



# COVID-19 BUILDING OPERATIONS: TENANT HANDBOOK

---

Guidelines for Returning to the Building

**V.060120**

# TABLE OF CONTENTS

Our Commitment To You .....	2
Building Operations .....	4
Physical Distancing And Traffic Control .....	4
Building Floor Plans .....	4
Building Signage .....	5
Building Access Points .....	6
Lobby and Common Areas .....	7
Elevators.....	7
Stairwells And Corridors.....	8
Washrooms .....	8
Cleaning and Sanitation .....	8
Masks.....	9
Sanitizer Stations.....	9
Closure of amenities.....	9
Mechanical & Building Systems .....	9
Fire And Life Safety.....	10
Parking Operations.....	10
Management Protocols .....	11
Limiting In-Suite Visits during Business Hours .....	11
Personal Protective Equipment (PPE) .....	11
Electronic Work Order Submissions.....	12
Building Work/Construction .....	12
Tenant Guidelines .....	13
Public Health Guidelines .....	14
Covid-19 Positive Case Reporting .....	14
Patients and Visitors.....	14
Appointment Scheduling.....	14
Pre-Screening Patients .....	15
Managing Traffic Flow.....	15
Stay Home if Showing Symptoms (Tenants and Staff).....	15
Deliveries and Third-Party Tenant Contractors .....	15
Additional Cleaning .....	15
Welcoming Back Employees .....	16
FAQ.....	17
Appendix 1 – Building Floor Plan .....	20
Appendix 2 – Revised Cleaning Specifications.....	21
Appendix 3 - Examples of Building Posters and Decals .....	22
APPENDIX 4 - PPE Supplier: SourceOne Medical Supply .....	23





## WE LOOK FORWARD TO WELCOMING YOU BACK!

### OUR COMMITMENT TO YOU

As communities continue to recover from the COVID-19 pandemic and restrictions are gradually lifted, we are looking forward to seeing tenants and their employees return to the building (for those who temporarily closed their offices). As always, the safety and wellbeing of tenants and their employees, patients and visitors, and building staff is our top priority.

While we cannot expect a return to business as usual, as we all transition to a new normal we want you to feel confident returning to your workplace. We believe that by working together we can all do our part to keep the building safe for everybody.



## *COMMUNICATION IS KEY*

In an effort to educate and inform our tenants, we've prepared this detailed handbook to summarize the operational changes in the building and to provide clear guidelines for you as you look to re-open your business and/or increase the number of on-site appointments.

We are committed to listening to your needs. We encourage you to share your reopening plans and put forward any operational concerns you may have. Be assured that we will continue to reassess our action plan and will adapt as needed in response to the changing situation.

Throughout this transition it will be important for us to maintain open lines of communication. The easiest way to do so is to enter work orders online at [www.nwhpservice.ca](http://www.nwhpservice.ca). Additionally, we've set up a dedicated email address to which you can send questions, comments, or concerns: [covid-ns@nwhreit.com](mailto:covid-ns@nwhreit.com).



## BUILDING OPERATIONS

Since the early stages of the pandemic we have been working hard to keep the building safe, clean, and accessible. We have made proactive changes where required in order to maintain a safe operating environment for tenants, visitors, and on-site building staff.

Because we are responding to an ever changing situation – and taking guidance from the most current public health recommendations – you can expect building protocols to evolve over time. We urge you to carefully read all communications issued by property management and to pay close attention to signage posted around the building.

The following information will help prepare you for what to expect when you and your patients return to the building.

## PHYSICAL DISTANCING AND TRAFFIC CONTROL

We have established guidelines and protocols to facilitate proper physical distancing within the building. Careful management of traffic flow is required to manage the number of occupants in common areas.

Tenants and building visitors can expect changes to building access points, restricted travel on stairwells to one-way only, and/or limits to maximum occupant capacity in elevators and multi-stall washrooms. In some cases, common area seating has been reduced or removed entirely to allow for proper distancing.

