We have created the Duke Facilities Management Building Re-Opening Toolkit to assist our customers, Duke’s Return to the Workplace (RTW) coordinators and to be used in conjunction with Duke’s Guide for Returning to the Workplace.

Re-Opening Plan for University Buildings

Building Re-Opening FAQs

General Questions
Section 1: Cleaning & Disinfecting
Section 2: Preparing the Buildings
Section 3: Prepare the Grounds
Section 4: Support Distancing Space Layouts
Section 5: Oversight of Vendors & Contractors
Section 6: Customer/Occupant Responsibilities

Duke Facilities Management Two Week Countdown to Building Re-Opening Chart

Enhanced Cleaning Protocol for Touch Surfaces

Social Distance Signage, Sticker Usage Sheet and Online Sticker Order Form

General Guidelines for the Installation of Tents on Duke University’s Campus

Please note:

- Facilities Management has worked closely with Duke Occupational & Environmental Safety Office (OESO) to review the important factors in maintaining safe facilities, and to plan accordingly in developing the necessary protocols to re-open buildings once they have been approved for re-opening by Duke University administration.
- Also, Duke’s Facilities Management Department is operating with reduced staffing on campus. We will increase staffing as needed to support the re-opening of Duke’s facilities.
- These FAQs will be updated on an ongoing basis as needed.

Updated July 31, 2020
RE-OPENING PLAN FOR UNIVERSITY BUILDINGS

Like all individuals and organizations, Duke University has experienced a significant shift in operations over the past weeks and months related to the COVID-19 pandemic. As we work together to reopen University Buildings, Facilities Management remains dedicated to its mission of creating and maintaining Duke’s tomorrow, today. In re-opening buildings and facilities, safety will continue to be paramount.

Outlined below is an overview of our university building re-opening plan. The operations outlined here will be carried out by Duke Facilities Management in partnership with key stakeholders. We appreciate your patience and collaboration.

- Facilities Management staff will abide by the protocols for healthy working conditions and behaviors in accordance with Duke’s Guide for Returning to the Workplace and as developed and directed by OESO.
- Facilities management staff is currently working in a reduced staffing plan mode including rotating shifts, working remotely and will modify as building open.
- This plan will be monitored and updated as needed. Please check our website for plan updates and answers to FAQs.

CLEANING & DISINFECTING
Cleaning, disinfecting of spaces and ongoing enhanced cleaning
- Maintain cleaning and disinfecting practices in accordance with CDC & OESO approvals
- Perform cleaning of indoor spaces that have been unoccupied
- Perform routine clean and disinfecting of spaces that have been occupied
- Perform enhanced cleaning and disinfecting of frequently touched indoor surfaces
- Disinfect areas if possible cases arise, per direction from OESO and Employee Health
- Maintain routine cleaning practices of outdoor areas
- Perform routine cleaning of university labs* and provide cleaning supplies as available
- Provide breakrooms with cleaning products, as supplies allow
- Maintain hand-sanitizer stations at major building entrances, elevator stops and high-traffic areas

*Does not include SOM wet labs.

PREPARE THE BUILDINGS
Operational pre-return inspections, HVAC & mechanicals checks
- Ready building mechanical, electrical, plumbing and monitoring systems
  - Flush domestic water lines
  - Reset building temperatures and control systems
  - Install hand sanitizer stations in designated locations
- Perform necessary building inspections and repairs
- Ready central utility plants for increased building demand

PREPARE THE GROUNDS
Maintain safe, clean and healthy landscape and grounds
- Inspect areas around buildings for trash and debris and remove accordingly
- Ensure all building entrances and loading docks are clear of litter and debris
- Continue to mow lawns and fields
- Inspect parking lots and clear of litter and debris
- Maintain shrubs and flowers (in reduced number of locations)
- Continue tree management and care
- Maintain off-campus properties

SUPPORT DISTANCING SPACE LAYOUTS
Assist customer / occupant social distancing practices for decreasing density, adjusting traffic patterns
- Support facility space usage changes for social distancing in accordance with Duke’s Guide for Returning to the Workplace
- Assist customers in evaluating reduction in capacity of spaces — e.g., decreasing chairs in a conference room
- Provide necessary signage regarding the importance of social distancing, as needed

