

Facility Management Planning for Building Re-Occupation

Long-Term Facilities Planning



July 9, 2020





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Chris is a founding Principal of Facility Engineering Associates, with over 40 years of experience in building operations, facility management, and strategic facility planning. He is a Registered Professional Engineer, Certified Facility Manager (IFMA), Fellow of The Royal Institution of Chartered Surveyors, and IFMA Fellow. Chris is an IFMA qualified instructor and teaches in each of IFMA's credential and professional development programs. Chris also teaches in the Graduate Program in Facility Management at Catholic University and in the continuing education programs at George Mason University and Rice University. He is co-author of the book, "Sustainable Facility Management, the Facility Manager's Guide to Optimizing Building Performance".



Facility
Engineering
Associates

Agenda

July 9, 2020

01 Introduction
- Integrating People, Process and Place

02 Communications
Health & Safety considerations
Space Planning

03 Q&A
- what's next?

How do we move forward?

From Harvard Business School
Crisis Management for Leaders
Program COVID19 Novel Event
March 2020

**In an unprecedented crisis,
there are no pre-cooked *answers*.
All we can offer is the best *process*.**

- 1) Resist the pressure to provide quick answers (most of them will turn out to be wrong)
- 2) Remind yourself and others that
 - We don't yet fully understand the situation
 - The situation is continuing to change
 - It will take time to learn / develop the best approaches
- 3) Activate the best *process* you can with the best people you can recruit



Crisis Management for Leaders
Frameworks for Crisis Management

Set Reasonable Expectations

Agenda

July 9, 2020

01

Introduction

- Integrating People, Process and Place

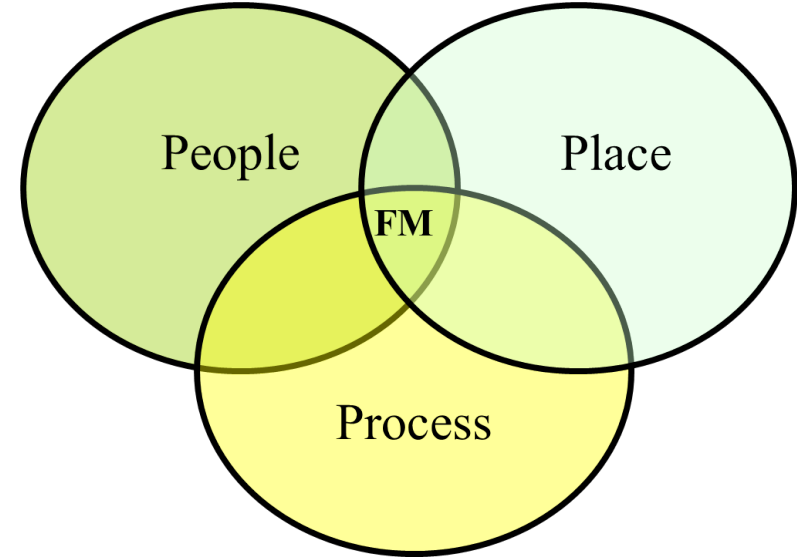
02

Communications
Health & Safety Considerations
Space Planning

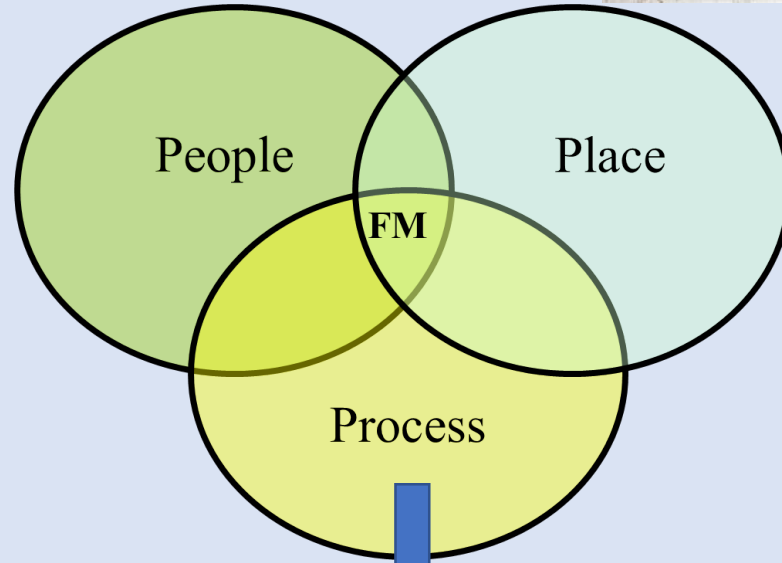
03

Wrap up

- Plan template availability
- If help is needed



Facility management is the organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.