Posted signage will provide guidance on how to maintain physical distancing in the building, especially in high-traffic areas prone to crowding such as lobbies, elevators, washrooms, and stairwells. We ask that you observe posted guidelines, and request the same of your patients and visitors.

## BUILDING FLOOR PLANS

A building floor plan with clear markings to indicate changes to standard building navigation is provided as an addendum to this handbook. Questions relating to the details of specific building floor plans can be directed to the property management team. Note that these plans may be changed as required, and in that event you will be provided with a new floor plan for reference.



## BUILDING SIGNAGE

Signage is installed throughout the building to help remind building occupants of the new building protocols in place, including areas restricted to one-way traffic flow, physical distancing guidelines, recommended health and safety practices such as regular handwashing and proper disposal of used tissues, and capacity limits for washrooms and elevators.

We require all tenants and their patients to adhere to the building protocols as indicated by the posted signage. Before welcoming your staff and/or patients back to the building, we encourage you to notify them in advance that changes have been made which require their attention and cooperation.

---

### BUILDING SIGNAGE EXAMPLES

- ❖ Stop sign at main entrance to notify all building visitors not to enter building if they have listed symptoms
- ❖ Information signs outlining new building protocols and guidelines
- ❖ Entrance Only / Exit Only signs to indicate building access points restricted to one-way travel
- ❖ Hand washing reminder and best hygiene practices signs posted in common areas and washrooms
- ❖ Social and physical distancing reminder signs, including floor decals identifying where to stand when in queues
- ❖ One-way travel only signs posted at stairwell entrances where travel is “up only” or “down only”