OVERSIGHT OF CONTRACTORS AND VENDORS
Campus building and maintenance contractors
- Engage contractors and vendors in back-to-work plan
- Ensure continued compliance by contractors of the on-campus work protocols for construction
- Ensure indoor and outdoor construction projects are being inspected by Facilities staff for compliance

CUSTOMER / OCCUPANT RESPONSIBILITIES
Recommended customer / occupant actions
- Review, share, and monitor compliance with Duke’s Guide for Returning to the Workplace
- Reconfigure indoor and outdoor spaces to allow for social distancing
- Assist in identifying high-use entrances and traffic areas
- Remove and/or clean high-touch shared tools such as computer keyboards, whiteboard markers, remote controls, etc.
- Assist in controlling the building entry points, including deliveries
- Comply with signage guidelines

Duke Facilities Management
Cleaning Supplies: (919) 613 - 0720
Distancing Support: (919) 660 - 1483
Other: Request a Service online or call (919) 684 - 2122
Building Re-Opening FAQs

GENERAL

When will my building be re-opened?

Buildings re-opening dates will be determined by Duke University administration. Facilities Management does not determine the order of building re-opening.

How long will it take to have my building re-opened, and what steps do I need to take?

There is a two-week timeline for Facilities Management to prepare the building for re-opening. Please refer to the Two-Week Re-Opening Building Task List for the detailed steps to be undertaken by both customers and Facilities Management prior to building re-opening.

1. CLEANING & DISINFECTING

1.01 What’s the difference between cleaning and disinfecting as well as routine versus enhanced cleaning?

Cleaning is defined as using soap and water to remove dirt and impurities.
Disinfecting is defined as killing germs on a surface.
Routine cleaning is defined as our standard cleaning and disinfecting process.
Enhanced cleaning is defined as disinfecting high-touch indoor surfaces in high-traffic areas that have been occupied. It has been outlined by OESO based on the CDC guidelines. Details are included in the document, Enhanced Cleaning for Touch Surfaces Protocol.

1.02 What cleaning and disinfecting will be performed by Duke Facilities Management?

In addition to routine cleaning, we will perform enhanced cleaning. Some routine cleaning tasks will be modified to accommodate the need for enhanced cleaning, and be focused on key spaces, such as classrooms and restrooms. It is likely that office cleaning tasks will be modified to accommodate the enhanced cleaning. Please refer to the details listed under Cleaning & Disinfecting in the Re-Opening Plan for University Buildings.

1.03 What about university classrooms?

All classrooms used during the day will be cleaned and disinfected once each day. The time of the routine clean will be determined by the class and housekeeping staff schedules. If time allows, based on the size of the classroom and availability of staff, some classrooms may receive additional cleaning during the day. Enhanced touch point cleaning of surfaces will continue during regular shifts by housekeepers. These efforts are focused in high traffic areas. Pending supply chain and the ability to procure them, cleaning and disinfecting supplies will be

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Building Re-Opening FAQs

made available for students and faculty to use as needed. Hand sanitizer stations will be provided near classrooms.

1.04 What supplies will Facilities Management provide for customers to clean and sanitize their buildings?

Facilities Management will provide customers with building hand sanitizer dispensers, as well as spray cleaner to clean surfaces in break rooms/lounges after use. The spray bottles will be given to the Duke Return to the Workplace (RTW) coordinators for placement around buildings. For spray bottles and sanitizer refills, please contact uevs@duke.edu or (919) 613-0720. Please note, disinfectant wipes are in short supply and may be provided on a limited basis.

1.05 Where are the hand-sanitizer dispensers that were installed in the restrooms?

Existing hand-sanitizer dispensers are being redeployed to building entrances and elevator areas as recommended by OESO, because they are not needed in areas where soap and water are available for proper hand-washing.

1.06 How will labs be cleaned?

Routine cleaning of university labs will be performed as requested by the department. Note that there are some labs where housekeeping staff is not allowed to enter. Please refer to the Cleaning & Disinfecting section on the Re-Opening Plan for University Buildings.