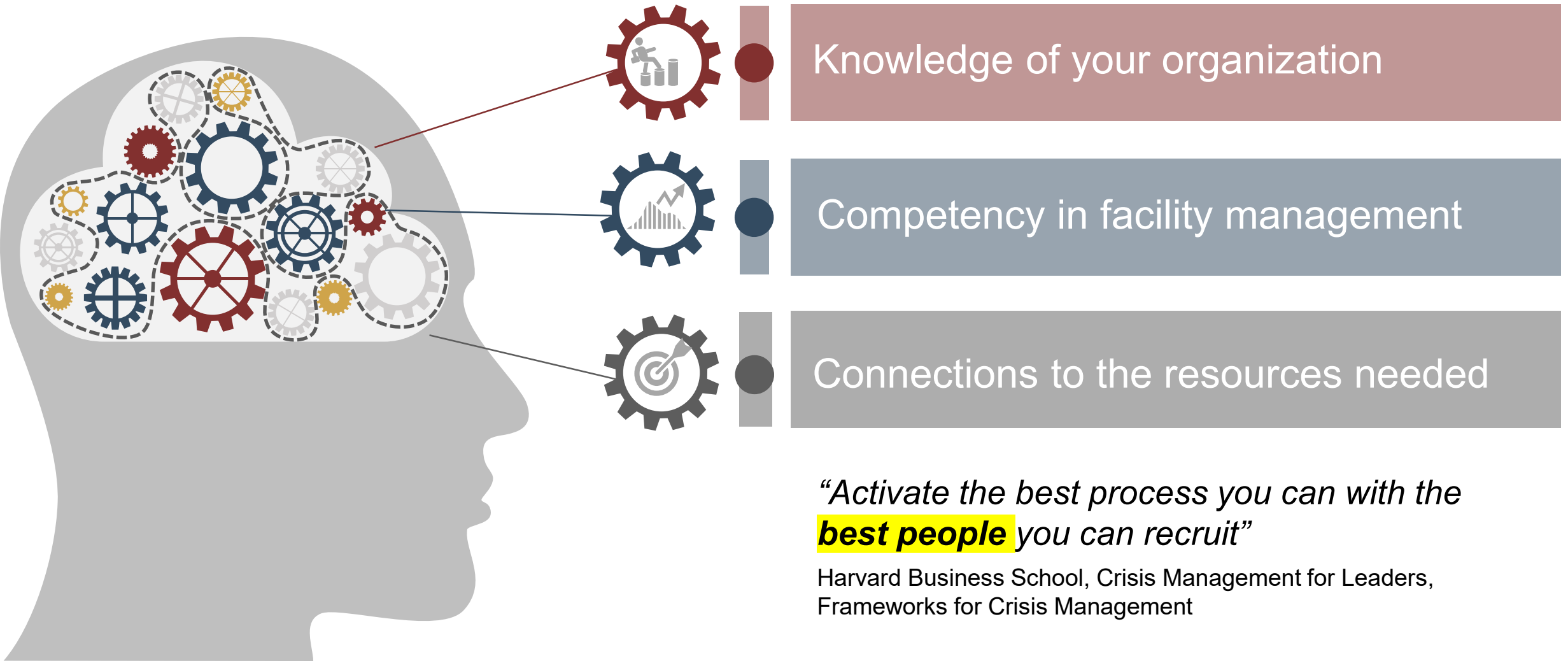


**Our
Objective:**

- FACILITIES**
- THAT ARE**
- Safe**
- Healthy**
- Resilient**
- Productive**
- Cost-Effective**

