

# SH4 – Support Community Immunity

## Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

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### WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy or operations schedule** to **reduce incidence of seasonal influenza (flu) and promote flu immunizations**.

This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

### HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
  - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
  - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
  - a. a letter from a hired professional outlining services provided
  - b. the project’s floor plans
  - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
  - a. highlight the sections relevant to WELL requirements
  - b. circle or add boxes around particular data
  - c. add notes to confirm WELL requirements
  - d. add labels to draw attention to particular sections
  - e. provide an explanation of the connection to WELL requirements using a different colored font
  - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
  - a. name the document using the WELL feature code
  - b. name the document using the WELL feature name

- ☐ c. name the document using the WELL document type
- ☐ 🔍 Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
  - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐ ⬆️ Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.

## 📄 **Feature Part Requirements**

### **For All Spaces**

*The project identifies an immunization relevant to the target population and implements an immunization program which includes the following:*

- a. *Makes the immunization available to regular occupants on at least an annual basis at no cost through either:*
  - 1. *An on-site clinic or program.*
  - 2. *An off-site clinic or program (e.g., free community clinic, access through health care providers) and, for employees (as applicable), paid time during the workday to receive the immunization.*
- b. *For employees, as applicable, at least one day of paid leave for recovery following immunization.*
- c. *A campaign that addresses the following:*
  - 1. *Provides regular occupants information on how the project facilitates immunization availability.*
  - 2. *Encourages or incentivizes, through monetary or non-monetary methods, regular occupants to receive the immunization.*
  - 3. *Educates regular occupants on the health reasons to receive the immunization.*



The below sample documentation is intended to provide guidance for creating an effective flu vaccine policy/ops schedule. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

## EXAMPLE DOCUMENT

Example for Feature Sections a1, b1 and b2

### [Company] Flu Immunization Policy

#### Location: [project address]

To reduce the incidence of seasonal influenza (flu) [Company] will provide free on-site flu immunizations and education on good health habits in an effort to increase immunization rates and reduce flu cases.

#### Free Annual On-Site Flu Immunization Clinic

All regular building occupants (i.e. individuals who spend min. 30 hrs/month across at least 5 days in the project boundary), are encouraged to receive a free flu immunization through our annual flu immunization clinic. The flu immunization clinic will be located in [room name/location] during the first three business days of [insert month] each year (at least one month in advance of peak local flu season and during the flu season). Clinic visits are expected to be scheduled during work hours.

#### Flu Immunization Education and Awareness

All regular building occupants are encouraged to participate to protect their overall health and well-being, as well as the health of [company's] community and families. A week before the clinic:

- ✓ Posters will be hung up in the front lobby, bathrooms and breakrooms advertising the benefits of receiving a flu immunization and promoting best practices for flu season including working from home when ill, sneezing into the elbow and washing hands frequently. Posters will be left up throughout flu season.
- ✓ A daily email will be sent out to eligible employees with a link to a sign-up sheet where participants can select flu immunization clinic timeslots, listing the benefits of a flu shot and encouraging participation. Reminder emails will be sent to each employee who has signed up 24 hours in advance of their clinic appointment.
  - a. In the event that rescheduling of an appointment is needed, please contact [name] in [department].
  - b. Participating employees are requested to arrive ten (10) minutes in advance of their timeslot to complete paperwork and to keep the clinic running on schedule.

## EXAMPLE DOCUMENT

Example for Feature Sections a2, b1 and b2

### [Company] Flu Immunization Policy

#### Location: [project address]

#### Free Flu Voucher Policy

To protect the overall health and well-being of our regular building occupants (i.e. individuals who spend min. 30 hrs/month across at least 5 days in the project boundary), and their families, [Company] offers free flu immunization vouchers to all full-time and part-time employees that can be used at these two local pharmacies: [pharmacy #1 name, location] and [pharmacy #2 name, location]. Employees can receive their immunizations during work hours and are encouraged to call ahead to schedule a time with the pharmacy to avoid long wait-times.

Vouchers will be distributed one month before peak flu season, as announced by the [name of local health authority]. Typically, this will be the [e.g. first week of November].

#### Flu Immunization Education and Awareness

During the full month of [e.g. November], flu prevention signage will be installed throughout the building, including on the screens in the cafeteria.

This will include posters from the local health authority the U.S. Centers for Disease Control, such as the examples below (<https://www.cdc.gov/flu/resource-center/freeresources/graphics/infographics.htm>). The signage will include best practices for handwashing, cough etiquette, staying home when sick and encouragement to use the flu vaccine vouchers.

**SICK WITH FLU? KNOW WHAT TO DO!**

Influenza (or flu) is a contagious respiratory illness caused by flu viruses. Most people with flu have mild illness and do not need medical care or antiviral drugs. If you get flu symptoms, in most cases, you should stay home and avoid contact with others except to get medical care.

**KNOW THE SYMPTOMS OF FLU**

Flu viruses can cause mild to severe illness, and at times can lead to death. The flu is different from a cold. The flu usually comes on suddenly.

People who have flu often feel some or all of these symptoms: Fever\* or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, fatigue (tiredness). Some people may have vomiting and diarrhea. This is more common in children.

\*It's important to note that not everyone with flu will have a fever.

**TAKE ANTIVIRAL DRUGS IF YOUR DOCTOR PRESCRIBES THEM!**

Antiviral drugs can be used to treat flu illness. Antiviral drugs can make illness milder and shorten the time you are sick. They also can prevent serious flu complications.

CDC recommends that antiviral drugs be used early to treat people who are very sick with the flu and people who get flu symptoms who are at high risk of serious flu complications, either because of their age or because they have a high risk medical condition.

**STAY HOME WHEN SICK**

When you are sick, limit contact with others as much as possible. Remember to cover your nose and mouth with a tissue when you cough or sneeze, and throw tissues in the trash after you use them. Stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities.

\*Your fever should be gone for 24 hours without the use of a fever-reducing medicine before resuming normal activities.

[www.cdc.gov/flu/takingcare.htm](http://www.cdc.gov/flu/takingcare.htm) #FIGHT FLU

**TAKE 3 ACTIONS TO FIGHT FLU**

Influenza (flu) is a contagious disease that can be serious. Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands to tens of thousands of people die from flu. CDC urges you to take the following actions to protect yourself and others from flu.

**GET YOURSELF AND YOUR FAMILY VACCINATED!**

A yearly flu vaccine is the first and most important step in protecting against flu viruses.

Everyone 6 months or older should get an annual flu vaccine. Protect Yourself. Protect Your Family. Get Vaccinated. #FightFlu

**STOP THE SPREAD**

Take everyday preventive actions to help stop the spread of flu viruses!

Avoid close contact with sick people, avoid touching your eyes, nose, and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).

**ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS**

Take antiviral drugs if your doctor prescribes them!

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.

[WWW.CDC.GOV/FLU](http://WWW.CDC.GOV/FLU) #FIGHT FLU

## TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.
  - If you have projects pursuing the rating together that are referencing different locations for flu clinics or locations where flu vouchers can be utilized, distinct documentation should be developed for each. Identify each of the specific projects by name (must match project names in WELL Online.)