Pathway Back to Work

SITE OPENING CHECKLIST

BOMA Canada

Building Operations

Thermal Imaging

	YES	NO	N/A	Comments
Are you planning to conduct thermal imaging?	☐	☐	☐	*See Guide, page 8.*
Have you solicited medical, public health, legal and other professional advice to ensure the program is appropriate and complies with applicable regulations?	☐	☐	☐	
Have you developed policies for your own employees in the event that tenants ask that these individuals submit to thermal imaging prior to entering into tenant spaces	☐	☐	☐	

Elevators, Escalators & Staircases

	YES	NO	N/A	Comments
Has the Site assessed the cleaning interval appropriate to elevators (hourly etc.)	☐	☐	☐	*See Guide, page 9.*
Will Site elevator lobbies and tight hallways be one-way or have stanchions or dividers to avoid cross traffic?	☐	☐	☐	
Have hand sanitizers been installed in elevators?	☐	☐	☐	
Has the facility determined the maximum capacity for elevators?	☐	☐	☐	
Has the facility developed protocols for stairwells?	☐	☐	☐	*Note: Where possible, consider one staircase for upward travel and another for downward travel to avoid cross traffic but take care to abide by fire code.*
Has the facility created dedicated "exit" and "entry" doors?	☐	☐	☐	
Has the facility installed instructional signage displaying healthy elevator use protocols including passenger limits and respecting designated passenger areas in each elevator?	☐	☐	☐	

Elevators, Escalators & Staircases – cont'd

	YES	NO	N/A	Comments
Has the facility marked areas in elevators with signage/decals showing designated standing area if more than one person in car?	☐	☐	☐	
Has the facility considered options to install clear plastic cover over buttons for ease of cleaning or remove regularly with peel and stick options (but take care not to cover braille numbering/lettering)?	☐	☐	☐	
If applicable, has the site marked escalator spacing either indicated on steps or handrails?	☐	☐	☐	
Has the facility provided wayfinding signage for staircase use?	☐	☐	☐	

Lobby Control & People Management

	YES	NO	N/A	Comments
Has the facility removed or adjusted group seating areas or designated physical distance parameters?	☐	☐	☐	*See Guide, page 11.*
Has the facility removed all water coolers or other such items?	☐	☐	☐	
Is the concierge/security desk equipped to provide spray bottles with disinfectant visible at all times?	☐	☐	☐	
Has the facility installed plexiglass shield at concierge desk to prevent droplet spread?	☐	☐	☐	
Has the facility installed stanchions in pinch points to create an open space between lanes of pedestrian traffic moving in opposite directions?	☐	☐	☐	
Has the facility created procedures to meet the needs of those with disabilities?	☐	☐	☐	
Has the facility defined expectations with brief, easily read and situated signage in the lobby or entrance?	☐	☐	☐	

Lobby Control & People Management – cont'd

	YES	NO	N/A	Comments
Has the facility deployed floor decals and signage to orient movement within lobbies and hallways with particular attention to pinch points?	☐	☐	☐	
Has the facility posted signs near the elevators with respect to expectations of elevator use, number of people riding at same time, etc.?	☐	☐	☐	

Masks & Personal Protective Equipment

	YES	NO	N/A	Comments
Will the facility be providing non-medical masks to tenants, if available?	☐	☐	☐	*See Guide, page 12.*
Is the facility providing Health Canada-approved hand sanitizer dispensers at each entrance including parking garage and near elevators, restrooms, restaurants and/or food court, fitness facilities and in other high traffic areas of the building?	☐	☐	☐	
Is the facility providing separate touchless waste bins for PPE disposal?	☐	☐	☐	
Is the facility going to use disinfectant mats in entrances for shoes and boots?	☐	☐	☐	

Fire and Emergency

	YES	NO	N/A	Comments
Have you modified the Site fire/emergency plan to address social distancing and safe practices in the event of an evacuation of the building?	☐	☐	☐	*See Guide, page 13.*
Have you contacted the relevant authorities (chief fire official, local fire marshal) to see if they will review fire drill requirements?	☐	☐	☐	*Note: Fire and emergency drills are normal course for buildings and are typically obligations imposed by code and/or insurance. However, it is extremely difficult to maintain physical distancing during an evacuation and upon re-entry after an evacuation.*