1.07 What happens when a possible case of COVID-19 has been identified in a building?

In accordance with Employee Occupational Health & Wellness (EOHW), all possible cases of COVID-19 are reported for contact-tracing.

1.08 Will we be provided with cleaner for sanitizing keyboards, mice, and other classroom items?

Facilities Management does not clean these items. Please either remove high-touch shared tools such as computer keyboards, whiteboard markers, remote controls, etc. or review the specs for a particular item to find a chemical that properly disinfects it or contact OIT for more information.

1.09 Should we disinfect furniture upholstery?

Facilities Management does not use any product specifically designed to treat upholstered furniture at this time. We, along with OESO, recommend that your group considers removing or replacing furniture with surfaces that can be easily disinfected, or closing off entire seating areas if possible.

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2. PREPARING THE BUILDINGS

2.01 Does anything need to be done to building HVAC systems?

Droplets are the primary method of COVID-19 transmission. Building HVAC systems are a low-risk method of transmission. Increasing outside air ventilation can only be done based on system type and outside conditions. The university has several different types of buildings, from modern buildings to older and smaller ones, like the houses on Campus Drive. Consequently, there are many different types of HVAC systems in the buildings. These systems include central air, fan-coil units and small split systems. In buildings with central air systems, Facilities uses the MERV 13 filter, which is recommended by ASHRAE. Where feasible, building ventilation rates will be increased when outside air conditions allow. Our building HVAC systems are maintained on preventative maintenance schedules. Prior to re-opening, building HVAC system controls will be reset to the normal operating settings for temperature and humidity, based on occupancy schedules. Best practices for preventing the spread of COVID-19 remain to practice social distancing, hand hygiene, universal masking and surface cleaning.

2.02 Does anything need to be done to clean or disinfect building plumbing systems?

Facilities Management has been flushing the water distribution lines, and flushing building water systems will be performed prior to occupancy. Please refer to our Re-Opening Plan for University Buildings and Two-Week Re-Opening Building Task List.

2.03 Who will provide and post building signage?

This is a shared responsibility. Duke Emergency Management has developed building signage for customers, available here. Facilities Management will post occupancy limit signs on elevators, water fountains and restrooms. Per department, building customers/occupants – in coordination with RTW coordinators – will be responsible for posting occupancy, social distancing and related signage in their respective buildings, based on the guidelines outlined in Duke’s Guide for Returning to the Workplace and Facilities Management social distance layout support (see 4.1). Additionally, Duke RTW coordinators can order stickers for social distancing here.

2.04 Will Facilities Management replace bathroom fixtures to automatic models?

At the guidance of OESO, Facilities Management will not replace faucets or paper towel dispensers. Please refer to the Duke’s Guide for Returning to the Workplace for proper hand-washing techniques.

2.05 Will Facilities Management remove or disable electric hand dryers in restrooms?
Building Re-Opening FAQs

In restrooms that have them, Facilities Management will place signage on electric hand dryers to indicate they are not to be used. Paper towels will be provided for drying hands after washing.

2.06 What is recommended for building water fountains and water bottle filling stations?

According to the CDC, there is no evidence suggesting you can be infected with COVID-19 through drinking water. Drinking fountains and water bottle refill stations on campus can remain open. However, we suggest they only be used for filling bottles and cups, rather than drinking directly from the fountain. Instructional signs will be installed at the water fountains and the bottle fill stations.

2.07 What if additional hand sanitizer dispensers are needed in my area or building?

As part of Duke’s Return to Campus framework, Facilities Management has installed hand-sanitizer stations at major building entrances, elevator stops and high-traffic areas — especially in areas proximate to classrooms. If you feel that additional sanitizer dispensers are required, and the area meets the criteria noted above, please direct requests to your unit’s Return to Work Coordinator.

3. PREPARE THE GROUNDS

3.01 Is there anything that needs to be done currently to prepare the campus grounds for building re-opening?

No. Grounds have been and are currently being maintained. Any grounds-related needs should be conveyed online through Request a Service, or by calling (919) 684-2122.

4. SUPPORT DISTANCING SPACE LAYOUTS

4.01 Should break rooms, kitchens, and/or common areas remain closed? Is that a department responsibility/decision?

Departments are responsible to determine the use of their space in compliance with Duke’s social distancing guidelines outlined in Duke’s Guide for Returning to the Workplace. Please refer to the Customer Responsibilities section on the Re-Opening Plan for University Buildings.