People

Strategic Contribution of a Facility Manager



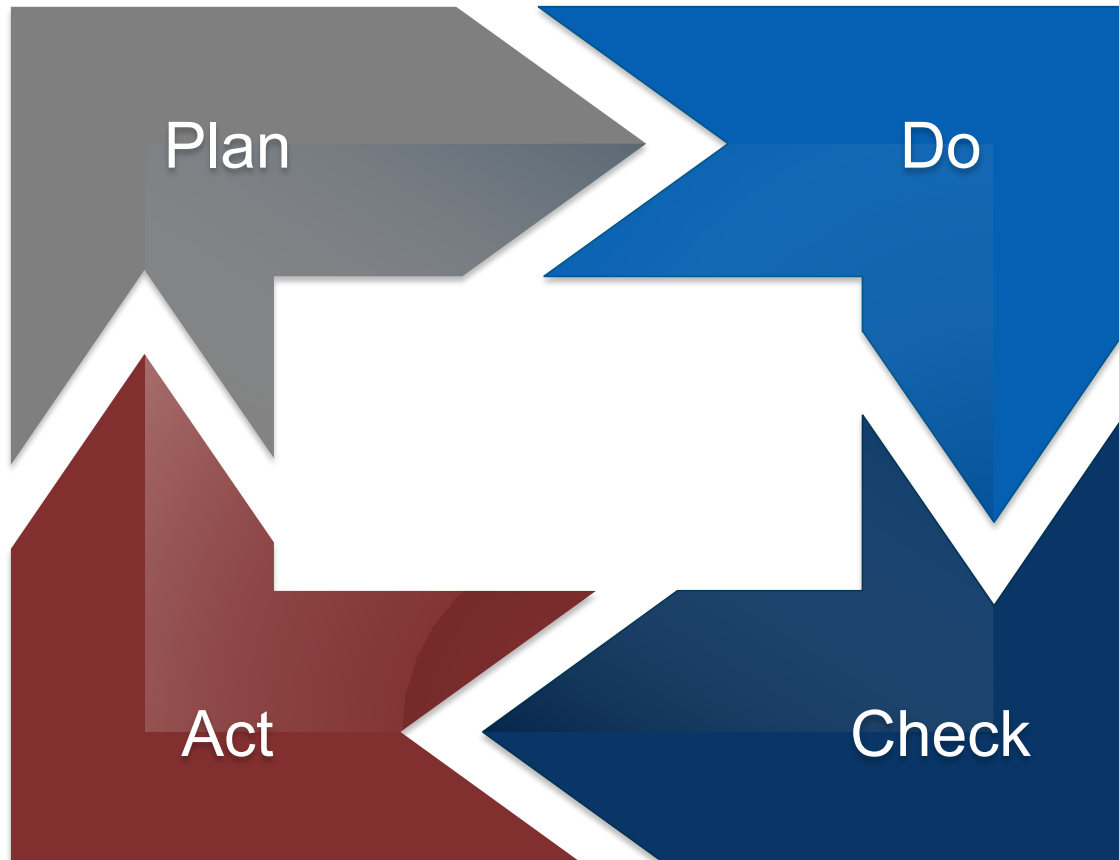
*“Activate the best process you can with the **best people** you can recruit”*

Harvard Business School, Crisis Management for Leaders,
Frameworks for Crisis Management

Process

*“Activate the **best process** you can with the best people you can recruit”*

Harvard Business School, Crisis Management for Leaders,
Frameworks for Crisis Management



Plan

- Determine Re-entry Protocols
- Plan for workplace changes
- Communicate the Plan

Do

- Re-occupancy
- Changes to existing protocols
- Long Term Occupancy

Check

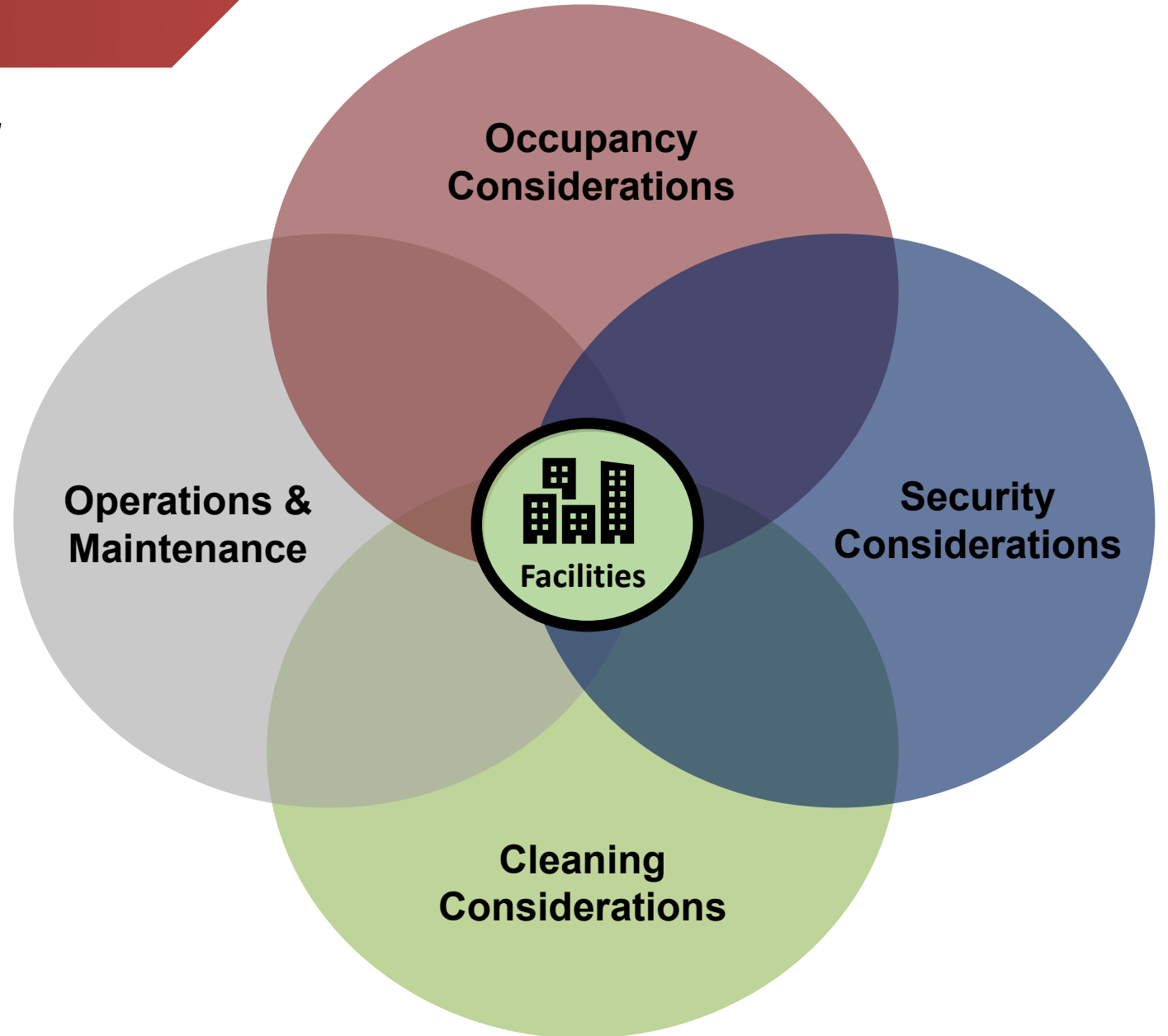
- Lessons Learned
- Revisiting the Facilities plan
- Long-term adjustments

