECONTAMINATION CLEANING,  
IN ACCORDANCE WITH APPROVED LOCAL  
HEALTHCARE CLEANING GUIDELINES, PRIOR TO  
EMPLOYEE RE-ENTRY



PROVIDE DISINFECTANT WIPES AND HAND  
SANITIZER TO BE PLACED THROUGHOUT THE  
OFFICE & BUILDING COMMON AREAS



CREATE A DECONTAMINATION PLAN TO  
SAFEGUARD AGAINST FUTURE OUTBREAKS



UPGRADE AIR FILTRATION SYSTEMS TO  
ENSURE PROPER AIR PURIFICATION AND  
SANITIZATION FOR HEATING/COOLING  
SYSTEM



IMPLEMENT UPGRADED JANITORIAL CLEANING  
PROTOCOLS & STANDARDS FOR ALL AREAS OF THE  
OFFICE AT REGULAR INTERVALS THROUGHOUT THE  
DAY

# FURNITURE PROCUREMENT



## Acrylic Workstation Screens

- Freestanding and no installation required



## Counter Guard

- Easy installation on any counter or table



## Plexiglass Counter Shield

- Light and mobile solution for Reception or Transactional areas



## Acrylic Floor Screens

- Freestanding
- Easy assembly/install

# PPE EQUIPMENT



## SaniStep

- Touchless dispensing with foot pedal
- Minimal installation
- Universal fit for 250-946 mL



## Medical Masks

- Filter Performance  
Bacterial and  
Particulate  $\geq 95\%$



## Infection Prevention Centers

- Freestanding or Mounted
- Single enclosure for dispensing sanitizer, masks and tissues
- Perfect for public waiting and reception areas



## IR Thermometer

- Measures in 1 Second
- Non-touch Forehead Measure
- FDA approved



# CUSTOM SIGNAGE

## NATURE SIGNAGE PACKAGE



## CLASSIC SIGNAGE PACKAGE









# 3. ONTARIO REAL ESTATE ASSOCIATION (OREA)







# RETURN TO WORK PLAN | LEGEND



## OFFICE

-  WELCOME SIGNAGE
-  TOUCHLESS DOOR OPERATOR
-  GUEST LOG BOOK (OFFICE)
-  PHYSICAL DISTANCING (WALL SIGN)
-  PHYSICAL DISTANCING (TABLE SIGN)
-  MAXIMUM ROOM/AREA OCCUPANCY SIGN









## OFFICE TRAFFIC

-  ONE WAY TRAFFIC (FLOOR SIGNAGE)
-  ONE WAY TRAFFIC (WALL SIGNAGE)
-  PLEASE WAIT HERE FOR AREA TO CLEAR (FLOOR SIGNAGE)
-  PLEASE WAIT HERE FACING FORWARD (FLOOR SIGNAGE)
-  PLEASE USE OTHER DOOR (IN ONLY)
-  PLEASE USE OTHER DOOR (OUT ONLY)

## WASHROOMS

-  MAXIMUM WASHROOM OCCUPANCY SIGN
-  CLEANLINESS LOG BOOK (WASHROOMS)
-  OCCUPIED/UNOCCUPIED SIGN (WASHROOMS)

## HEALTH & SAFETY

-  SANITIZATION STATION (HAND)
-  SANITIZATION STATION (SURFACE)
-  HAND WASHING STATION
-  ROOM/AREA USE INSTRUCTION (WALL SIGN)
-  BE MINDFUL (WALL SIGN)
-  CLEANLINESS LOG BOOK (OFFICE)
-  USED PPE DISPOSAL STATION
-  PPE AND SAFETY SUPPLIES STATION

