

BE SAFE ★
CHICAGO ★



Be Safe.

Residential Buildings

Be Safe. Residential Buildings

What's in this guide?



Gradually Resume
(Phase IV)

Cautiously reopening Chicago requires:

Healthy interactions

Social distancing



Limitations on physical distance to other individuals

Gathering size



Limitations on gatherings of individuals

Protective gear



Use of protective gear by individuals

Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

Safe spaces & conditions

Entry access



Entry/exit condition for access to space

Cleaning standards



Actions taken to disinfect space

Visual guidance



Hygiene resources and guidance posted in space

Workplace conditions



Evaluation of foot traffic, ventilation, etc.

Operational resilience & monitoring

Flexible models



Flexibility with sick leave, remote work (when possible)

Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

Travel guidelines



Restriction of movement of people between locations

Testing / tracking



Facilitation of testing and tracking



Practice social distancing

- Separate work stations to at least 6 ft apart in management and leasing office staff spaces
- Practice social distancing in common areas (lobby, hallways, elevator, stairwells, mailroom) and when entering or exiting the building and laundry room



Limit gatherings of individuals to no more than 50 people in common areas and amenity spaces

- Amenities include conference rooms, tenant lounges, and club houses / game rooms
- Where feasible, establish use by appointment for common spaces
- Limit capacity in common areas to no more than 25% for indoor spaces or activities, while ensuring social distancing



Protective
gear

PPE required by all in common areas; employers must provide proper gear to staff

- In any outdoor and indoor common spaces (not including private households), face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- Provide proper gear to employees and maintenance staff including masks, gloves for cleaning, booties, safety glasses, as appropriate



Hygiene
req's

Provide ample sanitizer and tissue, and train staff on new procedures

- Promote respiratory and hand hygiene (e.g., handwashing) for staff and residents
- Provide hand sanitizer stations and tissues in common areas
- Encourage employees to complete health and safety training related to COVID-19



Limit interpersonal interactions at access and choke points

- Re-open amenities with adjusted hours and occupancy limits
- Access to fitness centers and other building amenities shall be available in accordance with the relevant industry guidelines (e.g., Health and Fitness for fitness centers)
- Promote practice of contactless delivery of packages and food (e.g., self-service package rooms)
- If available, restrict or schedule times when packages can be picked up by resident
- Optimize elevator occupancy, utilize floor markings and/or signage, and minimize the size of gatherings in elevator lobbies and other public areas when practicable. Consider additional options for visitors, such as making service elevators available to more vulnerable populations, as able. As noted under “Protective gear” above, face coverings must be worn in any indoor common spaces (e.g., in elevators or elevator lobbies).
- Make building stairwells available, subject to applicable fire and life safety codes and security considerations
- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Prior to entering establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)

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Safe spaces & working conditions



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Maintain rigorous cleaning requirements

- Clean office and common area touchpoints multiple times per day
- Clean all frequently touched surfaces such as door handles, stairway railings, elevator buttons, reception desks and laundry room equipment, including lobbies, elevators, laundry rooms, and stairwells
- Resume in-unit maintenance with advance notice and while residents are not in their unit (if possible)



Post guidelines and new operating procedures for residents and staff

- Post visual guidance to promote social distancing, [CDC guidelines](#), and health hygiene
- Increase use of signage clarifying policies and procedures throughout all spaces (especially at any ingress/egress points of the building)

- Recommended guidance -



Optimize workplace conditions and set-up to promote limited interactions

- Open leasing office with expanded hours; appointments preferred
- Allow indoor private pools to reopen at 25%, and outdoor private pools to reopen at 50% capacity; PPE not required while individuals are in the pool if practicing social distancing
- Showings for vacant and occupied units are allowed in accordance with Illinois Department of Financial and Professional Regulation guidelines
- Arrange furniture/workstations 6 ft. apart
- Use barriers between work stations (if <6 ft. apart) or at check-in desk, if available and practical
- Consider removing, disabling or spacing furniture, fixtures and other infrastructure elements in high density environments, including shared workspace
- Establish move-in processes that supports social distancing, PPE requirements; move-ins by appointment only with limited number of move-ins per day
- Follow [CDC guidelines](#) for air flow and ventilation



Provide ample opportunities for flexible working models, where appropriate

- Encourage adoption of flexible working models, including work from home strategies and partial-capacity office densities
- Encourage adoption of phased workdays/workweeks to reduce in-office space occupancy
- Encourage policies to minimize non-essential utilization of public in-building infrastructure, including all vertical transportation systems, common areas, and emergency stairwells
- Ensure utilization of stairwells do not violate fire code and emergency code requirements



Remove personal contact in common areas

- Consider minimizing in-the-workplace staffing volumes and staffing overlap via flexible/phased scheduling, in-office employee traffic routing and physical safeguarding infrastructure
- Minimize human contact for mail and package distribution (while limiting impact to chain of control/custody practices), and if available, provide proper PPE to employees handling mail



Encourage cautious use of public transport by staff

- Encourage cautious travel via public mass transit systems, including publicly accessible airports and train stations, with full adoption of social distancing and required PPE
- Limit shared travel of personnel between buildings of the same management company



Testing/
Tracking

Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee who has had close contact with a co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH (note: for residents, follow CDPH COVID-19 Guidance for Multifamily Residential Buildings)
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak



Glossary

Gathering: A group of individuals outside a single household who are part of a spontaneous or planned event convening for more than ten minutes

Handwashing: The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

Social distancing: The physical spacing of at least six feet between individuals, or groups of individuals.

PPE: Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

Self-screening sample questionnaire

Self-screening: A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?



General workplace guidance

National resources for further guidance

CDC – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

CDC – *Guidance for Businesses and Workplaces*
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

OSHA *Guidance on Preparing Workplaces for COVID-19:*
<https://www.osha.gov/Publications/OSHA3990.pdf>

Building Owners and Managers Association International – BOMA
International's Coronavirus Resource Center:
<https://www.boma.org/coronavirus>

National Association of Realtors – Coronavirus: A Guide for Realtors:
<https://www.nar.realtor/coronavirus-a-guide-for-realtors>

JLL – COVID 19 Resources for Real Estate:
<https://www.us.jll.com/en/coronavirus-resources>

National Apartment Association – COVID 19 Resources :
<https://www.naahq.org/coronavirus-guidance>

Building guidance

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