Act

- Readjusting to changes in Demand Organization
- Readjusting to changes to Legislative Environment
- What if you need to close again?

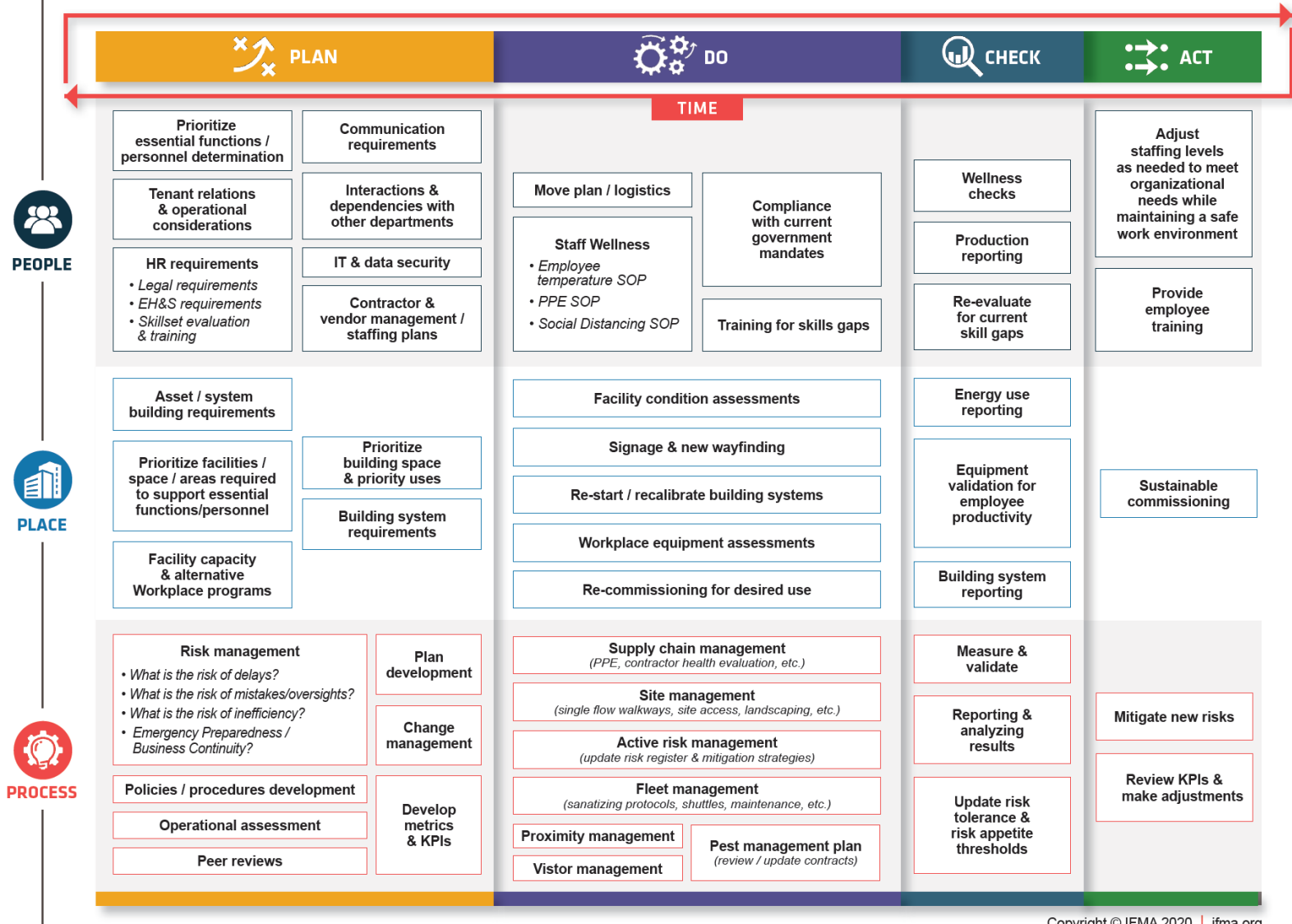
Place

How do we balance competing concerns?