# RETURN TO WORK PLAN | LEGEND



## FURNITURE



**GROUP A: STAFF OCCUPANCY (ALTERNATING)**



**GROUP B: STAFF OCCUPANCY (ALTERNATING)**



**FREE-STANDING/MOBILE WELLNESS SCREENS**



**ADD-ON WORKSTATION WELLNESS PARTITION SCREENS**



**TABLE-MOUNTED WELLNESS SCREEN**



**FURNITURE/AREA NO LONGER IN USE**



**SEAT NO LONGER IN USE**



**EXISTING FURNITURE TO BE REMOVED (TO STORAGE)**



**EXISTING COMMON AREA AVAILABLE SEAT**



**RELOCATED EXISTING AVAILABLE SEAT**

## SITE SPECIFIC GUIDELINES

### STAIRWELL



**ONE WAY STAIRWELL TRAFFIC (FLOOR SIGNAGE)**



**ONE WAY STAIRWELL TRAFFIC (WALL SIGNAGE)**



**AVOID THE WAIT STAIR SIGNAGE (GENERAL)**



**AVOID THE WAIT STAIR SIGNAGE (USE THIS STAIR)**

### ELEVATOR

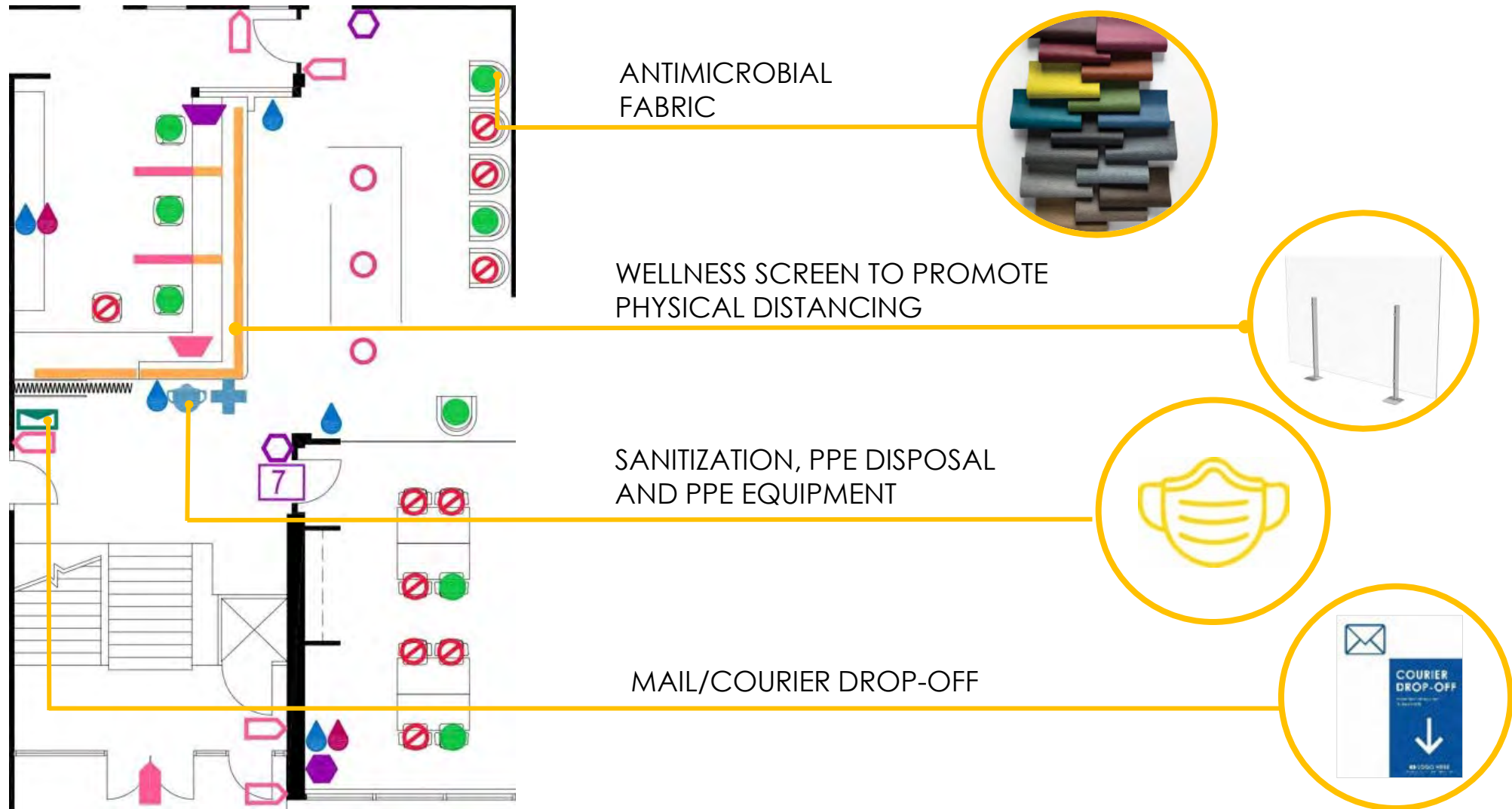


**ELEVATOR SAFETY SIGNAGE**



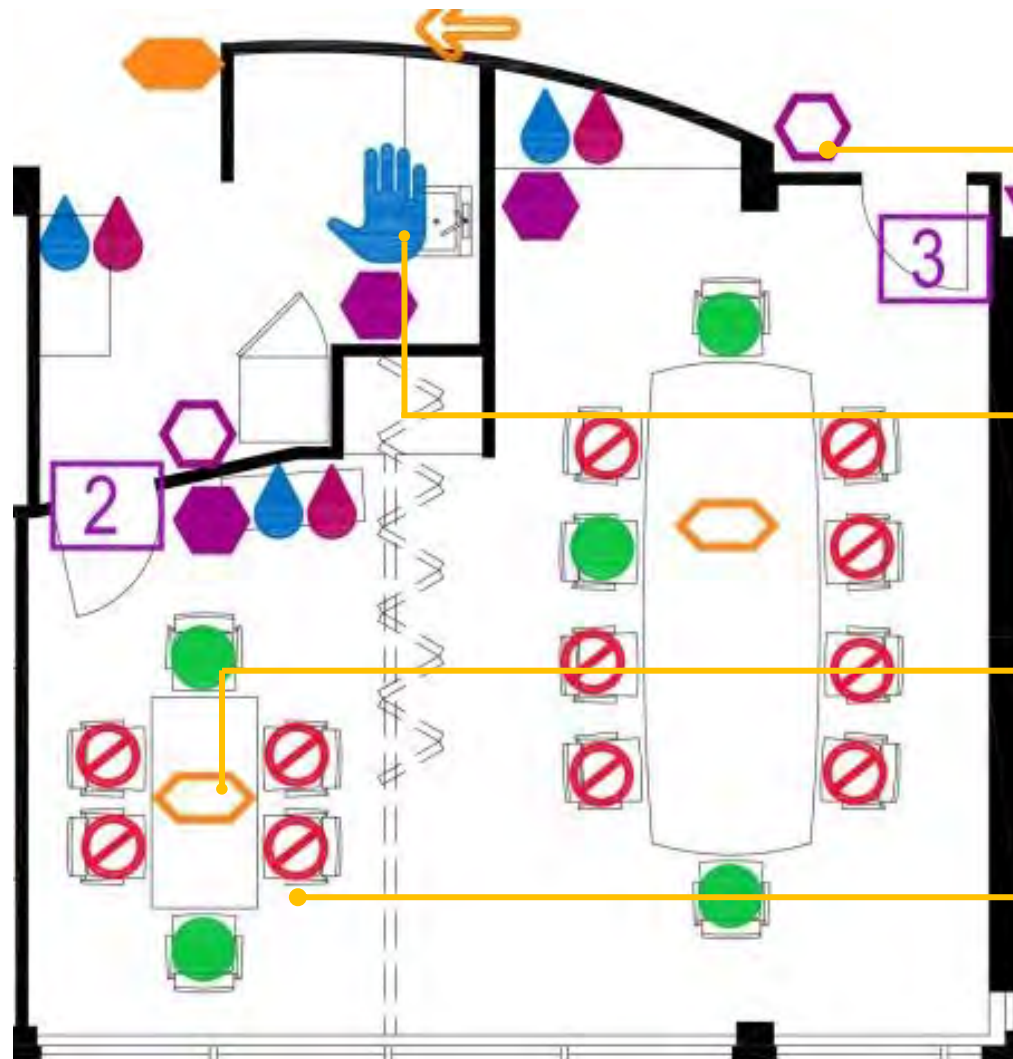
**ELEVATOR OCCUPANCY**

# RECEPTION





# COLLABORATIVE/MEETING AREAS



ROOM SAFETY  
