

SE3 - Plan for Healthy Re-Entry

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q1-Q2 2024

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy to ready spaces for re-occupancy following situations requiring them to be vacant, taking into account necessary adjustments to policies, operations and protocols to support safer and healthier re-entry.**

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 boundary.

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 Q1 - Q2 2024 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

Projects establish a plan for re-entry into the project after or during an emergency (e.g., natural disaster, public health emergency) addressing at minimum the following:

- a. Consultation with regular occupants before and after re-entry to understand their needs and concerns related to re-entry.
- b. Safety, compliance and risk inspections of water, mechanical, electrical, ventilation and life safety systems, including necessary actions to restart building and facility systems after prolonged shutdown and approval or clearance for safe re-entry, as applicable.
- c. A list of roles for those who will be responsible for overseeing the re-entry plan. While roles and contact information should be made available to an organization's personnel, it is not necessary to include this information in the plan submitted for purposes of verifying this feature.
- d. Re-evaluation and adjustment (as needed) of human resources, workplace wellness and employee support policies and amenities (e.g., use of common areas and shared spaces like wellness rooms, food provision, physical activity programs) to support a safer and healthier re-entry.
- e. Policy to support phased re-entry (as needed) offering part-time options, work from home flexibility and/or flexible schedules for all employees (as feasible), particularly for parents and caregivers who may have specific dependencies (e.g., due to childcare closures or a sick family member) and vulnerable groups (e.g., people with disabilities or who may be particularly vulnerable to infectious disease).
- f. Re-evaluation and adjustment of facilities management policies and organizational protocols to support a safer and healthier re-entry, including but not limited to:
 - 1. Crowd management and spacing and physical distancing of individuals.
 - 2. Heightened security measures (e.g., screening, security personnel).
 - 3. Access to personal protective equipment (PPE).
 - 4. Additional sanitization supplies and other cleaning or maintenance protocols.
- g. Contingency planning and re-closure measures should the same hazard that forced initial closure re-occur.
- h. Frequent communications through multiple methods (e.g., emails, signage, trainings) to all relevant stakeholders, including (as applicable) employees, occupants, residents, facilities management team, contractors and community members, on: the re-entry plan; new or altered policies; operations and procedures; relevant local-, state-, national- or global-level re-entry guidelines and how the project will address occupant health and safety concerns.
- i. Evaluation and incorporation of re-entry guidelines (as available) provided by a relevant local-, regional- or global-level emergency response agency (e.g., WHO, government emergency management agency or equivalent) into the plan, and adherence to instructions provided by that agency during re-entry.



The below sample documentation is intended to provide guidance in creating an effective Plan for Healthy Re-Entry. 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 Part 1, a-i

It is standard procedure for the building management team at *[project]* to create a plan for healthy re-entry after each emergency resulting in the need to evacuate the building.

PLAN FOR HEALTHY RE-ENTRY:

Parties responsible for developing and administering this plan (*sub-part c*):

Role	Name (first_last)	Title	Contact Information	Responsibilities
<i>Ex: Plan Developer</i>	<i>Ex: John Smith</i>	<i>Ex: Risk Management Director</i>	REDACTED	<i>Ex: Developing plan, educating relevant parties on the plan</i>
<i>Ex: Communications Liaison</i>	<i>Ex: Jane Smith</i>	<i>Ex: Director of Communications</i>		<i>Ex: Administering all communication aspects of this plan</i>
<i>Ex: Facilities Assessor</i>	<i>Ex: Don Smith</i>	<i>Ex: Facilities Manager</i>		<i>Ex: Responsible for all facilities related portions of this plan</i>

Referenced guidelines (*sub-part i*):

The following guidelines have been incorporated and adhered to throughout this plan:

- World Health Organization - *[link]*
- *[Local municipality guidelines]* - *[link]*
- *[National guidelines]* - *[link]*

Communications protocols (sub-parts a and h):

Unless otherwise specified, all communications will originate from [name] [title] listed in the roles and responsibilities table above.

Communication Phase	Communication Type	Audience	Description
Before evacuation	Ex: In person meeting	Ex: All occupants	Ex: The [title] will meet with all regular occupants (including staff members and community members that use the conference room on Thursday nights) in advance of evacuating the building to discuss the plan for evacuating and ongoing communication during the evacuation period.
Before re-entry	Ex: Community videochat	Ex: All occupants	Ex: The [title] will email an invitation to all regular occupants of the building to participate in a community videochat. Occupants are encouraged to come prepared to voice their needs and concerns before returning to the premises.
Before re-entry	Ex: Email	Ex: All occupants	Ex: The [title] will send an updated set of policies and protocols that includes guidance on the current [hazard] and appropriate measures for when occupants return to the building, including protocols on phasing in.
Directly post re-entry	Ex: Community videochat	Ex: All occupants	Ex: The [title] will email an invitation to all occupants of the building to participate in a community videochat. Occupants are encouraged to come prepared to voice their needs and concerns directly after returning to the premises.
Throughout evacuation	Ex: Email	Ex: All occupants	Ex: The [title] will send weekly email updates to occupants that include new local guidelines, updated protocols, updated procedures, updates on potential re-entry date, and general updates on improvements to building to address the current hazard.
Immediately after evacuation	Ex: Signage	Ex: Anyone trying to enter the building	Ex: Signage will be displayed at all major entrances clarifying that the occupants are not currently allowed to enter the building due to safety concerns.