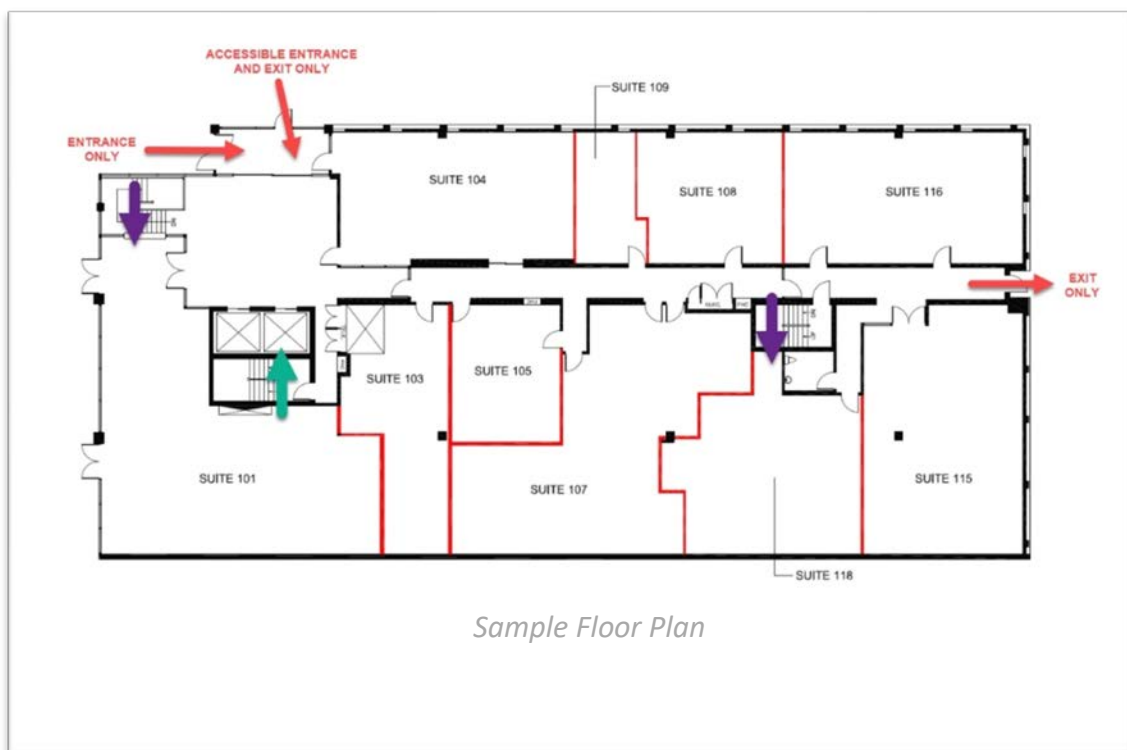


## BUILDING ACCESS POINTS

As building access points have the potential to become “hot spots” for overcrowding, where possible we have designated “entry only” and “exit only” doors to reduce the likelihood that building visitors will cross paths. Exceptions are made where necessary to accommodate accessibility requirements (e.g. a door may be designated as an entrance only, except for accessible use).

In some buildings the building layout allows for designated tenant exit and entry access points. If the floor plan for the building you occupy indicates a tenant only access point, we urge you to use the designated doors to reduce crowding at primary building access points.

In all cases, tenants and visitors are reminded to always yield at building access points, allowing others to pass through the doors before proceeding, providing space for appropriate physical distancing wherever possible.





## LOBBY AND COMMON AREAS

At times it may be difficult to maintain physical distancing in the building lobby and common areas. To alleviate this issue, common area furniture has been removed entirely or the number of seats available for use has been restricted.

In locations where line-ups are common, such as elevators and parking payment machines, floor markings are in place to identify appropriate spacing between persons waiting in line.

Building visitors naturally congregate near directory boards or interactive digital directories while they determine the location of the office they are visiting. It is therefore advisable to remind your patients in advance where your office is located and how best to navigate to your premises, taking into account any building navigation changes in place.

## ELEVATORS

The limited space within an elevator cab, coupled with high volume of traffic on elevators, presents a unique challenge in terms of facilitating physical distancing. To mitigate this issue, elevator capacity has been limited to two (2) patrons per elevator at any given time, except if all elevator passengers are from the same household.

Floor markings are in place to help manage physical distancing requirements for passengers waiting to board. Tenants and building visitors should plan for longer than average times to reach other floors.

When inside an elevator, building patrons are required to continue to practice physical distancing, standing in designated areas within the cab. All passengers are encouraged to wear masks or face coverings while riding in the elevator with other passengers.

Wherever possible, tenants and visitors are encouraged to use the stairs to travel to their destination, thereby reducing the volume of traffic and reserving elevator use for those who require barrier-free access (i.e. mobility impaired visitors and patrons with strollers).





## STAIRWELLS AND CORRIDORS

To limit the possibility for cross-traffic in stairwells, wherever possible we have implemented one-way traffic flow by designating “up only” and “down only” stairwells. The direction of travel for each stairwell is posted on the entrance to the stairs, with information identifying the location of the nearest stairwell for travel in the opposite direction.

In all cases, those using the stairs should take care to yield to others who are already ascending or descending, to keep to the right at all times, and to make sure not to pass others on the stairs. A good measure for proper physical distancing is to maintain a distance of at least three stairs between users. All building patrons who are able to do so are encouraged to use the stairs to reduce the demand for elevators.



## WASHROOMS

Most multi-stall common area washrooms have a reduced occupant capacity for a maximum of one or two users at any given time, depending on the size and layout of the facilities. To facilitate this, stalls and urinals may be placed “out of order” and locked from the inside, and sinks similarly removed from use to allow a space of two (2) metres between people washing their hands.

Signage is posted in washrooms with reminders of the importance of handwashing, as well as public health guidelines on the correct way to wash hands. If safe to do so, washroom doors will be left unlocked to reduce the need to use a key to access.

The installation of “touchless” doors, sinks, and paper towel dispensers will be considered wherever possible, as well as additional sanitizer stations located outside washroom doors.