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4.02 What if we need assistance reconfiguring spaces for social distancing?
If assistance is needed to reconfigure building spaces to comply with the social distancing guidelines outlined in Duke’s Guide for Returning to the Workplace, please contact Adem Gusa in Facilities’ Office of Project Management at adem.gusa@duke.edu or (919) 660-1483.

4.03 Are shields (Plexiglas or similar material) recommended at counters or in classrooms?
These shields are not recommended because they do not reduce risk in any scientifically demonstrated way, or allow a reduced social-distance metric. Current recommend guidance continues to be social distancing of six feet, hand hygiene and universal masking.

4.04 How is maximum capacity for a restroom determined?
Maximum capacity for a restroom is equal to the number of sinks in that restroom.

4.05 Do we need to make stairs and hallways “one-way” for building traffic circulation?
Designating stairs and hallways should not be done for two reasons. (1) Building traffic is very low-risk for virus transmission, and (2) one-way directional designations may violate compliance with building fire codes.

4.06 Do departments have to move and store their furniture to allow for social distancing?
There is not requirement to store furniture. This should be assessed on a room-by-room basis. There are some rooms where the furniture can remain and be marked with the appropriate stickers (provided by Facilities), to indicate what can be used or where one can sit. Secondly, a department can look for storage within their building, such as empty offices or unused conference rooms into which they can move and store their furniture locally. Please remember that storage in hallways and stairwells is prohibited due to fire codes. Lastly, if moving and storage is needed off-campus, please contact Mary Crawford, Senior Director for Procurement & Supply Chain, at mary.b.crawford@duke.edu or (919) 613 - 8352.

4.07 Are foot-pull hardware devices installed on doors recommended?
No. The installation of foot pulls on doors is prohibited because they present potential physical safety issues for building occupants. Practicing proper hand hygiene remains the recommended virus-prevention protocol for shared spaces where touch surfaces are present.
5. OVERSIGHT OF VENDORS & CONTRACTORS

5.01 Has Facilities Management communicated COVID-19 work protocols with vendors and contractors?

Yes. Since the Duke’s COVID-19 response in March, Facilities Management has provided clear instructions to vendors and contractors regarding the required protocols for on-campus workers. These protocols are congruent with Duke’s Guide for Returning to the Workplace for symptom self-checks, hand-washing, masking and social distancing.

6. CUSTOMER / OCCUPANT RESPONSIBILITIES

6.01 What responsibilities exist for customers/occupant?

Customers/occupants are responsible complying with the practices and tasks outlined in Duke’s Guide for Returning to the Workplace and Facilities Management’s Re-Opening Plan for University Buildings.

6.02 How do I get face masks?

Mask orders will be placed by RTW coordinators only. The links to order masks have been provided in the Box materials for that group.
<table>
<thead>
<tr>
<th><strong>Week 1 Tasks</strong></th>
<th><strong>Week 2 Tasks</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine building areas to be used and strategies to decrease density</td>
<td>Provide disinfectant spray bottles to building RTW coordinators for distribution</td>
</tr>
<tr>
<td>Send out Qualtrics survey to RTW coordinators</td>
<td>Provide face coverings</td>
</tr>
</tbody>
</table>
| Fill out Qualtrics survey from Emergency Management:  
- Number of expected weekly employees in building  
- Number of face coverings needed for first two weeks | Flush all domestic water systems |
| Review and reset building systems for normal operation | Inspect building entrances and exterior areas for trash and debris |
| Provide building hand sanitizer stations at main entrances and elevators | Clean and disinfect interior areas |
| Clean and disinfect interior areas | Post remaining building signage - (FMD to post restrooms and elevators) |
| Notify facility contractors and vendors of upcoming change in status for building and re-emphasize compliance of contractor work protocols | Perform final pre-opening building inspection |

**Customer Task**

**Facilities Task**

**Emergency Management Task**
# Enhanced Cleaning Protocol for Touch Surfaces

For indoor spaces that have been *occupied* during the COVID-19 campus closure. Performed as recommended by OESO, two to three times daily, pending housekeeping shifts and building usage.