Building policy and protocol updates (sub-parts d and f):

Below is a list of building policy and protocols that have been reviewed, updated and redistributed by the base building in response to the recent evacuation event.

Name of Plan / Protocol	Reviewed and updated for the following:				Signature and Date
	Crowd management and spacing and physical distancing of individuals	Heightened security measures	Access to personal protective equipment (PPE)	Additional sanitization supplies and other cleaning or maintenance protocols	
Ex: Building safety guidelines	X	X	X	X	
Ex: Tenant guidelines	X	X	X	X	

Inspections and Start-Up Tasks *(sub-part b):*

Below are inspections and start up tasks required before the building will be suitable again for human occupancy. The building facilities team is responsible for completing these checklists, signing, and returning to the building management office before any occupants are permitted back into the building.

Inspection Required	Responsible Party	Date Complete	Signature
<i>Ex: Mold and mildew inspection – determine if any mold or mildew developed during the time the building was closed</i>	<i>Ex: Facilities team</i>	<i>Ex: August 25, 2020 (1 week before re-entry)</i>	<i>Ex: John Smith, 9/1/20</i>
<i>Ex: Conduct a full maintenance and systems check on elevator systems.</i>	<i>Ex: Facilities team</i>	<i>Ex: August 25, 2020 (1 week before re-entry)</i>	<i>Ex: John Smith, 9/1/20</i>
<i>Ex: Electrical safety checks</i>	<i>Ex: Facilities team and [company name] electrical contractor</i>	<i>Ex: August 26, 2020 (~1 week before re-entry)</i>	<i>Ex: John Smith, 9/1/20</i>
<i>Ex: Check emergency exits and means of escape from the building to ensure nothing became blocked during the building closure</i>	<i>Ex: Facilities team</i>	<i>Ex: August 25, 2020 (1 week before re-entry)</i>	<i>Ex: John Smith, 9/1/20</i>

Building Start-up Task	Responsible Party	Date Complete	Signature
<i>Ex: Water flush - run all drinking water dispensers in building for at least two minutes (first on hot and then on cold) and showers for at least 20 minutes on hot. Take appropriate safety precautions against potential Legionella exposure (in aerosols from flush).</i>	<i>Ex: Facilities team</i>	<i>Ex: September 1, 2020 (1 day before re-entry date)</i>	<i>Ex: John Smith, 9/1/20</i>
<i>Ex: Reconfirm supply chains for building supplies (e.g. toilet paper, soap, etc.) and PPE.</i>	<i>Ex: Operations team</i>	<i>Ex: August 18th, 2020 (2 weeks before re-entry)</i>	<i>Ex: Dave Smith, 8/29/20</i>
<i>Ex: Full building clean with disinfecting UVC wands.</i>	<i>Ex: Facilities team</i>	<i>Ex: August 31, 2020 (2 days before re-entry date)</i>	<i>Ex: John Smith, 9/1/20</i>
<i>Ex: Conduct an air flush.</i>	<i>Ex: Facilities team</i>	<i>Ex: August 25-September 1, 2020 (full week before re-entry)</i>	<i>Ex: John Smith, 9/1/20</i>

Policy to support phased re-entry for employees (sub-part e):

For direct employees of [company].

Employees will be permitted to work from home as many weekdays as necessary for up to [duration of time] after the re-entry date.

If an employee needs to extend this flexibility for reasons such as health concerns or a need to provide family care, they can speak with their direct supervisor to determine the best course of action moving forward. The following options are available:

1. Ability to continue to work virtually either full-time or part-time. This may include phased re-entry based on employee circumstances.
2. Flexible schedule (e.g. adjusting hours around family care needs).

Note: Tenants may wish to adopt this policy or a similar one for their employees.

Policy on contingency planning and re-closure measures for recurrence (sub-part g):

After an emergency evacuation event, the Emergency Response Team will conduct an analysis of the event and determine if any improvement updates need to be made to the procedure in the event that a re-closure is necessary. The analysis will include at minimum reviewing feedback, concerns and insights from occupants; facilities team feedback and lessons learned; and a consideration of new guidance from [local municipality] and [health organization].

If there is a recurrence of a hazard event that forced the initial closure, the building management team will email direct employees and primary tenant contacts with guidance for the secondary evacuation, emphasizing the updated procedures.

During the second period of the building being vacated, the Emergency Response Team will conduct an analysis of the initial re-entry procedure to determine if any improvement updates need to be made before the second re-entry occurs. Again, they will consider at minimum feedback, concerns and insights from occupants; facilities team feedback and lessons learned; and updates to guidance from [local municipality] and [health organization]. Once the re-entry procedure is updated, it will be emailed to direct employees and primary tenant contacts.

For questions on this process, please contact Emergency Response Team lead [name] at [number].

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be share across multiple projects, as long as they all meet the strategies that are outlined in the document.
 - Certain aspects of the plan (such as contacts and building specific start-up tasks) will likely need to be evaluated for each individual project location.