## CLEANING AND SANITATION

NorthWest has implemented enhanced cleaning measures with a focus on an increased frequency of cleaning and disinfection in high-traffic/high-touch areas, such as building and

elevator lobbies, elevator cabs, washrooms, door handles, building entrances, handrails, parking pay machines, automatic door openers, and other key areas.

Building janitorial staff have been trained on new sanitizing guidelines, using approved cleaning agents for disinfecting surfaces during routine cleaning. Although the frequency of other non-critical cleaning may be modified at times in order to prioritize the cleaning and sanitation of higher priority areas as noted above, NorthWest has and will continue to undertake all required cleaning protocols based on the current recommendations.

For questions about building cleaning standards, contact the property management team or refer to Appendix 1: Revised Cleaning Specifications.

## MASKS

While not mandatory for entry into the building, in keeping with current guidelines from public health officials, building occupants are strongly encouraged to wear (self-supplied) non-medical masks/face coverings. Masks are especially encouraged in common areas, elevators, and washrooms, or any other areas where it is difficult to maintain physical distancing.

Single use masks must always be properly disposed of in appropriate receptacles.

## SANITIZER STATIONS

Additional hand sanitizer stations have been installed in building common areas, and every effort will be made to ensure sanitizer stations are filled and in good working order at all times.

## CLOSURE OF AMENITIES

Where required, we have implemented the temporary closure of some building amenities such as common area seating, outdoor seating areas, and building conference rooms. Food services providers are required to operate in accordance with current provincial and/or municipal regulations.

## MECHANICAL & BUILDING SYSTEMS

The standard operation of the building's HVAC (heating, ventilating, and air-conditioning) systems is calibrated to reduce airborne exposures, and is aligned with the ASHRAE (American

Society of Heating, Refrigerating, and Air-Conditioning Engineers) position on infectious aerosols (April 2020) and the 2017B standard. This standard provides for:

1. Increased Outdoor Air Ventilation:
  - a. Increase fresh air use versus recirculation up to the limit of 80% of cooling capacity
  - b. The schedule of air supply in the buildings is programmed to operate at least one (1) hour before and one (1) hour after the building open/close times, to flush stagnant air
  - c. The schedule of the building exhaust is programmed to operate at least one (1) hour before the building open time and 1 hour after the janitorial services providers leave the building
2. Air filtration:
  - a. Use filters with hospital-grade MERV-13 rating, where applicable, for the retention of the microorganism type viruses and bacteria

All equipment is being maintained on our standard schedule, with an increase to daily checks to make sure we provide the best indoor air quality according to the ASHRAE recommendations.

## FIRE AND LIFE SAFETY

In the event of a fire or building emergency, tenants are to follow existing emergency plans, evacuating the building as quickly as possible. If possible, physical distancing should be observed, however, evacuation plans supersede pandemic protocols. In the event of a building emergency necessitating evacuation, masks are recommended to be worn if possible. Note that all stairwells and building access points can be used as required to evacuate in the event of an emergency.

## PARKING OPERATIONS

Parking facilities continue to operate as per standard operations, however, we encourage all users of the parking facilities to avoid paying for parking with cash wherever possible.

As tenants and visitors seek methods of travel that limit contact with other people, the parking facilities may be busier than usual. Tenants and visitors may need to arrive earlier than usual to secure parking.

## MANAGEMENT PROTOCOLS

NorthWest Healthcare Properties is committed to supporting the health and safety of all who enter our buildings. Property management personnel and on-site building staff will continue to provide high-quality services to tenants, modifying procedures as required to address the unique circumstances of the current operating environment.

Your patience and understanding is appreciated as some changes to usual service standards may be required in order to keep building staff safe. In all cases, NorthWest employees will follow the most current guidelines as communicated by public health officials.