A long-range planning framework

STRATEGIC FRAMEWORK



Agenda

02

Communications

Health & Safety Considerations

Space Planning

Communication Planning

Use critical thinking



The facility management role:

- Federal, state, and local requirements
- Understand organizational priorities
- Work with others (HR, EH&S, security, risk management, vendors)
- Communicate and manage expectations



Decision Making

Coordination

Communication

Communication Planning

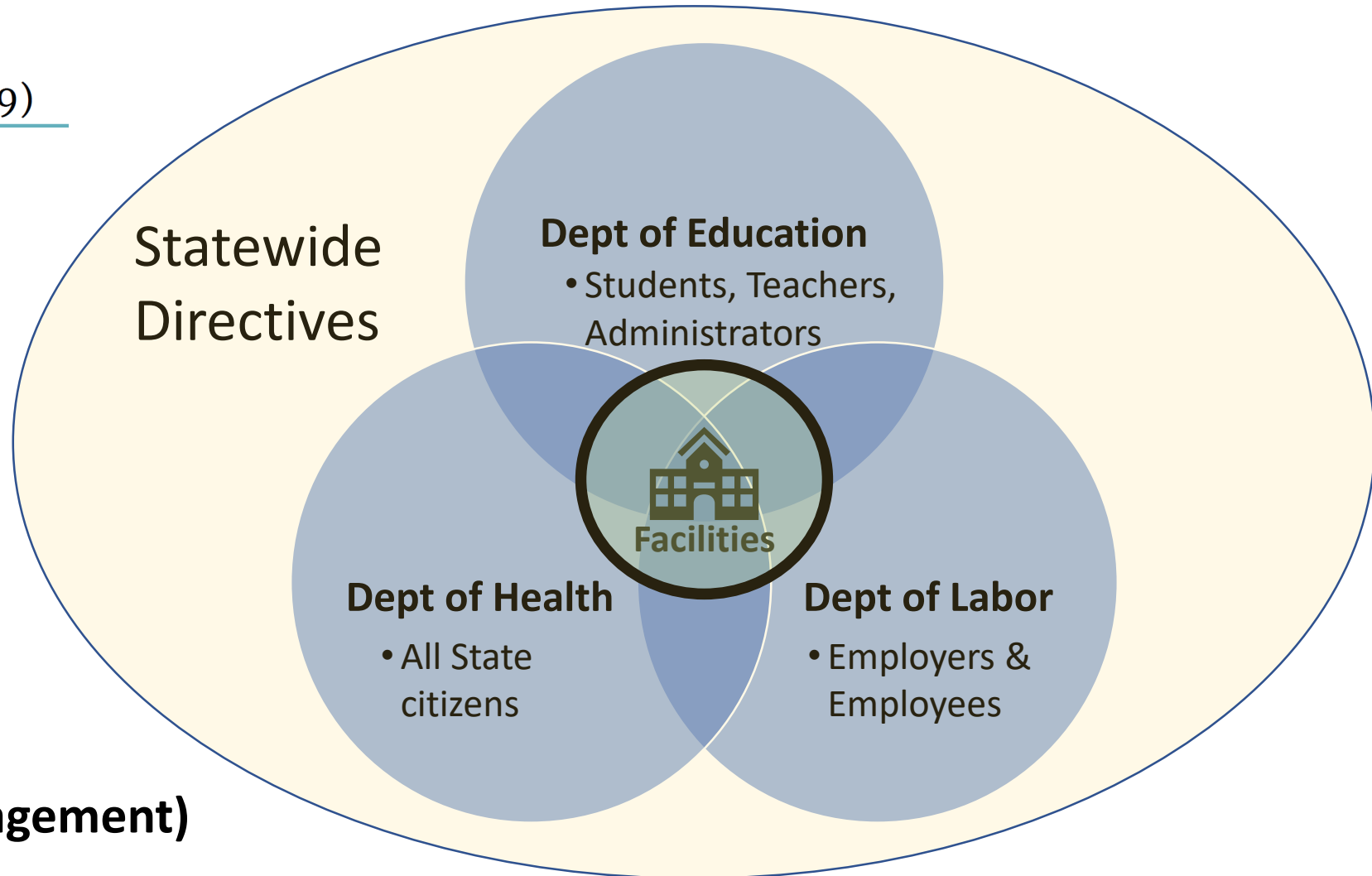


Coronavirus Disease 2019 (COVID-19)

