



Office Space and Shopping Centers

General Guidelines

(Effective June 1, 2020 at 12:01 AM)



The following guidelines are outlined within Miami-Dade County's Emergency Order 23-20 Amendment No. 1 for reopening certain retail and commercial establishments in Miami-Dade County.

To view the List of Establishments or to obtain a copy of the entire handbook, visit: <https://www.miamidade.gov/global/initiatives/coronavirus/emergency-orders.page>

For more information, call (305) 234-4262, email info@cutlerbay-fl.gov, or visit our website at www.cutlerbay-fl.gov

Color Identification System

The color flag identification system below will be used to communicate each day where we are on the continuum of the New Normal. Depending upon the situation, we may take intermediate steps between these phases, but knowing what color phase we are in will help you navigate your activities.

Color



Phase

Most stringent closures; only essential businesses open; social distancing and facial covering requirements in place



Parks and Open Spaces open; preparations taking place to reopen other sectors with strict capacity requirements in place; social distancing and facial covering requirements in place



Limited opening of non-essential businesses and other facilities; strict capacity requirements in place; social distancing and facial covering requirements in place

Current Phase: Yellow



More expansive opening of businesses and facilities; capacity requirements expanded; social distancing and facial covering requirements in place



New Normal is in place; all businesses and facilities open; social distancing and facial coverings encouraged

Initial Reopening Plan



The Yellow flag phase began on May 18, 2020 and allowed selected non-essential businesses to open with stringent capacity and safety rules in place. The guidebook now includes protocols for the reopening of beaches, hotels and other accommodations. Protocols for wellness facilities, including gyms, yoga studios and other facilities, as well as summer camps and entertainment venues will be released in the next edition with designated start dates.

While designated businesses are permitted to open, you are not required to open. Furthermore, if we experience a surge in cases, we may be required to return to the Orange flag phase. Should this happen, we will communicate this to the community with adequate time to prepare prior to the effective date.

As you prepare to reopen your establishment, please consider these examples of general safeguarding guidelines for reopening. All guidelines are categorized by workforce protection measures, employee protection measures, non-employee (or customer) protection measures, business process adaptations, employer-led public health interventions and industry-wide safeguards. This list is not intended to be all-inclusive, but rather examples of actions to be taken so that you may protect your employees and your customers. If a particular commercial establishment supports multiple business lines, only those permitted to operate may be opened in any particular phase. You may wish to enforce more stringent guidelines or procedures.

General Reopening Guidelines

- I. Workforce protection
 - a. **Facial coverings must be worn inside businesses and commercial establishments or wherever social distancing is not possible**
 - b. **Do not allow employees who have flu like symptoms to report to work for 14 days after the onset symptoms**
 - c. Provide or coordinate safe transportation to work allowing for social distancing
 - d. Allow for flexible schedules for childcare and sick time
 - e. Staggered breaks to reduce large group gatherings
 - f. **Install hand sanitizer at entry points and through site**

- II. Employee protection
 - a. **Enforce personal protective equipment (e.g., face masks, gloves)**
 - b. **Ensure employees (and customers) stay more than 6 feet apart (use visual markers to help with implementation)**
 - c. **Enhanced sanitization of all common areas / touch points (doors, stairwell handles, light switch, elevator switch, etc.)**
 - d. **Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment**

- III. Non-employee Protection
 - a. **Visually mark separation 6 ft. apart for areas where people would group (e.g., queues and elevators)**
 - b. Discourage entry to site of visitors and contractors, unless needed for operations
 - c. **Eliminate car valet services, unless self-parking is unavailable. Where self-parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.**
 - d. Set up self-checkout lines and contactless payments, as applicable