INSTRUCTIONS



HAND WASHING STATION



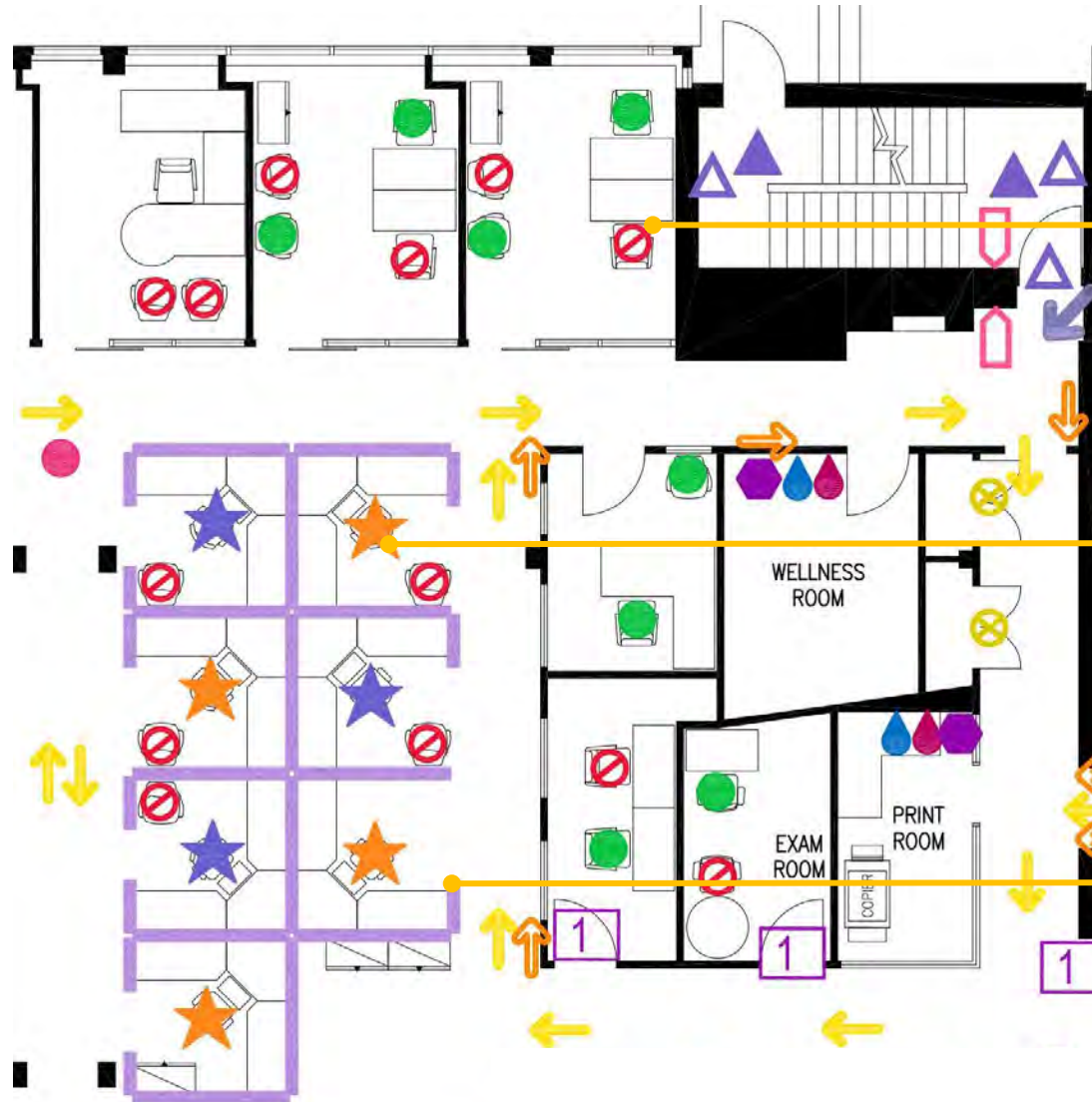
SOCIAL DISTANCING  
TABLE SIGNAGE



LOWER DENSITY SEATING



# OPEN WORKSTATION AREA



FURNITURE NOT IN USE



IDENTIFY THOSE WHO WILL WORK REMOTELY VS IN OFFICE

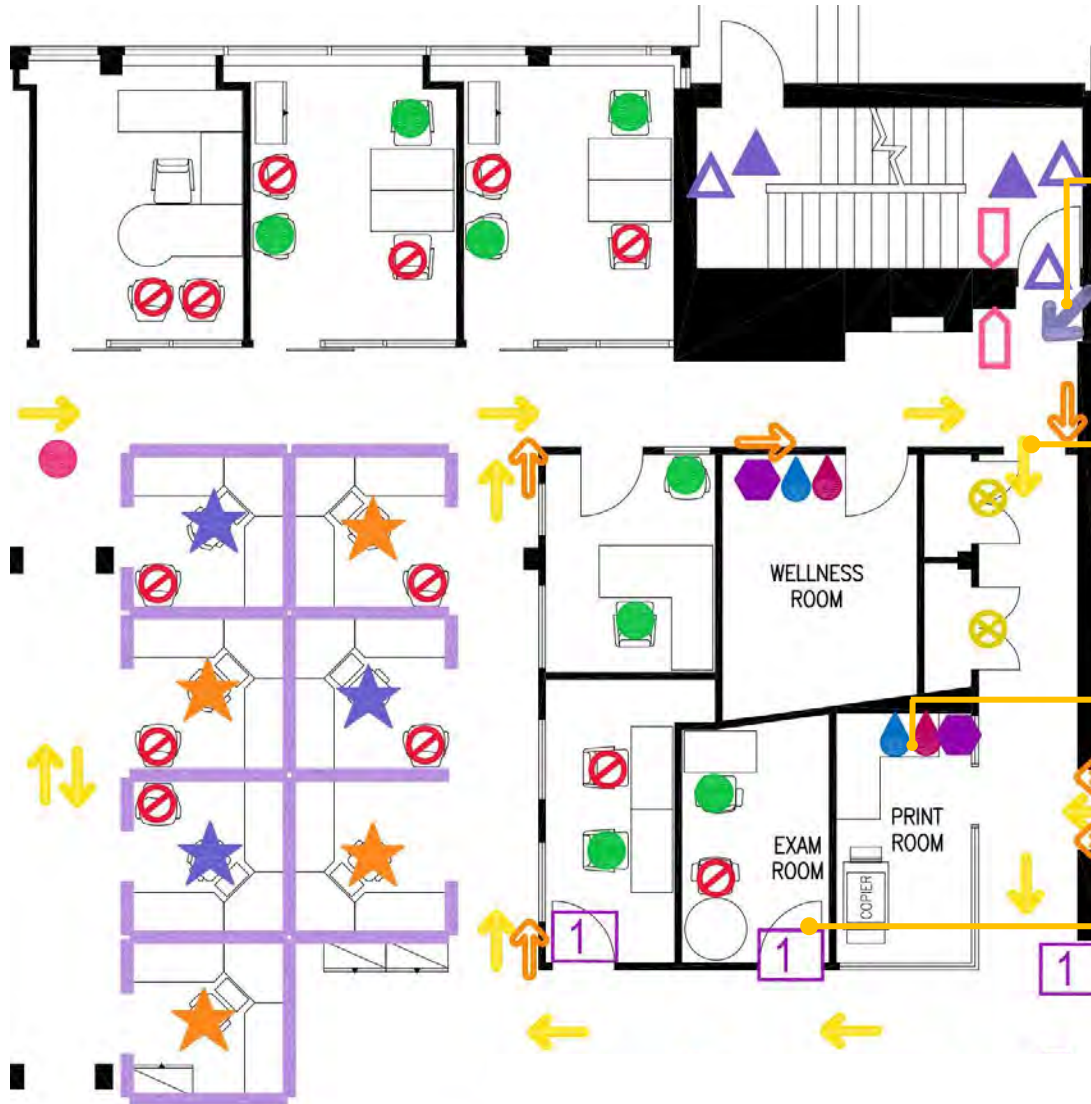
LEGEND:

- ★ **GROUP A**  
MON/WED/FRI
- ★ **GROUP B**  
TUES/THURS

WELLNESS SCREENS



# OPEN WORKSTATION AREA



STAIRWELL  
WAYFINDING



CIRCULATION/ WAYFINDING  
MANAGEMENT



HAND & SURFACE  
SANITIZATION STATIONS

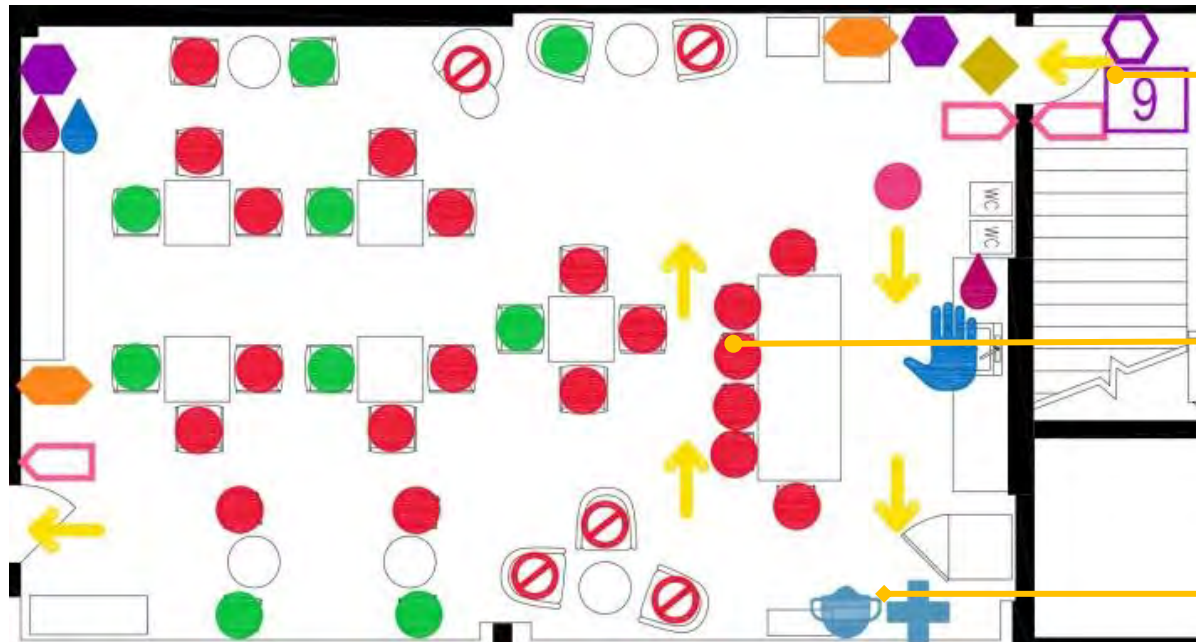