### LIMITING IN-SUITE VISITS DURING BUSINESS HOURS

Whenever possible, on-site building staff will endeavor to address non-urgent work orders within tenant premises after hours, or at a time when tenants are not occupying their premises. If an in-suite visit during regular business hours is required, building staff have been instructed to practice physical distancing and to wear appropriate PPE.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

In the interest of adhering to current health and safety guidelines, until further notice NorthWest has implemented the use of appropriate personal protective equipment (PPE) for all on-site building staff. PPE will be worn by building staff when in tenant premises, in common areas, or any other situation when they come into contact with the public.



Building staff have received training on proper fitting, use, and disposal of PPE. As guidelines change, required use of PPE for building staff may be modified accordingly.

We understand that the use of PPE is not a substitute for regular, thorough hand washing and property respiratory etiquette, and accordingly building staff are required to maintain appropriate physical distancing and follow best hygiene practices at all times.



## ELECTRONIC WORK ORDER SUBMISSIONS

During the current operating environment and beyond, tenants are required to submit work order requests using [www.nwhpservice.ca](http://www.nwhpservice.ca), NorthWest's online work order management system. By submitting electronic work orders, building staff receive automatic notice of new and updated work orders via a mobile device, enabling them to schedule and organize their daily tasks efficiently, limiting in-person contact and promoting appropriate physical distancing.

Additionally, use of the electronic work order system allows the property management team to record and track issues at the building, thereby identifying areas of concern and/or requirements for additional maintenance support.

## BUILDING WORK/CONSTRUCTION

Third-party contractors and service providers doing work in and around the building are expected to adhere to the same policies in place for on-site building staff, regardless if they are doing work on behalf of the landlord or a tenant.

No service provider is to engage in work at the building if they are experiencing symptoms or have been in contact with anyone who has tested positive for COVID-19.

Personal Protective Equipment (PPE) must be worn by all service providers at all times, throughout the entire duration of their work at the building.

Additionally, contractors and service providers are expected to adhere to the current public health recommendations, including:

- ❖ Maintaining appropriate physical distancing protocol (2 metres or 6-feet apart)
- ❖ No hand shaking, or any other touch contact
- ❖ Regular hand washing

Concerns regarding the practices of third-party contractors or service providers should be communicated to property management via email using the [covid-ns@nwhreit.com](mailto:covid-ns@nwhreit.com) email address.



## TENANT GUIDELINES

Maintaining a safe and healthy building environment is a shared responsibility. While NorthWest is responsible for ensuring appropriate protocols are in place for building operations and management procedures, tenants are required to adhere to current public health guidelines and adopt best practices for health and safety within their premises. With a collaborative approach, together we can maintain a safe environment for everybody.

As you work to complete in-suite preparations for your return, we ask you to communicate your return plans with the property management team so we can support you through this transition and address any concerns you may have. The following information will assist you as you begin this process.



## PUBLIC HEALTH GUIDELINES

The current guidelines issued by public health officials must be adhered to at all times by tenants and their patients and visitors. Tenants must stay apprised of current guidelines and accordingly should implement appropriate health and safety policies within their premises.

## COVID-19 POSITIVE CASE REPORTING

Confirmed or suspected positive cases must be reported to the property management team as soon as possible. To ensure immediate attention, we ask that tenants report confirmed or suspected positive cases by sending an email to [covid-ns@nwhreit.com](mailto:covid-ns@nwhreit.com).

NorthWest Healthcare Properties has implemented a cleaning and security protocol in the event of a positive case at the building, and in order to properly execute this protocol it is critical that we are informed as soon as possible on confirmation of a positive case.

## PATIENTS AND VISITORS

Tenants should communicate to patients and visitors in advance to set expectations for their building visit. To mitigate confusion on arrival to the building, we ask you to please inform your tenants of changes within the building that may impact them, such as revised entry/exit doors, limits on elevator occupant capacity, physical distancing requirements, and the request to wear non-medical masks or face coverings. We encourage tenants to request patients come alone to appointments if possible.