<table>
<thead>
<tr>
<th>Locations</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Rooms</td>
<td>Light switches (if manual)</td>
</tr>
<tr>
<td>Classrooms</td>
<td>• Exterior/interior doorknobs/push handles</td>
</tr>
<tr>
<td>Study Rooms</td>
<td>• Chairs/tables/counter tops</td>
</tr>
<tr>
<td>Student Lounges</td>
<td>• Exterior/interior glass windows on doors</td>
</tr>
<tr>
<td>Kitchen Areas</td>
<td>• Sink faucets and dispensers</td>
</tr>
<tr>
<td>Student Rooms</td>
<td>• Microwave handles and buttons</td>
</tr>
<tr>
<td>Breakrooms</td>
<td>• Refrigerator handles</td>
</tr>
<tr>
<td>Labs</td>
<td>• Drawer shelf handles and knobs</td>
</tr>
<tr>
<td>Shops</td>
<td>• Buttons on food/drink vending machines</td>
</tr>
<tr>
<td>Patient Rooms</td>
<td>• Exterior/interior glass windows on doors</td>
</tr>
<tr>
<td>Nursing Stations</td>
<td>• Exterior/interior doorknobs/push handles</td>
</tr>
<tr>
<td>Lactation Rooms</td>
<td>• Stall door handles and door locks</td>
</tr>
<tr>
<td>Breakrooms</td>
<td>• Countertops</td>
</tr>
<tr>
<td>• Light switches (if manual)</td>
<td>• Sink faucets/toilet fixtures/dispseners</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>• Exterior/interior doorknobs/push handles</td>
</tr>
<tr>
<td>Locker Rooms</td>
<td>• Stall door handles and door locks</td>
</tr>
<tr>
<td>• Light switches (if manual)</td>
<td>• Countertops</td>
</tr>
<tr>
<td>Corridors</td>
<td>• Sink faucets/toilet fixtures/dispseners</td>
</tr>
<tr>
<td>Common Areas</td>
<td>• Exterior/interior doorknobs/push handles</td>
</tr>
<tr>
<td>Entrance Ways</td>
<td>• Stall door handles and door locks</td>
</tr>
<tr>
<td>Staircases</td>
<td>• Countertops</td>
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<tr>
<td>• Buttons on food/drink vending machines</td>
<td>• Exterior/interior doorknobs/push handles</td>
</tr>
<tr>
<td>• Exterior/interior elevator buttons</td>
<td>• Exterior/interior handrails</td>
</tr>
<tr>
<td>• Exterior/interior glass windows on doors</td>
<td>• Water fountains</td>
</tr>
</tbody>
</table>
DU FMD Signage

Link to Order: https://duke.qualtrics.com/jfe/form/SV_4G6zrLKfBPwZ7hP

Check Circle
3” Removable Graphic
$ 0.95 each

X Circle
3” Removable Graphic
$ 0.95 each

Directional Circle 6”
Removable Graphic
$ 1.75 each

Footprint Circle
12” Removable Graphic
$ 4.95 each

Directional Arrow
16” × 6” Removable Graphic
$ 4.95 each

Stand Here Line
12” × 2” Removable Graphic
$ 1.95 each

6 ft distance
DISTANCING SIGNAGE · STICKER USAGE CUT SHEET · CONFERENCE ROOM

STICKER OPTIONS

DU FMD Signage

- Check Mark: 3" separation (approx.)
- Red X: 2" separation (approx.)
- White Arrow: 6ft distance

6ft distance

SAMPLE STICKER PLACEMENTS

CONFERENCE ROOM EXAMPLE

Link to Sticker Order: https://duke.qualtrics.com/jfe/form/SV_4G6zrLKfBPwZ7hP
DISTANCING SIGNAGE · STICKER USAGE CUT SHEET · BREAKROOM

STICKER OPTIONS

SAMPLE STICKER PLACEMENTS

BREAK ROOM EXAMPLE

Link to Sticker Order: https://duke.qualtrics.com/jfe/form/SV_4G6zrLKfBPwZ7hP
DISTANCING SIGNAGE · SAMPLE DISTANCING · CLASSROOMS

TABLE LAYOUT: 9 SEATS @ 6x6
TABLET-ARM LAYOUT: 16 SEATS @ 6x6
TIERED LAYOUT: 16 SEATS
This guide has been developed to provide information on considerations and impacts regarding the installation of tents on campus during the COVID-19 pandemic. This applies to tents scheduled to be installed for more than 14 days.