Fire and Emergency – cont'd

	YES	NO	N/A	Comments
Are you establishing a coordinated process for directly communicating to tenant employees	☐	☐	☐	*Note: Every person in the building is a point of risk and you need to be able to communicate with them directly*

Washrooms

	YES	NO	N/A	Comments
Have you verified the cleaners have proper training and PPE	☐	☐	☐	*See Guide, page 14.*
Will the facility be removing or closing some urinals (out of service) to ensure safe distance is maintained?	☐	☐	☐	
Has the facility ensured wash basins are a safe distance from next wash station and/or nearest stall?	☐	☐	☐	
Has the facility ensured bathroom stalls are safely spaced?	☐	☐	☐	
Will the facility be providing dedicated garbage bins for disposal of masks?	☐	☐	☐	
Will the facility install automatic door openers, hands free openers or keep doors open where possible to maintain no touch?	☐	☐	☐	
Will the facility remove air hand dryers and install no touch paper towel dispensers and faucets/soap dispensers?	☐	☐	☐	
Will the facility remove drinking water fountains and bottle dispensers?	☐	☐	☐	
Has the facility developed a plan to address the needs of individuals of all physical abilities; ensure that handicap stalls etc. remain available for use and that code is met?	☐	☐	☐	*Note: This includes people who use wheelchairs and other mobility assistance devices, people who have limited or no vision, people who have limited or no hearing, etc.*
Will the facility provide wipes where washroom door operation requires touch with receptacle bins for used wipes (though also consider fire code with respect to the placement of such bins)?	☐	☐	☐	

Washrooms – cont'd	YES	NO	N/A	Comments
Has the facility installed signage to manage washroom line ups and/or encourage physical distancing	☐	☐	☐	
Has the facility applied decals on the floor in front of sinks and urinals?	☐	☐	☐	
Has the facility applied decals on the mirrors demonstrating proper had washing techniques (often provided by local public health authorities)?	☐	☐	☐	
Will the facility place occupied/unoccupied signage where there is a risk of close interaction at smaller washroom entrances?	☐	☐	☐	

Food Courts				
Does the facility have a food court?	☐	☐	☐	*See Guide, page 16.*
Has the facility provide touchless hand sanitizer stations in close proximity in the food court?	☐	☐	☐	
Will the facility limit, discourage or even eliminate seated eating and encouraging take out?	☐	☐	☐	
Has the facility arranged tables and chairs to maintain physical distancing protocols?	☐	☐	☐	
Has the facility removed larger tables to encourage fewer diners per table?	☐	☐	☐	
Will the facility remove permanently affixed tables and chairs where possible to encourage physical distancing?	☐	☐	☐	
Will the facility encourage delivery where possible versus pick-up or dine in?	☐	☐	☐	
will the facility ensure all waste and recycling from both retail outlets and common areas is picked up and transported to the loading dock by building staff wearing PPE and taking all precautions?	☐	☐	☐	

Food Courts – cont'd

	YES	NO	N/A	Comments
Has the facility provided clear signage where appropriate, e.g. "Line Starts Here" and floor decals to maintain physical distance for line-ups?	☐	☐	☐	
Will the facility use directional arrow decals to provide a system of one-way travel?	☐	☐	☐	
Will the facility use "restricted seating" signs on tables/ seating to prevent use?	☐	☐	☐	

Courier Deliveries, Mailrooms & Food Deliveries

	YES	NO	N/A	Comments
Has the facility develop routing instructions to avoid deliveries through employee or main entrances and instead route through areas that will minimize contact with the larger building population?	☐	☐	☐	*See Guide, page 17.*
Has the facility put a plan in place to schedule or stagger mail pickup?	☐	☐	☐	
Will the facility require delivery personnel to check in at security/concierge/loading dock facilities prior to accessing upper levels?	☐	☐	☐	
Will the facility require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE and in handwashing?	☐	☐	☐	
Will the facility implement internal courier operations and pick-up locations to reduce access requirements above common areas?	☐	☐	☐	
Will the facility encourage tenants to pick up meals in food courts and/or otherwise bring food in themselves?	☐	☐	☐	
Will the facility implement contactless delivery for building-operated courier services?	☐	☐	☐	
Has the facility installed signage/decals in/outside mailroom, loading docks and shipping explaining the new behavior?	☐	☐	☐	