- IV. Business Process Adaptations
 - a. Upgrade/Install ventilation including HVAC filters per OSHA guidance
 - b. **Clean and disinfect bathrooms every two to three hours**
 - c. **Eliminate the use of common water fountains and interactive displays**
 - d. **Limit capacity of elevators to ensure social distancing**
 - e. Designate quarantine rooms for infected individuals and deep clean after use
 - f. Require non-core functions to work from home, as possible
 - g. Avoid meetings of more than 5 participants, encourage virtual meetings
 - h. Reduce seating in breakrooms / common areas to ensure minimum 6' physical distance. If not possible, close common areas
 - i. **Prior to re-open, flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**

- V. Employer-led public health interventions
 - a. **Post CDC signage in publicly trafficked locations emphasizing measures to “Stop the Spread of Germs” and to exercise social responsibility**
 - b. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID 19 issues**
 - c. Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible
 - d. Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)

- VI. Industry-wide Safeguards
 - a. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
 - b. Establish protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning)
 - c. Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
 - d. Post a contact email address and/or telephone number for employees /customers to contact if they have questions or concerns
 - e. **Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:**
 - i. **the time needed for staff who were in contact with the positive employee or contractor to be tested and cleared by a medical professional as being COVID-19 free and the establishment to be deep-santized;**
 - ii. **14 days from the date such employee or contractor was last on-site at such establishment, if deep-santization is not performed.**
 - f. **An establishment shall be deemed to have complied with the above if, after deepsantizing, employees who were in contact with the positive employee or contractor do not report to work for 14 days after the date the positive employee or contractor was last on-site**
 - g. **Where an establishment has multiple floors or structures or square footage of more than 10,000 feet, only those structures, floors or areas where the infected person was present are required to be sanitized as a condition of re-opening, and only those employees working in such structures, floors or areas must be tested. All employees who came into personal contact with the positive employee must be tested or, in the absence of a test, be excluded from the premises for 14 days after the date the positive employee was last onsite.**
 - h. **Under no circumstances shall an employee or contract who tested positive report to work at an establishment until that employee is cleared by a medical professional as being COVID-19 free.**

Office Space and Shopping Centers

- I. Workforce Protection
 - a. Prepare basic hygiene protocols to re-open areas that haven't been operated for a long time (HVAC filters, check for mold, flush plumbing and run water in sinks to eliminate stagnant water)
 - b. **Install hand sanitizing stations at entrances and in common areas**

- II. Employee Protection
 - a. **All visitors and tenants must sanitize hands at time of building entry and wear facial coverings while in the building**
 - b. **Offices with cubicles or open space designs must establish the minimum 6 feet of social distancing required; or install physical barriers between workstations (e.g., plexiglass partitions) to ensure distancing**
 - c. **Procure increased amounts of soap, hand sanitizer, cleaning materials and equipment**
 - d. **Call centers with multiple employees utilizing the same consoles must establish alpha/bravo shifts and clean and sanitize equipment between shifts**
 - e. To the extent possible, offices should stagger arrival times of employees, alternate employees coming to the office and encourage teleworking and digital communication

- III. Non-employee Protection
 - a. **All visitors and tenants must sanitize hands at time of building entry.**
 - b. **Place signs outside and inside the elevators and other common areas (e.g., restrooms, breakrooms) to summarize key messages: restrictions to capacity, distancing, use of facemasks**
 - c. **For medical offices, create separate entrances for those with medical issues**
 - d. **Play areas and gyms must be closed until such areas are open via Emergency Order declaration**

- IV. Business Process Adaptations
 - a. **Install CDC signage located at the entry, lobby/waiting area, elevators, escalators, restrooms, tenant entrances mandating social distancing and proper hand washing/sanitizing, over communicate the protocols throughout the building common areas**
 - b. **Install visual/physical markings on floor and areas to accomplish distancing, arrange waiting areas to allow for proper social distancing (e.g., for check-in and elevators)**
 - c. Distinguish between different types of buildings to determine occupancy, using space calculator to help ensure proper social distance while at desks. (e.g., go from 1 person per every 150 SF/change to 1 person per every 350 SF)
 - d. When possible, require tenants come to lobby to accept deliveries to limit use of elevators and stairs by visitors; establish a drop area for packages so that they may be disinfected and/or left undisturbed overnight before being handled