**TYPE & LOCATION:**

The type of tents available are depicted in the picture to the right. The tents will have a floor but no sidewalls, although screens are allowed. The tents must allow for proper airflow to minimize the transmission of the COVID-19 virus. Locations need to consider health and safety, pedestrian access and proper placement to avoid damaging underground utilities, facilities or landscaping.

The programmatic need and the siting for tent structures must be reviewed and approved by senior administration and Facilities Management prior to installation. All costs are to be covered by the schools and departments. High-visibility or sensitive locations, including but not limited to the lawns of Abele Quad, Alumni Center and East Campus Quad, are prohibited.

**TECHNICAL CONSIDERATIONS:**

**STRUCTURAL ANALYSIS** – Calculations must be provided by a licensed engineer to ensure that the structure is properly designed and anchored to avoid possibility of the tent being pulled from its anchors during high winds, or collapsing under the loads of rain or snow.

**EMERGENCY SERVICE ACCESSIBILITY** – Tents should be located to allow unobstructed access for emergency vehicles. Note that fire lanes must be maintained at all times as per requirements of local Fire codes. Driving lanes in parking lots must be maintained.

**ADA ACCESSIBILITY** – Tents should be placed at locations that will allow easy access for disabled users (i.e. hard and flat surfaces are preferable to limit the need to build sidewalks or ramps for access). Installation of sidewalks may be required to meet ADA codes.
UTILITY INFRASTRUCTURE – Tents should be located as close as possible to existing electrical infrastructure to allow access to power for the structure without the need for long runs of cabling. Generators will not be allowed, based on the duration of the time the tent is in place, as well as the noise and exhaust concerns. Facilities Management will provide consulting on a case-by-case basis to determine the cost and impact of providing electrical service.

LANDSCAPING – Tents should be located to avoid damage to landscaping. Removal of existing grass turf is required to install the flooring, and to avoid an unpleasant odor. Installation of an erosion-control system, or provisions for proper drainage, are to be included. A restoration plan must be provided to replace the landscaping after the tent is removed.

HVAC – The use of air conditioning within a tent is prohibited due to the difficulty and cost of providing a code required permanent high voltage power source, as well as the difficulty of maintaining a comfortable environment (humidity and air flow) within an uninsulated tent. To ensure air circulation, tents will not have sidewalls. Fans or spot coolers are allowed. OESO will assist with the placement of fans to ensure the airflow is optimized to reduce the chance of spreading COVID droplets around the tent. If there is a concern with the heat and humidity, OESO will be available to do a heat-stress evaluation for the personnel within the tents.

RESTROOM FACILITIES – Tents should be located within 100 feet of an existing building with restroom access, or a place to wash hands.

LIGHTING – Lighting inside the tent is optional, but may be provided by the tent vendor or a separate lighting consultant. Installation of exterior lighting may be required for safety and security.

OIT/AV – Internet coverage may not be available at all exterior locations of campus. Internet access must be reviewed on a case-by-case basis by OIT. The cabling required to provide AV services must also be reviewed on a case-by-case basis. Consideration should be given to security for AV equipment that may be left unattended in an open tent.

FURNITURE – Departments will be responsible for providing furniture within a tent, and the security thereof.

SOCIAL DISTANCING – All tents must be set up to meet social distancing requirements, including furniture spacing, signage, hand sanitizer stations, etc.

PERMITTING – Depending on the size of the tent, a permit may be needed from the Durham Fire Marshal.

SCHEDULE – Depending on current demand, tent vendors are typically able to provide common tent sizes within four to six weeks. Preparing the site and providing the utilities and other infrastructure can also take several weeks depending the scope of work.

Inquiries for tents can be directed to Facilities Management, Office of Project Management at 919-660-1471. A feasibility and siting evaluation will be conducted.