Considerations for Schools

Updated May 19, 2020

- **Federal**
- **State**
- **Local**
- **Organizational (Risk Management)**



Communication Planning

Organizational Priorities

Linking to Mission

Increased Enrollment

- Visibility & Appearance
- Quality of Facilities
- Services provided

Increased Retention

- Attract/retain staff
- Office & classroom environment
- Technology enabled

Connection to Community

- Associations
- Veterans Outreach
- Connection to other institutions

Student Success

- Advising centers
- Student safety
- Lighting/IAQ/HVAC

Establish and maintain the connection to the Mission

Mission and Vision

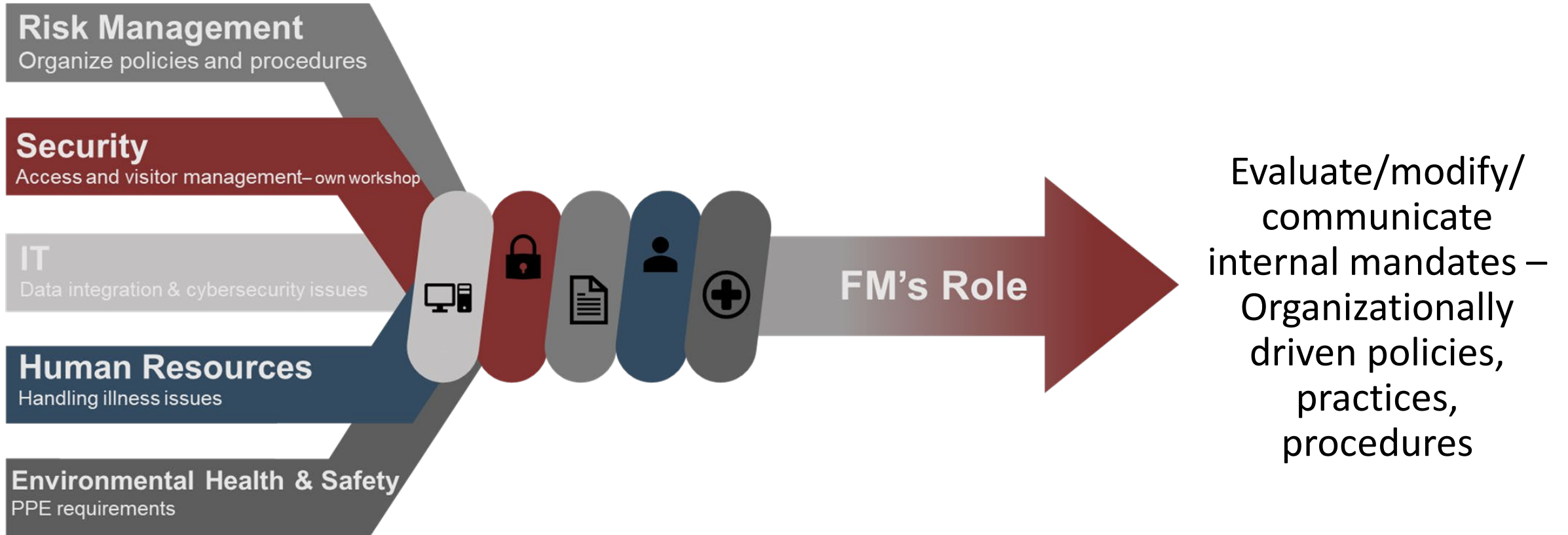
“We give everyone the opportunity to learn and develop the right skills so lives and communities are strengthened.”



Communication Planning



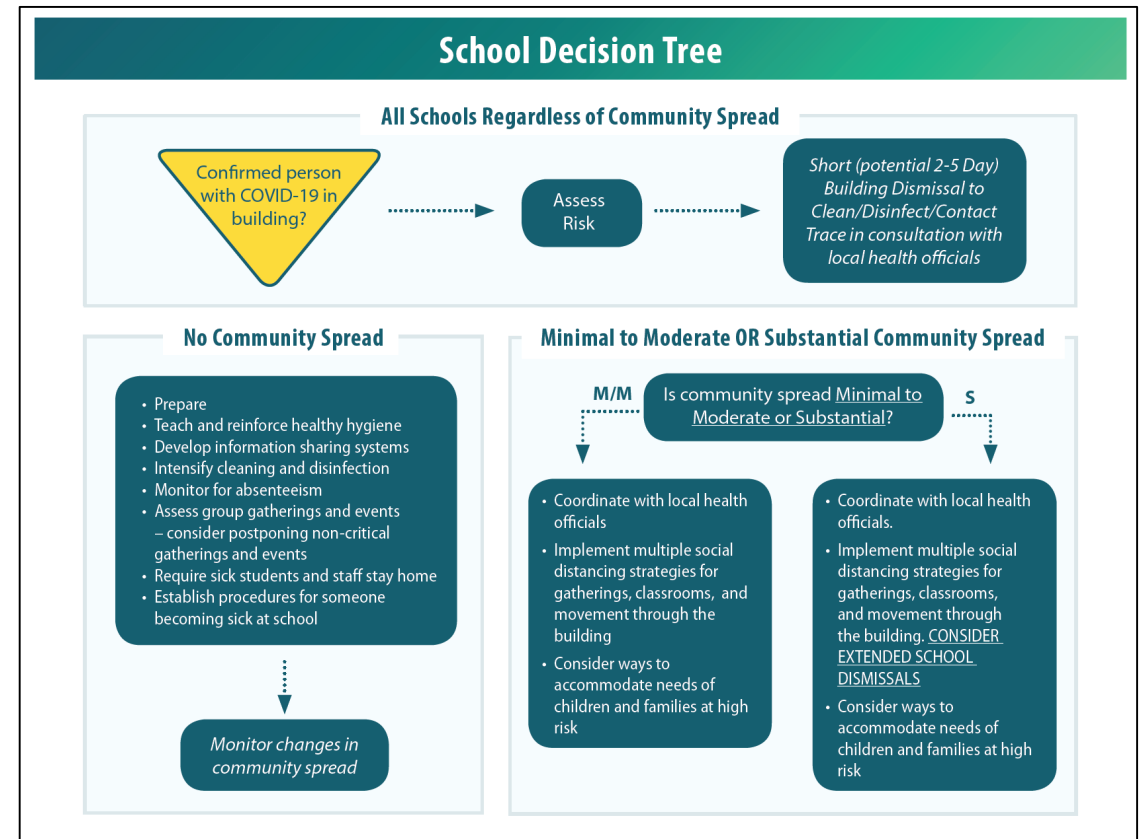
Working with others . . .