- e. **All building tenants and visitors must wear facial coverings while in the building**
- f. **Limit use of common conference rooms, lunch rooms and other common areas or schedule use to reduce gathering of large numbers of tenants or visitors**

- V. Employer-led public health interventions
 - a. Adjust ventilation per OSHA guidance

- VI. Industry-wide safeguards
 - a. Setup clear protocols based on Leading indicators (e.g., Thermometer temp spikes, thermal scanning spikes, increased absenteeism) and Lagging indicators (e.g., Staff health visits above pre-defined rate, community spread in retailer locale)
 - b. **Clean and sanitize all high touch surfaces in common areas, including railings, seats, ATMs, kiosks and elevator buttons every two to three hours; discontinue use of common drinking fountains**



	Yellow	Green	Blue
Workforce protection	<ul style="list-style-type: none"> a. Prepare basic hygiene protocols to re-open areas that haven't been operated for a long time (HVAC filters, check for mold, flush plumbing and run water in sinks to eliminate stagnant water) b. Install hand sanitizing stations at entrances and in common areas 		
Employee Protection	<ul style="list-style-type: none"> a. All visitors and tenants must sanitize hands at time of building entry and wear facial coverings while in the building b. Offices with cubicles or open space designs must establish the minimum 6 feet of social distancing required; or install physical barriers between workstations (e.g., plexiglass partitions) to ensure distancing c. Procure increased amounts of soap, hand sanitizer, cleaning materials and equipment d. Call centers with multiple employees utilizing the same consoles must establish alpha/bravo shifts and clean and sanitize equipment between shifts e. To the extent possible, offices should stagger arrival times of employees, alternate employees coming to the office and encourage teleworking and digital communication 		
Non-employee Protection	<ul style="list-style-type: none"> a. All visitors and tenants must sanitize hands at time of building entry. b. Place signs outside and inside the elevators and other common areas (e.g., restrooms, breakrooms) to summarize key messages: restrictions to capacity, distancing, use of facemasks c. For medical offices, create separate entrances for those with medical issues d. Play areas and gyms should be closed until such areas are open via Emergency Order declaration 		
Business Process adaptations	<ul style="list-style-type: none"> a. Install CDC signage located at the entry, lobby/waiting area, elevators, escalators, restrooms, tenant entrances mandating social distancing and proper hand washing/sanitizing, over communicate the protocols throughout the building common areas b. Install visual/physical markings on floor and areas to accomplish distancing, arrange waiting areas to allow for proper social distancing (e.g., for check-in and elevators) c. Distinguish between different types of buildings to determine occupancy, using space calculator to help ensure proper social distance while at desks. (e.g., go from 1 person per every 150 SF/change to 1 person per every 350 SF) d. When possible, require tenants come to lobby to accept deliveries to limit use of elevators and stairs by visitors; establish a drop area for packages so that they may be disinfected and/or left undisturbed overnight before being handled e. All building tenants and visitors must wear facial coverings while in the building f. Limit use of common conference rooms, lunch rooms and other common areas or schedule use to reduce gathering of large numbers of tenants or visitors 		
Employer-led public health interventions	<ul style="list-style-type: none"> a. Adjust ventilation per OSHA guidance 		
Industry-wide safeguards	<ul style="list-style-type: none"> a. Setup clear protocols based on Leading indicators (e.g., Thermometer temp spikes, thermal scanning spikes, increased absenteeism) and Lagging indicators (e.g., Staff health visits above pre-defined rate, community spread in retailer locale) b. Clean and sanitize all high touch surfaces in common areas, including railings, seats, ATMs, kiosks and elevator buttons every two to three hours; discontinue use of common drinking fountains 		