

## Support Handwashing

WELL Health-Safety Rating™

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### HOW TO USE THIS DOCUMENT:

This document is intended to serve as a guide on how to create a project **policy and / or operations schedule** to **support of hygienic hand washing practices for all individuals**. This document is also intended to serve as guidance for on-site photographs to document this feature.

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 or designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation.

### FEATURE REQUIREMENTS:

*The project provides, at minimum, the following in all sinks where handwashing is expected (e.g., bathrooms, break rooms, food prep and wellness rooms):*

- a. *Fragrance-free liquid hand soap dispensed through one of the following:*
  - 1. *Sealed disposable dispensers equipped with soap cartridges.*
  - 2. *Dispensers with detachable and closed containers for soap refill. Soap containers must be washed and disinfected when emptied, before refilling.*
- b. *One of the following methods for hand drying:*
  - 1. *Fabric hand towel rolls with dispensers, with rolls replaced before reaching their end of service.*
  - 2. *Paper towels.*
  - 3. *Hand dryers equipped with a HEPA filter. Filter replacement and equipment maintenance are carried out per manufacturer's instructions. (NOTE: This method is not available for healthcare projects.)*
- c. *Signage displaying steps for proper hand washing.*

### WELL Core Guidance:

To earn this feature, the requirements should be met to the extent of developer buildout.

The below sample documentation is intended to provide guidance on best practices  
It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

## EXAMPLE DOCUMENT

### Support Handwashing Example for All Spaces

#### [Company] Handwashing Policy

**Location:** [project address]

The following policy has been adopted to support employee handwashing throughout [project] to reduce the incidence of gastrointestinal and respiratory diseases:

1. Handwashing stations are located at each [e.g. bathroom, pantry and janitorial sink area].
2. Fragrance-free handwashing soap is available at each handwashing station.
  - a. The soap dispensers are sealed disposable dispensers with soap cartridges to prevent bacterial growth.
3. At each handwashing station, there are either fabric hand towel rolls for hand drying (bathrooms) or paper towels (pantries and janitorial sink areas) for hand drying.
  - a. Fabric hand towel rolls are inspected daily by the cleaning support staff and replaced as necessary with clean rolls. Occupants can call facilities at [number] (clearly indicated on the towel roll dispenser) if a towel roll runs out mid-day for a replacement. Fabric hand towels are laundered by [company].
  - b. Paper towel dispensers are inspected daily by the cleaning support staff and refilled as needed. Occupants can call facilities at [number] (clearly indicated on the paper towel dispenser) if paper towels run out mid-day for a refill.
4. There is [handwashing signage](#) designed by the World Health Organization (WHO) installed at each handwashing station detailing best practices for robust handwashing:



## EXAMPLE DOCUMENT

### Support Handwashing Example for Commercial Kitchen Spaces & Dining Spaces

#### [Company] Handwashing Policy

**Location:** [project address]

The following policy has been adopted to support employee handwashing throughout [project] to reduce the incidence of gastrointestinal and respiratory diseases:

Signage is located at the entrance to the dining hall and kitchen directing employees and visitors to the nearest hand washing location. See attached Owner's Letter of Assurance and photographs of installed signs.

## PHOTOGRAPHIC GUIDANCE

When taking photographs to document this feature, follow the best management practices listed below:

### General Recommendations

1. Ensure that photos are taken in good light and focus so that WELL-relevant details are clearly legible.
2. Timestamp and geotag the photographs.
  - a. If using a smart phone to take photographs, there are free apps that allow geotagging. Search "GPS Map Camera" in the app store and options will appear.
3. Consider annotating photographs if WELL-relevant details may not be immediately obvious to the reviewer.

### Feature Specific Recommendations

1. Take a close-up photograph of:
  - a. An example of the directional signs to the nearest handwashing location.
  - b. Label each photograph with its location in the project (e.g. customer entrance to eating establishment, employee entrance to food prep area).

## TIPS FOR MULTIPLE LOCATIONS

- For multiple locations, this Policy and/or Operations Schedule is categorized as Shareable. It may be shared across multiple locations, as long as they all meet the strategies that are outlined in the document.
- Photographs are specific to individual locations and are not considered as Shareable.