Parking Lots, Bicycle Storage & Loading Docks

	YES	NO	N/A	Comments
Does the facility have Parking Lots, Bicycle Storage or Loading Docks?	☐	☐	☐	*See Guide, page 19.*
Has the facility prepared for increased motor vehicle and bicycle traffic in parking lots due to people not wanting to take public transit?	☐	☐	☐	
Has the facility provided sufficient and safe bicycle storage facilities ?	☐	☐	☐	
Has the facility implemented new protocols for vehicles arriving on site – both personal and commercial parking garages to minimize touch points?	☐	☐	☐	
Will the facility implement 24-hour delivery schedules to spread out deliveries while enabling adequate physical distancing?	☐	☐	☐	
Are loading dock workers and delivery personnel required to wear PPE particularly when physical distancing is not possible?	☐	☐	☐	
Will the facility schedule tenant access to pick-up facilities in advance to maximize ability to maintain physical distancing protocols?	☐	☐	☐	
Has the facility deployed specialized waste disposal receptacles for used PPE?	☐	☐	☐	
Will the facility reduce/eliminate forms and close contact interactions in loading dock procedures?	☐	☐	☐	
Has the facility installed signage with physical distancing and personal hygiene messages at loading docks and pick-up facilities?	☐	☐	☐	
Has the facility installed signage for specialized PPE disposal bins with key messages at loading docks and pick-up facilities?	☐	☐	☐	

Base Building Domestic Water System Safety

	YES	NO	N/A	Comments
Has the facility flushed domestic water systems and cleared the domestic water distribution system (pipes) of potentially stagnated water?	☐	☐	☐	*See Guide, page 19.*
Is the facility continuing to heat domestic hot water tanks to ensure legionella growth does not occur?	☐	☐	☐	*Reference: PSPC Building Water Systems Minimum Requirements*
In preparation for occupation, will the facility run cold and hot water on each floor separately for 5 minutes?	☐	☐	☐	*Reference: Potable Water Flushing Record Template*
In preparation for occupation, will the facility flush all toilets, urinals and showers to ensure the trap seal primers are provided with water for the floor drains, preventing flies or sewer odours?	☐	☐	☐	
In preparation for occupation, will the facility flush kitchen, slop sinks, etc.by running water for 5 minutes?	☐	☐	☐	
In preparation for occupation, will the facility inspect faucet aerators for cleanliness and replace if damaged or plugged?	☐	☐	☐	
In preparation for occupation, will the facility run cold water on each fountain for 5 minutes?	☐	☐	☐	
Will the facility be tracking your flushing schedule?	☐	☐	☐	*Reference: Potable Water Flushing Record Template*

Exterior/Interior Water Systems

	YES	NO	N/A	Comments
Does the facility have Exterior/Interior Fountains/Swimming Pools/Hot Tubs or a Cooling Tower?	☐	☐	☐	*See Guide, page 19.*
Is there a plan in place to either provide chemical treatment or drain water features (fountains, etc.) to prevent bacterial growth?	☐	☐	☐	
Is there a plan in place to periodically cycle any cooling towers that are temporarily shut down to ensure chemical treatment is maintained or to drain sumps to mitigate Legionella and other bacterial growth?	☐	☐	☐	*Note: Legionella grows best within a certain temperature range (25°C - 42°C) To keep water outside the range for Legionella growth, it is important to keep cold water cold and keep hot water hot*

Exterior/Interior Water Systems – cont'd

	YES	NO	N/A	Comments
Is there a plan in place to continue treatment of amenities such as swimming pools, hot tubs, etc.?	☐	☐	☐	
Has the facility contacted water treatment service providers to inspect and perform necessary tests?	☐	☐	☐	

Food Service Providers

	YES	NO	N/A	Comments
Does the facility have Food service providers (specifically kitchens equipped with grease interceptors/kitchen hoods)?	☐	☐	☐	*See Guide, page 20.*
Have the grease interceptors been cleaned?	☐	☐	☐	
Have the exhaust grease hood been cleaned; including clean or replace the filters and testing the system for proper exhausting?	☐	☐	☐	

Water System Safety Signage

	YES	NO	N/A	Comments
Has the facility installed the appropriate signage relating to water use by tenants (See BOMA Guide)?	☐	☐	☐	*See Guide, page 20.*

General Amenities

	YES	NO	N/A	Comments
Does the facility have General Building Amenities?	☐	☐	☐	*See Guide, page 21.*
Has the facility closed all/some building amenities, depending on risk profile	☐	☐	☐	
Has the facility provided a sufficient number of wall-mounted hand sanitizers in each amenity area?	☐	☐	☐	
Does the facility have a gym?	☐	☐	☐	
Has the facility determined a maximum number of people allowed in the gym?	☐	☐	☐	

