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.

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 mechanical checks

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 occupied/unoccupied)
- Maintain central utility plants

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 VENDORS & CONTRACTORS
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 responsibilities

- 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

- 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.

Contact Duke Facilities Management
Cleaning Supplies: (919) 613 - 0720
Distancing Support: (919) 660 - 1483
Other: Request a Service or call (919) 684 - 2122
We have created this Duke Facilities Management Building Re-Opening Toolkit to assist our customer and to be used in coordination with the Duke’s Guide for Returning to the Workplace.

The kit includes:

- Re-Opening Plan for University Buildings
- Building Re-Opening FAQs
- Two-Week Re-Opening Building Task List
- Enhanced Cleaning for Touch Surfaces Protocol

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.

**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**

1.1 How will my building be cleaned?

Refer to the details listed under *Cleaning & Disinfecting* in the Re-Opening Plan for University Buildings. The extent of cleaning will depend on the timing of the notice to re-open. Facilities needs time to call back staff, schedule and perform the cleaning.

1.2 What’s the difference between cleaning, routine cleaning and disinfecting and 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 surfaces.

1.3 What areas will be cleaned by Duke Facilities Management?

In addition to our pre-COVID-19 routine cleaning, we will perform the tasks outlined in the Enhanced Cleaning for Touch Surfaces Protocol. This protocol includes more-frequent cleaning and disinfecting of high-touch surfaces.

1.4 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 breakrooms/lounges after use. The spray bottles will be given to the Duke Return to Work (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 cannot be provided.

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

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

1.6 How will labs be cleaned?

Routine cleaning of university labs will be performed. Please refer to the *Cleaning & Disinfecting* section on the Re-Opening Plan for University Buildings.
2. **PREPARING THE BUILDINGS**

2.1 **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.

2.2 **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](#).

2.3 **Who will provide and post building signage?**

Duke Emergency Management has developed building signage for customers, available [here](#). Per department, building customers/occupants will be responsible to post occupancy, social distancing and related signage in their respective buildings, based on social the guidelines outlined in Duke’s Guide for Returning to the Workplace. Facilities Management will post occupancy limit signs on elevators and restrooms.

2.4 **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.

2.5 **Will Facilities Management remove or disable electric hand dryers in restrooms?**

The topic of hand dryers was reviewed by OESO, and there is no scientific evidence or direction not to use or to disable them at this time. In restrooms with hand dryers, Facilities Management will also provide paper towels.
3. **PREPARE THE GROUNDS**

3.1 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**

4.1 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](#).

4.2 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](mailto:adem.gusa@duke.edu) or (919) 660-1483.

5. **OVERSIGHT OF VENDORS & CONTRACTORS**

5.1 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**

6.1 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](#).
<table>
<thead>
<tr>
<th>Week 1 Tasks</th>
<th>Week 2 Tasks</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>
<tr>
<td>Fill out Qualtrics survey from Emergency Management:</td>
<td>Flush all domestic water systems</td>
</tr>
<tr>
<td>- Number of expected weekly employees in building</td>
<td></td>
</tr>
<tr>
<td>- Number of face coverings needed for first two weeks</td>
<td></td>
</tr>
<tr>
<td>Review and reset building systems for normal operation</td>
<td>Inspect building entrances and exterior areas for trash and debris</td>
</tr>
<tr>
<td>Provide building hand sanitizer stations at main entrances and elevators</td>
<td>Clean and disinfect interior areas</td>
</tr>
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<td>Post remaining building signage - (FMD to post restrooms and elevators)</td>
</tr>
<tr>
<td>Notify facility contractors and vendors of upcoming change in status for building and re-emphasize compliance of contractor work protocols</td>
<td>Perform final pre-opening building inspection</td>
</tr>
</tbody>
</table>

**Customer Task**

**Facilities Task**

**Emergency Management Task**

Updated May 18, 2020
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, per housekeeping shifts and building usage.

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