

FOR OFFICIAL USE ONLY

U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---



**U.S. OFFICE OF PERSONNEL MANAGEMENT**

**RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE**

The Office of Personnel Management’s (OPM) Returning to OPM Facilities Preparedness Guide (the Guide) provides a framework that is intended to support OPM supervisors with guidelines and planning considerations for how to evaluate the needs of employees as OPM returns from a max telework operating status. With over 20 individual properties whose occupancy ranges from 2 to over 1200 people, there is no one-size-fits-all solution. This consistent strategy conforms to the CDC guidelines as well as the objectives set forth in M-20-23 “Aligning Federal Agency Operations with the National Guidelines for Opening Up America Again.”

FOR OFFICIAL USE ONLY

U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

## Introduction

Protecting OPM personnel and stakeholders from the effects of the Coronavirus/COVID-19 pandemic outbreak, while preserving the agency's ability to complete its mission, is the foundation for implementing this guide. Effective reentry and reintegration planning is critical to OPM's personnel, stakeholders, mission and facilities. The guide provides an enterprise-wide, risk management lens to a phased approach for nationwide opening at OPM facilities. Agency leadership can implement this guidance on a facility by facility basis as the issues facing each building will differ across the country.

The phased approach is based on the three gates of the "Opening Up America Again"<sup>1</sup> and the guidance provided by the Centers for Disease Control (CDC)<sup>2</sup>. Once the local jurisdictions (city, counties or districts) surrounding an operating site determine gating has been met and the agency head announces an OPM facility is open for reentry, agency leadership will use the preparation criteria to support and inform an orderly reentry process. The three gating criteria from the *Guidelines to Opening Up America Again* are:

- **Gate 1 Symptoms:** Downward trajectory of influenza-like illness (ILI) reported within a 14-day period AND downward trajectory of COVID-like syndromic cases within a 14-day period.
- **Gate 2 Cases:** Downward trajectory of documented cases within a 14-day period OR downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests).
- **Gate 3 Hospitals:** Treat all patients without crisis care and robust testing program in place for at-risk healthcare workers, including emerging antibody testing.

Once a community meets the criteria in each gate, OPM's operating status will begin to matriculate through the following three phases, as presented in the "Opening Up America Plan":

### **PHASE 1:**

OPM:

- Continue to encourage telework.
- Identify senior employees from each location as points of contact, who will work with OPM reopening task force to inform the Director, and decisions will be made by the Director as necessary.
- Close common areas where personnel are likely to congregate and interact or enforce strict social distancing protocols.
- Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel.

---

<sup>1</sup> The Opening Up America Plan can be found at <https://www.whitehouse.gov/openingamerica/>.

<sup>2</sup> CDC Guidance can be found at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

FOR OFFICIAL USE ONLY

U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

- Strongly consider special accommodations for personnel who are members of a vulnerable population, who are caring for dependents who are members of a vulnerable population, and/or have childcare or transportation needs.
- Strongly consider establishing alternative service level or work arrangements to reduce the number of individuals in an office to promote social distancing.
- May require individuals to return to OPM workspaces if it is necessary to perform essential duties.

Phase One: The following protocols will be implemented:

- Transportation and Parking: Telework will be encouraged for employees whose transit or parking options are disrupted due to COVID-19.
- Dependent Care Operability: Telework will be encouraged for employees whose schools are closed and/or who lack dependent care.
- Food Services: Food services can begin to resume and offer “to-go” options only.
- Building Management/Cleaning: Routine building management activities and cleaning services will remain in place with additional cleaning of high-touch areas (i.e. handrails, elevators, bathrooms) and evaluation of systems that may be affected due to low usage (plumbing, HVAC, extermination) will be initiated. All facilities will be sanitized using EPA-approved products. Once cleaned, each suite or work area, including locked and secured areas, will be closed and have signage posted stating that the sanitization took place.
- Cleaning Supplies/Supply Chain: Facilities services will review the adequacy of its cleaning supplies and supply chain to ensure there are sufficient supplies (including hand soap, sanitizer, and other restroom supplies) to support the reopening of the facility. OPM will follow and implement guidance from CDC on facility cleaning and/or closures.
- Personal Protective Equipment: Facilities services will ensure an adequate supply of PPE (face masks and gloves) is available for security staff, staff who engage with the public, staff who provide service to building occupants (i.e. staff who handle mail, support facilities, PIV badging, etc.), or other staff identified by department heads. Although face coverings are recommended by CDC guidelines, they are not required at OPM facilities. If OPM employees and contractors elect to wear a face covering, this link to the CDC website, <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html>, provides helpful instruction on how to design your own.
- Shared Equipment: Facilities services will review OPM workspaces and procure and install the necessary items to ensure access to hand sanitizers or sanitizing wipes near shared equipment (printers, copiers, scanners, etc.).
- Social Distancing: Facilities services and program staff will assess the workspace to determine and procure the necessary equipment or employ other mitigation strategies per the following:
  - **Meetings and Other Gatherings**: To the extent practical, meetings will continue to be held virtually. If required, in-person meetings will utilize recommended social distancing (six feet) between participants and will include a limited number of attendees. Conference rooms and auditoriums will have modified seating and capacity controls to ensure social distancing.