General Amenities – cont'd

	YES	NO	N/A	Comments
Will the facility ensure locker rooms, showers, restrooms, conference rooms are disinfected regularly due to heavy usage?	☐	☐	☐	
Will the facility provide disinfectant wipes to wipe down gym equipment between users?	☐	☐	☐	
Will the facility require the use of masks in gyms?	☐	☐	☐	
Will the facility arrange equipment to promote physical distancing in gyms	☐	☐	☐	
Does the Facility have a shared conference room?	☐	☐	☐	
Has the facility determined a maximum number of people allowed in the conference room?	☐	☐	☐	
Has the facility arranged chairs in conference/meeting rooms to promote physical distancing?	☐	☐	☐	
Has the facility removed whiteboard pens and erasers in conference rooms (as they are high touch surfaces) and encouraged individuals to bring and manage their own?	☐	☐	☐	
Has the facility provided disposable wipes for the whiteboards?	☐	☐	☐	

Contact Tracing

	YES	NO	N/A	Comments
Have you developed a proceedure for contact tracing?	☐	☐	☐	*See Guide, page 22.*
If participating in contact tracing, have you reveiwed the BOMA Pathway Back to Work section to ensure you have addressed the wide range of considerations and requirements related to contact tracing?	☐	☐	☐	
If participating in contact tracing, have you posted appropriate notices conspicuously and/or consider tenant communications in elevator screens, through emails, etc.?	☐	☐	☐	*See Guide, page 23.*

Roadmap to Cleaning

Prepare Now

	YES	NO	N/A	Comments
Have you reviewed your stacking plans to anticipate how new traffic flow patterns and social distancing measures will impact you cleaning program and adjusted accordingly?	☐	☐	☐	*See Guide, page 27.*
Have you walked your space with your senior team and service provider to identify areas that need visual cleaning and cleaning-for-health to identify risks and priorities?	☐	☐	☐	
Have you talked to your tenants about the new cleaning program to ensure that you understand their visual cleaning and cleaning for health requirements?	☐	☐	☐	
Have you drafted a plan that captures your own priorities and those of your tenants?	☐	☐	☐	
Have you reviewed and adjusted your cleaning contract terms, specifications, quality assurance programs and costs with your cleaner?	☐	☐	☐	

Visual Cleaning

	YES	NO	N/A	Comments
Have you set visual cleaning standards and created a plan to spot clean when required (new work loading models) and do a periodic full-clean?	☐	☐	☐	*See Guide, page 27.*

Cleaning for Health

	YES	NO	N/A	Comments
Have you created a detailed touchpoint checklist to ensure successful Cleaning for Health, including door handles, touch screens, push plates, light switches, elevator buttons/handrails, washrooms (faucet levers, towel dispensers), food court trays, vending machines and more?	☐	☐	☐	*See Guide, page 27.*
Have you confirmed that your service provider has the right cleaning methodology for each surface?	☐	☐	☐	

Cleaning for Health – cont'd

	YES	NO	N/A	Comments
Has your service provider given you documentation confirming that their frontline workers have received the proper COVID-19 training?	☐	☐	☐	
Have you confirmed that your service provider is using the right chemicals and equipment to Clean for Health?	☐	☐	☐	
Have you determined and communicated with your service provider the minimum frequency touch points should be cleaned daily?	☐	☐	☐	
Have you modified your quality assurance systems to add Cleaning for Health metrics, with a focus on measurement by exception?	☐	☐	☐	
Will you or do you plan to ask you service provider for daily reports on suspected problem areas or locations that may have been missed?	☐	☐	☐	

Hygiene Testing

	YES	NO	N/A	Comments
Have you created a plan for ATP swab and Pathfinder imaging testing to demonstrate the effectiveness of your cleaning program in removing living organisms?	☐	☐	☐	*See Guide, page 28.*
Will you or do you plan to review the results with your service provider and if required, conduct a additional testing?	☐	☐	☐	