## APPOINTMENT SCHEDULING

It is highly encouraged to stagger patient appointments to limit or reduce the overlap of patients waiting for appointments in seating areas. Reducing the number of people in your premises at any given time will help protect both your patients and your staff.

If possible, request that patients wait to enter the building until the time of their appointment (i.e. no early arrivals) and/or implement a system to notify patients a few minutes before their appointment start time, such as text message notifications. Please note, however, that building corridors cannot be used as a waiting area for patients, and accordingly the common area space outside your premises must remain unobstructed.





If required, building hours may be extended to allow tenants a longer period through the day during which they can schedule patients.

#### PRE-SCREENING PATIENTS

Patients should be pre-screened in advance of their appointments, first over the phone before they visit the building, and secondly (if possible) at the entrance to your premises before they enter for their appointment. Any patients showing symptoms of Covid-19 or having been in contact with others showing symptoms must cancel appointments and cannot enter the building.

#### MANAGING TRAFFIC FLOW

Every effort should be taken to help manage traffic flow inside the building and within individual tenant premises. Tenants are reminded that patients and visitors cannot congregate in common area corridors while they wait for appointments.

#### STAY HOME IF SHOWING SYMPTOMS (TENANTS AND STAFF)

One of the most important measures that all building occupants can take to help protect the health and safety of others is to stay home when sick and especially if presenting symptoms of Covid-19. You may find it helpful to ask your employees to self-assess their health by using a provided checklist before they come to work each day.

#### DELIVERIES AND THIRD-PARTY TENANT CONTRACTORS

To limit contact with building occupants and support physical distancing measures, tenants are asked to please schedule deliveries to your premises for times when the building is less busy, such as early morning or end of day. Delivery personnel and third-party contractors are required to adhere to the building policies in place and to practice physical distancing and appropriate use of PPE.

#### ADDITIONAL CLEANING

Managing the potential spread of COVID-19 is a shared responsibility. Tenants who will have staff returning to their offices should consider providing their employees with anti-viral products to sanitize high-touch surfaces in their work areas throughout the day, in addition to the nightly cleaning completed by the janitorial providers.



## WELCOMING BACK EMPLOYEES

The precautionary measures you implement inside your premises will depend to some extent on your workplace set-up, including the layout of your office and the number of employees on staff. In all cases, public health guidelines and re-opening guidelines provided by your respective professional associations, where applicable, should be the basis on which you build your return to workplace plans.

Some tenants may find it beneficial to amend the in-office worktimes of their staff by implementing flexible start times and/or staggered shifts and rotations. These measures can help support physical distancing plans within your premises and reduce staff exposure during “rush hours” for building entrance and exit points.

In keeping with the recommendation to wear masks or face coverings in areas where physical distancing is more challenging, you may wish to provide your staff with masks.

It is encouraged to limit the use of shared office workstations and shared supplies, and to provide your staff with anti-viral products to enable them to sanitize their workspaces throughout the day. Wherever possible, efforts should be made to avoid gatherings and in-person meetings, especially with external visitors.





## FAQ

### **What is NorthWest doing to clean and sanitize the building?**

We have increased the frequency of cleaning, paying close attention to high-touch surfaces in common areas like door handles, elevator buttons, accessible door operators, etc. Our janitorial contractors use medical-grade cleaning products during their nightly cleaning.

### **Can tenants arrange to receive additional cleaning within their premises?**

If you have cleaning requirements that go above and beyond the current scope of in-suite janitorial services, please reach out to the property management team to discuss the options.



### **Our office is closed and we are not receiving janitorial services. Will we receive an operating cost credit?**

Wherever possible we are seeking opportunities to keep operating costs within budget and obtain credits for services not received. To the extent that we are able to do so, cost savings that result in lower operating costs will be passed on to tenants.

### **Will NorthWest provide PPE for tenants?**

Although we are unable to equip our tenants with PPE, we can provide the contact information for a reputable PPE supplier, which can be found in Appendix 4.

