**Illinois
Department of Commerce
& Economic Opportunity**
JB Pritzker, Governor

OFFICES GUIDELINES

RESTORE LLINOIS
A Public Health Approach To Safely Reopen Our State

PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

**This document is applicable to businesses that meet the following criteria:**

- Conduct operations from within non-customer-facing office spaces (standalone and within multi-tenant buildings)
  i. Examples of businesses operating within offices include (non-exhaustive): legal services, accounting services, architectural/engineering design

Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

GENERAL HEALTH

i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see IDHR's guidance.
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available
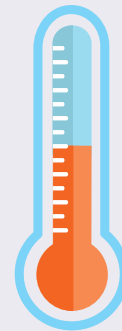
HR AND TRAVEL POLICIES

i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website

2. Employers should continue to limit all non-essential business travel

   a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip

3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other CDC-identified symptoms), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations

ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

HEALTH MONITORING

i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home

2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website

   a. Employer should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms

   b. Employer should also conduct mid-shift screening to verify presence of COVID-19 symptoms (in person preferred, though virtually is permitted)

3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart

4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical

5. Where appropriate, notify employees who have been exposed

6. Any employee who has had close contact[1] with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop

[1] Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

Guidelines specific to Offices:

PHYSICAL WORKSPACE

i. Minimum guidelines

1. If multi-tenant building, landlord should:
   a. Display signage at building entrances with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
   b. Display visual markers 6-ft. apart at any queue points (e.g., elevators, building entrances)
   c. Limit elevator capacity to allow for 6-ft. social distance
   d. Provide hand sanitizer at building entrances, elevators, and common areas
2. Tenant should:
   a. Display signage at office entrances with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
   b. Allow for 6-ft. spacing between occupied, individual workstations OR if not practical, install an impermeable barrier between workstations
3. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
   a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
4. Vending machines may remain in use, though should be sanitized after each use. Employers are encouraged place disinfectant wipes and hand sanitizer next to the machine for employee use

ii. Encouraged best practices

1. If practical, avoid seating employees facing each other
2. Encourage employees to remove personal items from desk to allow for easier cleaning (clean desk policy)
3. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
4. Use of shared workspaces, desks, offices, etc. is discouraged to maximum extent practical
5. Reduce surface contact via no-touch doors and elevators, disposable desk/keyboard covers for shared workspaces
6. Minimize the use of shared work materials / equipment (e.g., copiers, office supplies)
7. If practical, reduce the use of shared papers and encourage use of digital tools
8. Limit usage of telephone receivers to one receiver per person. If headsets are required, employer should provide employees with headset for individual use
9. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

DISINFECTING/CLEANING PROCEDURES

i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Workstations should be disinfected by employees upon entering office and before leaving for the day, with cleaning products provided by tenant

STAFFING AND ATTENDANCE

i. Minimum guidelines

1. Maximum occupancy of 50% of office capacity

2. If multi-tenant building, landlord should design a plan to allow for social distancing within common areas and if needed, designate employee(s) to monitor capacity limits and social distancing in shared building areas (e.g., lobby, elevator)

3. Landlord and tenant should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

ii. Encouraged best practices

1. If practical, use tele- and video-conferencing while at desk

2. Coordinate employee arrival and departure times to adjust for limited elevator capacity and mitigate impact upon public transit capacity

3. Minimize the number of in-person meetings

4. If an in-person meeting is necessary, limit to 10 people with social distancing

5. Implement a process or tools to ensure employees are aware of available capacity before beginning their commute

6. Stagger shift start and end times to minimize congregation of employees during changeovers

EXTERNAL INTERACTIONS

i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, tenant should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms

   a. If practical, tenant should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)

   b. If multi-tenant building, landlord is responsible for screening at loading dock

2. Tenant should keep a log of all external suppliers and any visitors who enter the office

3. Suppliers and visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

ii. Encouraged best practices

1. Limit contact between external suppliers/visitors and employees

If you have questions or need additional support:
Please call our hotline at 1-800-252-2923
or e-mail us at ceo.support@illinois.gov
or return to www2.illinois.gov/businesstoolkit

Additional Resources:

• CDC Interim Guidance for Businesses and Employers

• CDC Workplace Decision Tool

• IDPH Testing Guidance

• IDPH FAQs

• Symptoms of Coronavirus

• IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19

• CDC Guidelines on Cleaning and Disinfecting Your Facility

• CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes

• EPA Disinfectants for Use Against SARS-CoV-2