FOR OFFICIAL USE ONLY

U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

- **Workspace Redesign:** Open workspaces that do not allow at least six feet between employees may require that employees work onsite in shifts (telework/onsite), if possible, to allow for social distancing, or may require other mitigation strategies. Walk-up services will require the installation of sneeze shields and/or other appropriate safety barriers. Safety barriers will also be evaluated for use in the reception area of office suites.
- **Signage:** Facilities will increase signage reminding employees to employ recommended hygiene practices and social distancing protocols, to stay home when sick, and to report any COVID-like symptoms.
- **Communication Plan:** Agency leadership will continue to report to all personnel on the status of the agency's reopening strategy and provide at least one week's notice to all staff of the scheduled reopening date for each facility as the dates becomes known.
- **Contract Management:** Contracting Officers and Contracting Officer Representatives will review all contracting documents to determine the need for amendments to ensure the ongoing concern of services and supplies.

**PHASE 2:**

OPM:

- Continue to encourage telework.
- Continue to establish senior employees from each location as points of contact, who will work with OPM reopening task force to inform the Director, and decisions will be made by the Director as necessary.
- Close common areas where personnel are likely to congregate and interact or enforce moderate social distancing protocols.
- Strongly consider special accommodations for personnel who are members of a vulnerable population, who are caring for dependents who are members of a vulnerable population, and/or who have childcare or transportation needs.
- Strongly consider establishing alternative service level or work arrangement to reduce the number of individuals in an office to promote social distancing.
- Require individuals to return to OPM workspaces if it is necessary to perform essential duties and/or if work is better performed if executed in OPM workspaces.

Phase Two: The following protocols will be implemented:

- **Transportation and Parking:** Telework will be encouraged for employees whose transit or parking options remain significantly disrupted due to COVID-19.
- **Dependent Care Operability:** Telework will be encouraged for employees whose schools are closed and/or who lack dependent care.
- **Food Services:** Food services will continue to offer "to-go" options only.

FOR OFFICIAL USE ONLY

U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

- **Building Management/Cleaning:** Routine building management activities and cleaning services with additional cleaning of high-touch areas (i.e. handrails, elevators, bathrooms) will continue.
- **Cleaning Supplies/Supply Chain:** Facilities services will maintain the adequacy of its cleaning supplies and supply chain to ensure there are sufficient supplies (including hand soap, sanitizer, and other restroom supplies) to support the reopening of the facility. OPM will follow and implement guidance from CDC on facility cleaning and/or closures.
- **Personal Protective Equipment:** Facilities services will ensure an adequate supply of PPE (face masks and gloves) is available for security personnel, personnel who engage with the public, staff who provide service to building occupants (i.e. staff who handle mail, support facilities, PIV badging, etc.), or other staff identified by department heads. Although face coverings are recommended by CDC guidelines, they are not required at OPM facilities. If OPM employees and contractors elect to wear a face covering, this link to the CDC website, <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html>, provides helpful instruction on how to design your own.
- **Shared Equipment:** Facilities services will install the necessary requirements for ensuring access to hand sanitizers near shared equipment (printers, copiers, scanners, etc.).
- **Social Distancing:** Facilities services and program staff will assess the workspace to determine and procure the necessary equipment or employ other mitigation strategies per the following:
  - **Meetings and Other Gatherings:** To the extent practical, meetings will continue to be held virtually. If required, in-person meetings will utilize recommended social distancing (six feet) between participants and will include a limited number of attendees. Conference rooms and auditoriums will have modified seating and capacity controls to ensure social distancing.
  - **Workspace Redesign:** Open workspaces that do not allow at least six feet between employees may require that employees work onsite in shifts (telework/onsite), if possible, to allow for social distancing, or may require other mitigation strategies. Walk-up services will require the installation of sneeze shields and/or other appropriate safety barriers. Safety barriers will also be evaluated for use in the reception area of office suites. Cubicles with high walls or enclosed offices will not require additional measures but should be assessed to ensure social distancing can be met if the office or cubicle is less than 6 feet from shared equipment.
  - **Signage:** Facilities will increase signage reminding employees to employ recommended hygiene practices and social distancing protocols, to stay home when sick, and to report any COVID-like symptoms.
- **Communication Plan:** Agency leadership will continue to report to all staff on the status of the agency's reopening strategy and provide at least one-week notice to all staff of the scheduled reopening date for each facility as the dates becomes known.
- **Contract Management:** Contracting Officers and Contracting Officer Representatives will ensure that all contracts are modified to ensure the ongoing concern of services and supplies.