### **Will tenants be notified of confirmed COVID-19 cases?**

In the event of a confirmed positive case of Covid-19 in the building, we will follow the direction from public health authorities with regard to notifying building occupants.

### **Will NorthWest screen visitors to the building for symptoms?**

We are unable to screen for medical conditions at the building entrance. We expect all those who enter our buildings to comply with government and/or public health mandates. Building guidelines and expectations of visitors are posted at the building entrance.

### **How will NorthWest communicate with tenants regarding building news and operational changes?**

NorthWest sends all communications via [www.nwhpservice.ca](http://www.nwhpservice.ca) broadcast messaging. If you are not currently receiving electronic communications and believe that to be an error, please have your designated tenant representative contact the property management team to request a new user account.

### **How is NorthWest supporting its tenants during the Covid-19 crisis?**

For information on our tenant assistance programs or to find out if you can participate, please contact the property management team.

### How can we contact NorthWest with questions or comments about Covid-19 building protocols?

As we stated at the beginning of this handbook, communication is key! We want to hear from you. If you have any questions, comments or concerns, you can reach out to your property management team or send an email to [covid-ns@nwhreit.com](mailto:covid-ns@nwhreit.com).

### Is this building open? Have the building hours changed?

Our buildings have remained open since the start of the Covid-19 crisis, however, to meet the needs of our tenants, in some cases opening and closing times have been modified. Changes to the building hours are communicated via [www.nwhpservice.ca](http://www.nwhpservice.ca) broadcast messaging. As this information is subject to change from time to time, for the most current update on the building's operating hours, please contact the property management team.

### How will physical distancing be enforced?

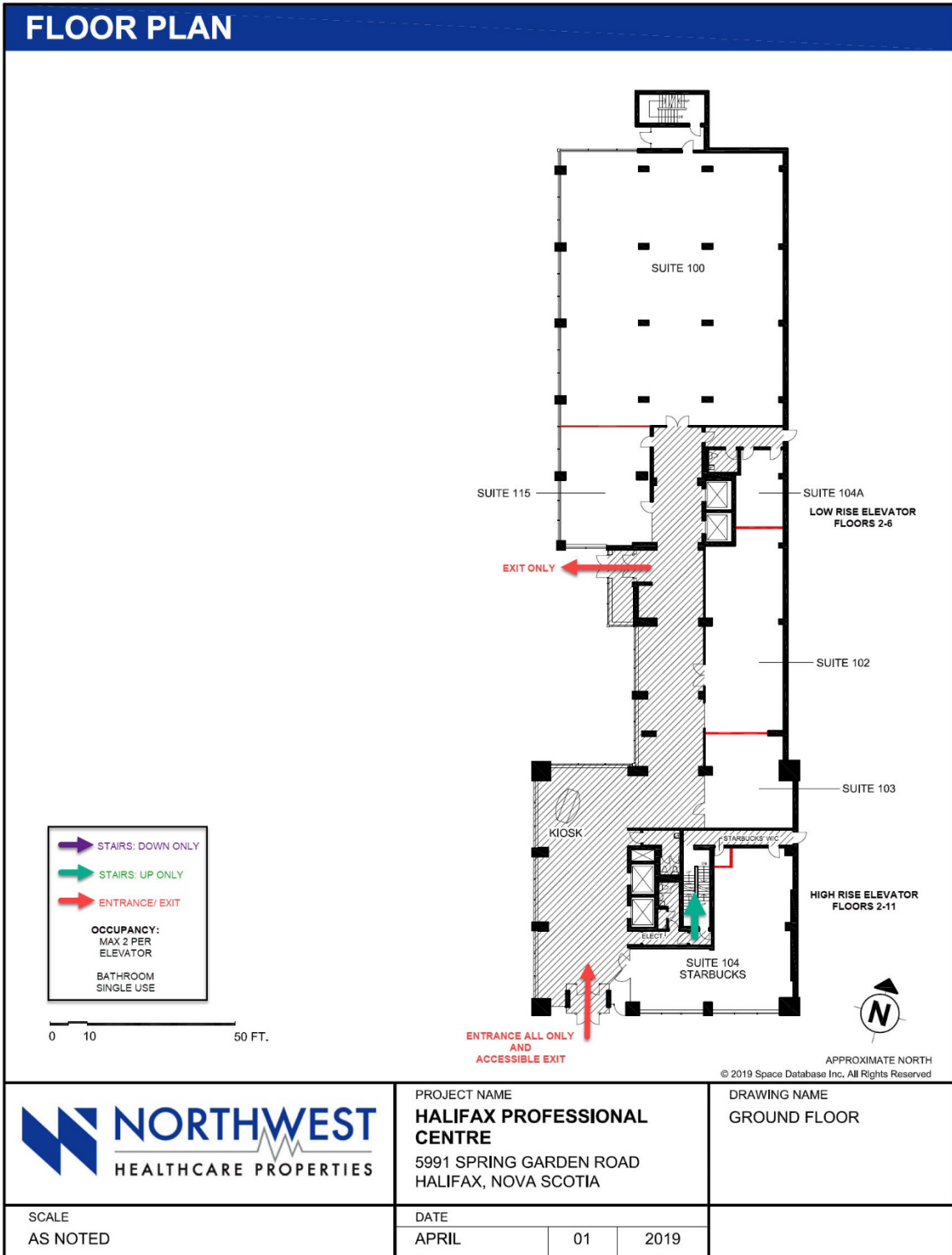
On-site building staff are unable to police the physical distancing of building occupants, however, we will make every effort to communicate requirements for physical distancing and to facilitate those requirements however possible. NorthWest is facilitating physical distancing by restricting building access points to one-way traffic, setting occupant capacity limits for elevators and common area washrooms, and adding floor decals to promote appropriate spacing in elevator and parking payment machine queues, among other measures.