Communication Planning

Develop a communications plan. A key component to being prepared is developing a communication plan that outlines how you plan to reach different audiences (e.g. families, staff, community) including ensuring all communications are culturally and linguistically appropriate as well as accessible for individuals with disabilities.

- Monitor Local/State resources
- Single Point of Contact
- System for self-reporting symptoms
- Signage
- Reinforce contact info for staff, families
- Communicate COVID-19 information with staff
- Communicate expectations for PPE, hygiene
- Hold staff meetings on line
- Communicate COVID-19 information with families
- Intentionally and persistently combat stigmas



Health & Safety Considerations

Engineering	Administrative
<p>Facilities and Equipment</p> <ul style="list-style-type: none"> • Assess job hazards for feasibility of engineering controls • Ensure ventilation and water systems operate properly • Alter workspaces to maintain social distancing. Examples include: <ul style="list-style-type: none"> ✓ Configure partitions as a barrier shield ✓ Move electronic equipment 	<p>Management and Communications</p> <ul style="list-style-type: none"> • Monitor state and local public health communications about COVID-19 • Encourage sick workers to report symptoms, stay home, and follow CDC guidance • Develop strategies to: <ul style="list-style-type: none"> ✓ manage worker concerns ✓ communicate with workers • Remind workers of available support services • Communicate to partners, suppliers, other contractors on policies and practices • Encourage social distancing and the use of cloth face coverings (if appropriate) in the workplace • Use technology to promote social distancing (e.g., telework and virtual meetings) • Cancel group events • Close/limit use of shared spaces

PPE

- Conduct workplace assessment
- Determine what PPE is needed for their workers' specific job duties based on hazards and other controls



Coronavirus Disease 2019 (COVID-19)

Considerations for Schools

Updated May 19, 2020



Coronavirus Disease 2019 (COVID-19)

Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020

Plan, Prepare and Respond to Coronavirus Disease 2019

Older adults and people who have severe underlying chronic medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.
[Find more information here.](#)

CDC Industry Guidance

- [Resources for Airlines](#)
- [Resources for the Ship Industry](#)

Monitor health guidelines

Health & Safety Considerations

 Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

Coronavirus Disease 2019 (COVID-19)

Considerations for Schools

Updated May 19, 2020

Promoting Behaviors that reduce spread

- Staying home when appropriate
- Educate staff & families
- Hand Hygiene and respiratory etiquette
- Cloth face coverings
- Adequate supplies
- Signs & messaging



The image displays three CDC informational posters. The first poster, titled "Symptoms of Coronavirus (COVID-19)", lists symptoms such as cough, fever, chills, muscle pain, shortness of breath, sore throat, and new loss of taste or smell. It notes that symptoms can range from mild to severe and appear 2-14 days after exposure. The second poster, "STAY HOME IF YOU'RE SICK", shows a person in bed with a laptop and a sign that says "STAY HOME IF YOU'RE SICK". It advises that if you're sick, you should stay home, rest, and remember to cover coughs and sneezes, wash hands, and clean frequently touched surfaces. The third poster, "Stop the Spread of Germs", features a grid of six icons illustrating key prevention strategies: staying at least 6 feet away from others, covering coughs and sneezes, wearing a cloth face covering in public, avoiding touching eyes, nose, and mouth, cleaning and disinfecting frequently touched surfaces, and staying home when sick. Both the second and third posters include the text "Wash your hands often with soap and water for at least 20 seconds."