FOR OFFICIAL USE ONLY  
U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

**PHASE 3:**

OPM:

- Resume unrestricted staffing of worksites.<sup>3</sup>
- Review employee requests for special accommodations (in particular, telework or alternative scheduling) on a case-by-case basis.
- Review and revise, as necessary, social distancing protocols.

As the circumstances informing movement from one phase to another change, agency leadership will consider reverting to a previous phase, including telework, should gating criteria indicators erode in the communities surrounding operating sites.

**Incident Reporting**

Agency leadership has implemented an incident reporting strategy to ensure the health and well-being of OPM employees and contractors. Supervisors have been trained and should provide all employees direction on the reporting strategy which is designed to inform a facilities management response (via the OPM Situation Room) and ensure accurate reporting to OPM leaders, affected personnel, and the agency as a whole<sup>4</sup> for evidence-based decision making.

---

<sup>3</sup> During Phase 3, vulnerable populations can resume public interactions but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical, unless precautionary measures are observed, and low-risk populations should consider minimizing time spent in crowded environments.

<sup>4</sup> A robust incident reporting strategy should include incident reporting to all staff and contractors in each facility to ensure full situational awareness, especially as staff will generally need to access employees throughout the facility and inadvertently access affected areas.

FOR OFFICIAL USE ONLY  
 U.S. OFFICE OF PERSONNEL MANAGEMENT  
 RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

**APPENDIX A: OPERATING SITE PREPAREDNESS CONSIDERATIONS**

The following serves as a preparedness reference to support the reentry process. This tool will be completed by an OPM facility point of contact with support from the Senior Leadership in each facility and OPM headquarters Facilities, Security and Emergency Management (FSEM) staff. The assessment will be reviewed by the Director of FSEM in OPM headquarters and provide facilities support as applicable. The facility should set a goal of achieving and maintaining a full reentry status for all preparedness indicators. Building leadership should established a phased approach to reentry when any indicator is not fully met.

**CONSIDERATIONS FOR OPERATING SITE PREPAREDNESS**

CRITERIA	PREPAREDNESS INDICATORS
COMMUNITY PREPAREDNESS	OPERATING SITE IS PREPARED FOR FULL REENTRY
Transportation/ Parking	All local and regional transit lines and building parking services that support the OPM facility are operational <sup>5</sup> .
Dependent Care Operability	Schools and/or dependent care facilities/options in the commuting area have resumed operations.
Food Services/ Storage	Food services within the OPM facility and the local community are operational or building management can provide employees a safe option for maintaining food storage in the facility.
BULDING PREPAREDESS	OPERATING SITE IS FULLY PREPARED FOR REENTRY
Building Management/Cleaning	Building management/cleaning schedules and services <sup>6</sup> are maintained at normal operations with additional cleaning provided for all high touch/building-wide use areas (i.e. elevators, restrooms, building entrances/exits, etc.) multiple times throughout the day. Surge capacity is available to perform deep cleaning in accordance with CDC guidelines when needed.

---

<sup>5</sup> This guide assumes that local and regional transit lines are operational, even when planned or emergency maintenance is in progress (i.e. track repair, road work, equipment upgrades, etc.). It is noted that some local transit lines may undergo weeks or months long repairs and management will assume that employees will identify alternative modes of transportation to address the disruption.

<sup>6</sup> Building management includes all maintenance and routine remediation, extermination and HVAC cleaning services. Current CDC standards for cleaning and disinfecting can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.