Suspected Case of Coronavirus

	YES	NO	N/A	Comments
Is there a plan in place to ensure immediate contact with your local Public Health Authority if a case of COVID-19 is suspected or confirmed in your building?	☐	☐	☐	*See Guide, page 29.*
Have you created provisions for a biohazard specialist to decontaminate impacted areas of the building if a case of COVID-19 is suspected or confirmed in your building? (NOTE: Do not use your regular cleaning crew to decontaminate a space that has had a case of coronavirus present)	☐	☐	☐	

	YES	NO	N/A	Comments

Communicate Often

Have you created a communications plan to build trust and comfort as people return to your facilities? Please review the BOMA Pathway Back to Work for guidance on what the plan should include.
☐ ☐ ☐ *See Guide, page 29.*

Cleaning Plans

Reoccupation Plan

Has the facility created a cleaning protocol for getting the building ready for re-occupation?
☐ ☐ ☐ *See Guide, page 30.*

Has the facility developed a plan that identifies what the "new normal" cleaning protocol looks like?
☐ ☐ ☐

Has the facility developed a process to demonstrate that the cleaning protocols have been respected?
☐ ☐ ☐

Has the facility developed a program to educate your occupants to facilitate trust and comfort in returning to work:?
☐ ☐ ☐

Disposal of PPE

Has the facility developed a comprehensive plan for disposing of PPE?
☐ ☐ ☐ *See Guide, page 31.*

Hand Sanitation Stations

Has the facility developed a comprehensive plan for placement of hand sanitation stations?
☐ ☐ ☐ *See Guide, page 32.*

Acquiring Sanitization Products	YES	NO	N/A	Comments
Does the facility have a plan in place to acquire sanitization products?	☐	☐	☐	*See Guide, page 33.*

HVAC, Ventilation & Filters	YES	NO	N/A	Comments
Has the facility developed a plan to address ventilation considerations in the building?	☐	☐	☐	*See Guide, page 34.*
Have you reviewed the BOMA Pathway Back to Work information on HEPA filters?	☐	☐	☐	

Security and Life Safety

Working with Security Firms

	YES	NO	N/A	Comments
Are your concierges clear they are not to not shake hands, carry parcels, open car doors, etc.?	☐	☐	☐	*See Guide, page 43.*
Does the concierge desks have a plexiglas partition installed to prevent spread of droplets?	☐	☐	☐	
Are security guards required to wear a mask at all times when approaching people?	☐	☐	☐	
Have you developed a policy as to whether a security officers are required to respond to loss prevention officer requests for assistance during arrests (particularly in retail settings)?	☐	☐	☐	
Are security guards trained on how to take precautions with respect to coronavirus when responding to medical emergencies?	☐	☐	☐	
Have you confirmed that your security companies are providing staff with PPE and that staff is trained in safe use and disposal of PPE?	☐	☐	☐	

Working with Security Firms - cont'd

	YES	NO	N/A	Comments
Have you confirmed your security staff have reviewed and will comply with this guide and/or your own Back to Work guide?	☐	☐	☐	
Have you confirmed how your security provider as to how their employees should engage with non-compliant visitors and that when close contact is unavoidable, security guards are properly outfitted with appropriate PPE	☐	☐	☐	
Have you created a policy on how security providers should respond to those in need of medical attention and in life safety emergencies such as fires and floods? Please refer to the BOMA Pathway Back to Work for guidance.	☐	☐	☐	
Have you reveiwed muster points to comply with physical distancing?	☐	☐	☐	

Notice of Facility Re-Opening

Tenant Communication

	YES	NO	N/A	Comments
Has a Tenant Reoccupation and Communication Plan been developed to send to tenant representatives when the government signals that reopening is approaching?	☐	☐	☐	*See Guide, page 47.*
Communication to tenants include that tenant employees must stay at home if they are feeling unwell?	☐	☐	☐	
Does your communication to tenants include that tenant employees must know the State/Provincial self isolation directives.	☐	☐	☐	
Has a letter been developed to articulate the new policies, procedures and guidelines applicable to the building on re-occupation?	☐	☐	☐	

Signage to Consider

	YES	NO	N/A	Comments
Have you installed ALL appropriate signage in the building to guide returning tenants on procedures and etiquette to be followed in the building?	☐	☐	☐	*See Guide, page 51*

Human Resources

Human Resources

	YES	NO	N/A	Comments
Have you reveiewed the Human resources section of the BOMA Pathway Back to Work with you Human Resources team and Senior Management to develop/modify policies and procedures to welcome back your own employees?	☐	☐	☐	*See Guide, page 53.*