### Are there any changes to fire and life safety plans?

Evacuation and fire safety plans remain unchanged. Tenants are encouraged to review the plans and ensure all employees are familiar with the same.



# APPENDIX 1 – BUILDING FLOOR PLAN



## APPENDIX 2 – REVISED CLEANING SPECIFICATIONS

---

### NIGHTLY CLEANING – PREMISES

Nightly in-suite janitorial services, where applicable, are based on the NorthWest standard specifications, with increased attention to sanitizing high-touch surfaces with approved cleaning products.

---

### HIGH-TOUCH SURFACE CLEANING DURING BUSINESS HOURS

Third-Party Day Porters perform regular cleaning of high-touch common area surfaces during business hours, including sanitizing parking payment machines, elevator buttons, and door handles.

---

### ADDITIONAL NOTES

Day Porters and third-party janitorial service providers use cleaning and sanitizing products with a DIN (drug identification number, given by Health Canada which confirms it is approved for use in Canada).





## APPENDIX 3 - EXAMPLES OF BUILDING POSTERS AND DECALS

### Posters



### Wall Decals



### Floor Decals



## APPENDIX 4 - PPE SUPPLIER: SOURCEONE MEDICAL SUPPLY

As we are all simultaneously seeking to source PPE (gloves, sanitizer, masks, contactless IR thermometers, etc.), many people have had difficulty obtaining adequate equipment from reputable suppliers. NorthWest has had success working with SourceOne Medical Supply, a Health Canada mandated company, for supply of PPE. SourceOne has shared with us that they have secured stock of these key items from certified manufacturers and would welcome the opportunity to support NorthWest tenants to help meet their PPE needs. If you would like to contact SourceOne to learn more about their products or to place an order for PPE supplies, please visit their website at [www.medsourceone.ca](http://www.medsourceone.ca) or contact them directly by email at [sales@medsourceone.ca](mailto:sales@medsourceone.ca).