OCCUPANCY MANAGEMENT





# LUNCHROOM/ SERVERY



CIRCULATION  
MANAGEMENT



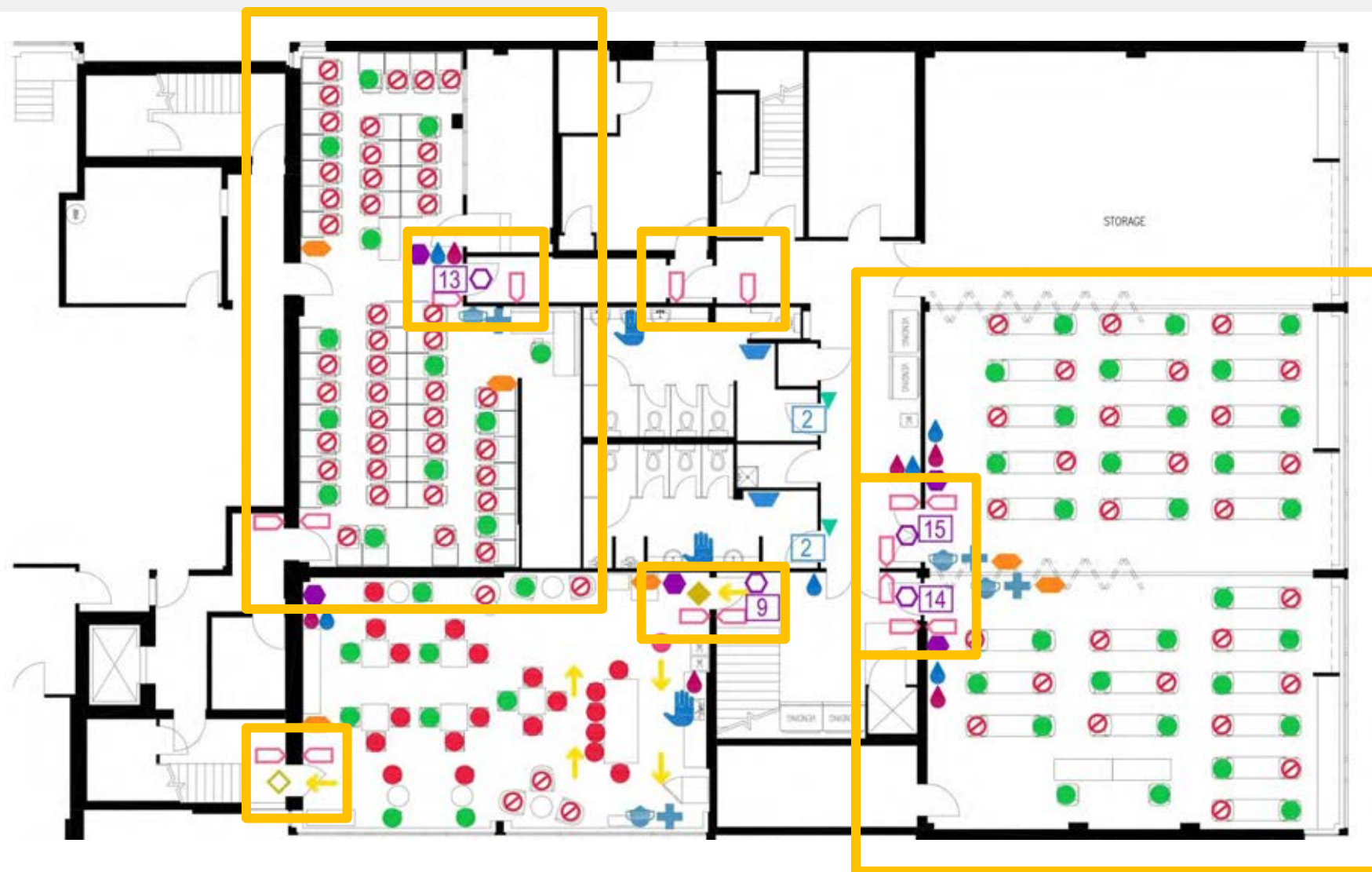
LIMITED/ LOW DENSITY SEATING



HANDS-FREE  
PPE DISPOSAL BIN



# PLAN | FIRST FLOOR

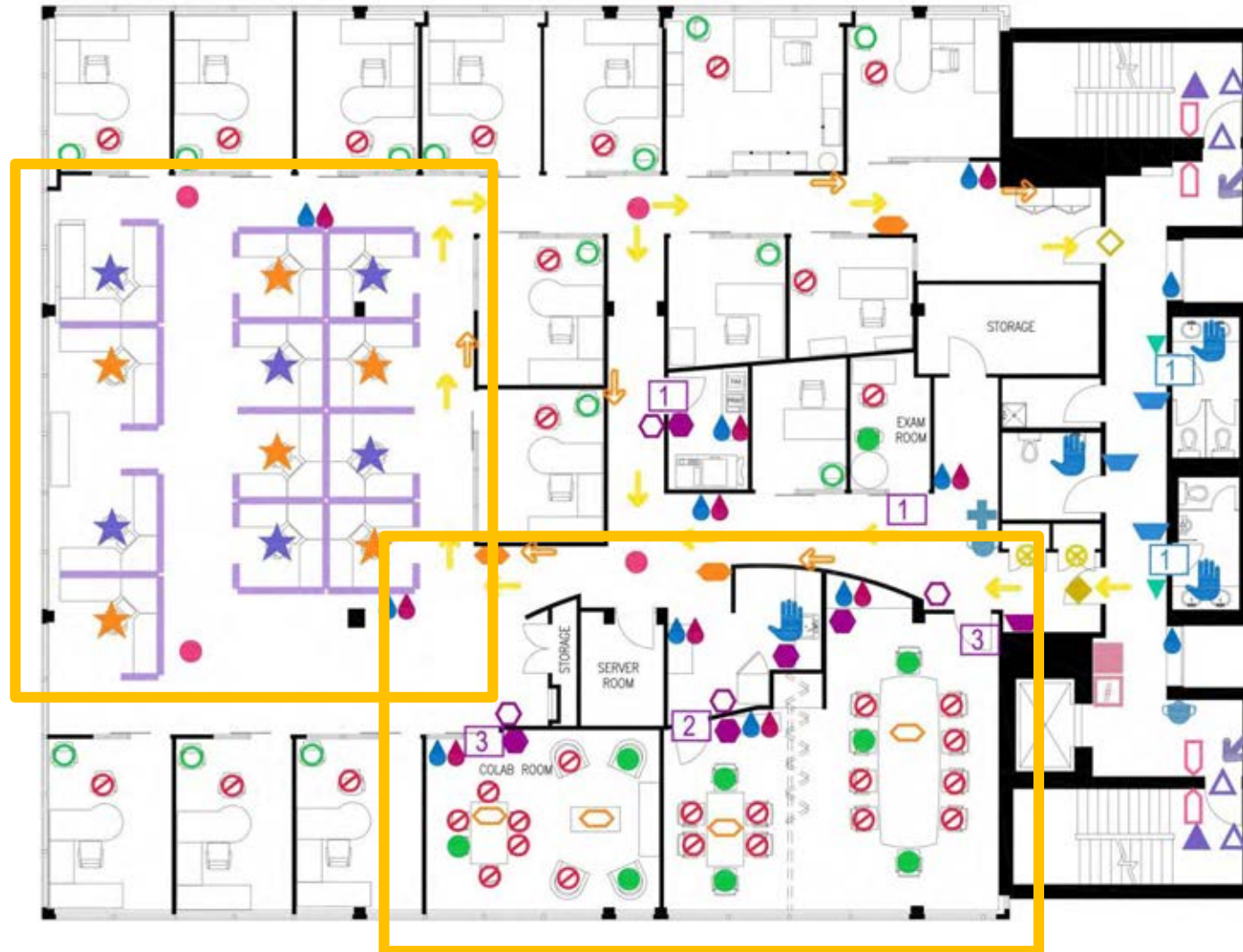




# PLAN | SECOND FLOOR



# PLAN | THIRD FLOOR



# PLAN | *FOURTH FLOOR*





# DESIGN CONSIDERATIONS



DESIGN CONSIDERATIONS



APPROPRIATE MATERIAL  
CHOICES



# HELPING YOUR TEAM GET BACK TO YOUR **WORKPLACE SAFELY**



Planning • Design • Furniture • Project Management