CDC Coronavirus Disease 2019 (COVID-19) / Communication Resources / Print Resources
<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>

Health & Safety Considerations

Primary Objectives:



Reduce Transmission Among Employees

- Social distancing
- PPE
- Hygiene



Maintain Business Operations

- Changes in space management
- Maintaining Health & Safety
- Managing operational requirements



Maintain a Healthy Work Environment

- Managing the workplace/learning environment
- Managing meetings and gatherings
- Business continuity planning

Safety Considerations

Physical security measures

- Exterior openings
- Electronic monitoring and access control systems
- Communications systems

Security procedures, protocols, and plans

- Alterations needed for visitor management, proximity management, and PPE



Safety Considerations

Life Safety Systems

- Fire Protection
- Emergency Lighting
- Exit hardware
- Ingress/Egress
- Access pathways
- Accessibility



Key Takeaways: Health/Safety/Security



Access control & Physical
Security



Functionality of Life
Safety &
Communication Systems



Balance Safety & Security
with Building Health

Space Planning



Space Use Changes

Social distancing requirements
Handling collaborative space
Visitor management

Social distancing requirements

Traffic flow, desk spacing, collaborative spaces
Shared spaces
Amenities; food service, break rooms, fitness centers
Furniture arrangement

High-touch surfaces

Moving through space – keeping security and fire code requirements in mind
Use of shared equipment
Keyboards, desks, doors

Environmental Health & Safety

PPE
Maintaining hygiene

Visitor management

Consider future changes

Space Planning

Social distancing requirements

- Traffic flow, drop-off areas, school entrances
- Classrooms, laboratories, restrooms
- Food service, multi-media center, gyms, nurse's stations
- Administrative spaces



Space Planning



Coronavirus Disease 2019 (COVID-19)

Considerations for Schools

Updated May 19, 2020

Maintaining healthy Environments

- Cleaning & Disinfection
 - Shared objects
 - Ventilation
 - Water Systems
 - Modified layouts
 - Physical Barriers
 - Communal spaces
 - Food service
- Space seating/desks at least 6 feet apart when feasible.
 - Turn desks to face in the same direction (rather than facing each other), or have students sit on only one side of tables, spaced apart.
 - Create distance between children on school buses (g., seat children one child per row, skip rows) when possible.
 - Install physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least 6 feet apart (e.g., reception desks).
 - Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that staff and children remain at least 6 feet apart in lines and at other times (e.g. guides for creating “one way routes” in hallways).

Key Takeaways: Space Planning



1

Traffic flow



2

Classrooms



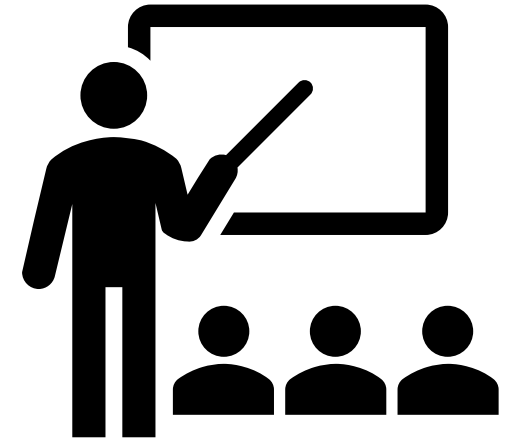
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Common areas

Training & Education

Training and Education

- Target audience
- Content
- Method of delivery – in person, virtual, etc.
- Validation that training was effective and understood



Measurement & Monitoring

Check	Act
Measure and validate	Mitigate new risks
Reporting and analyzing results	Review KPIs and make adjustments
Update risk tolerance and risk appetite thresholds	

Measurement and Monitoring

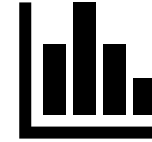
- What to measure?
- Quality Assurance (management)
- Quality Control (contractor)
- Documentation & Reporting

Lessons Learned

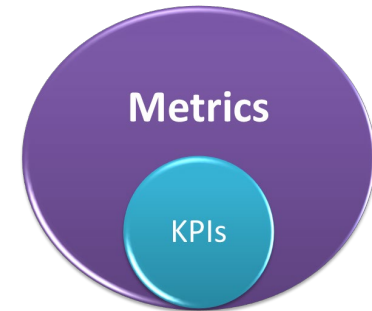
- Document
- De-brief
- Follow-up

Integration with Risk Management policies

- Emergency Preparedness and Response plans
- Business Continuity plans



Metrics & KPIs



Long-term facilities planning

What policies, practices and procedural changes are needed?

- ✓ Space management
- ✓ Occupant/Visitor health & safety
- ✓ O&M programs
- ✓ Cleaning programs
- ✓ Security protocols
- ✓ Emergency Preparedness
- ✓ Business continuity

Ongoing integration of FM services with:

- HR
- IT
- Security
- EH&S
- Finance
- Procurement



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 - what's next?

Up next . . .

July 13



July 16



Long-term Facility Planning

Thanks for tuning in!

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