FOR OFFICIAL USE ONLY  
 U.S. OFFICE OF PERSONNEL MANAGEMENT  
 RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

Cleaning Supplies/Supply Chain	The OPM facility maintains an adequate supply of cleaning and restroom supplies and supply chains indicate that new purchases can be received timely.
Personal Protective Equipment	The OPM facility maintains an adequate supply of PPE (face masks and gloves) for security staff, staff who engage with the public, staff who provide service to building occupants (i.e. staff who handle mail, support facilities, PIV badging, etc.), or other staff identified by department heads.
Shared Equipment <sup>7</sup>	Hand sanitizer or wipes are provided by OPM and are located adjacent to all shared equipment throughout the facility.
Social Distancing	The OPM facility has established scheduling and/or office modifications to ensure social distancing <sup>8</sup> (as necessary) in all office space.
COMMUNICATIONS PLANNING	OPERATING SITE IS FULLY PREPARED FOR REENTRY
Communication Plan	Agency leadership has communicated the reentry process to all agency staff and provided staff in each building at least one-week advanced notice that a building is scheduled for reoccupation. Training is provided on the new protocols on the reentry to OPM buildings.
Contract Management	The Office of Procurement Operations (OPO) and Contracting Officer Representatives (COR) have reviewed all open contracts and modified them, as needed, to ensure optimal implementation and flexibility during transitions in building operating statuses.

---

<sup>7</sup> Shared equipment includes printers, scanners, copiers, kitchen equipment, and other equipment that are utilized by more than one user.

<sup>8</sup> When implementing social distancing protocols, agency leaders should employ measure proposed in CDC and state guidelines. Proper social distancing measures should take into account the sufficiency of individual offices and high walled cubicles as measures that support social distancing.

# COVID-19 symptoms\* can include:



For more information: [www.cdc.gov/COVID19-symptoms](http://www.cdc.gov/COVID19-symptoms)

\*Symptoms may appear 2-14 days after exposure.

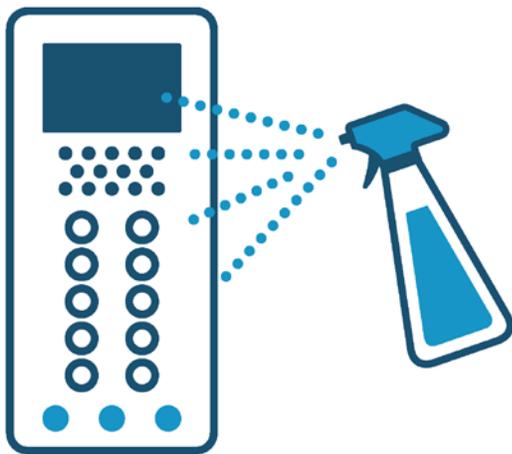


**Not feeling well? Have a temperature?  
Please stay home and contact your  
supervisor about workplace options.**



Print product on display inside all elevators, and above call button panels in all elevator lobbies

# Elevator Cleaning is Ongoing



**Every two hours during core business hours (7 AM – 5 PM).**

**TRB facilities teams are cleaning high-touch areas inside elevators, and call buttons in lobbies on every floor.**

**Tips:** use either an elbow to press buttons (if you're wearing sleeves) or a clean napkin or tissue.

## Questions?

Facilities Management Customer Service Desk  
TRB-Facilities-Requests@opm.gov  
(202)-606-2975  
Room 1330



FOR OFFICIAL USE ONLY  
U.S. OFFICE OF PERSONNEL MANAGEMENT  
RETURNING TO OPM FACILITIES PREPAREDNESS GUIDE

---

Product on display in entrances of all facilities



U.S. OFFICE OF PERSONNEL MANAGEMENT

**NOTICE TO EMPLOYEES,  
CONTRACTORS, AND VISITORS**

THIS BUILDING IS **OPEN** AND **OPERATIONAL**  
**HOWEVER:**

- Have you traveled outside of the country in the last 30 days?
- Have you been diagnosed with or exposed to any person diagnosed with COVID-19?
- Are you exhibiting symptoms of the coronavirus to include: fever, cough, or difficulty breathing?
- Do you have a compromised immune system such as diabetes, lung or heart disease, etc?

**IF YOU ANSWERED YES TO ANY OF THE QUESTIONS ABOVE**



**PLEASE DO NOT ENTER THE SCREENING AREA.**

**Employees and contractors:** Contact your manager/supervisor for further instructions.

**Visitors:** Contact the OPM office that scheduled your appointment.