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Re-opening Plan & the Impact of COVID-19

****For immediate Release****

June 8th, 2020

Multnomah County has officially applied for Phase 1 reopening as part of Oregon's COVID-19 reopening plan. Pending official county approval, [Remote.ly](https://remote.ly) is excited to announce our **official re-opening date of Friday, June 12th, 2020 at 8am**. While we are thrilled to resume our mission of helping others achieve the American Dream, we're approaching our re-opening with care & caution as the safety of our members & teammates remains top priority.

The below changes to our workflows, policies, and expectations serve to protect our members & staff as much as possible. All information below has been guided by official guidelines released by the CDC, [State of Oregon](https://www.oregon.gov/State-Capitol/Pages/COVID-19-reopening.aspx), and other government bodies. Remote.ly will be observing all state mandated precautions for [restaurant](#) and [retail](#) businesses. Please contact us with any questions you may have.

We look forward to serving remote workers, students, small & large businesses, students and others in the coming weeks!

Customer-facing Changes

- **Entering Remote.ly**
 - Floor 1 Lobby
 - Customers will see COVID-19 guides relating to [symptom identification](#), sanitization schedules, and other pertinent information posted on interior & exterior elevator doors
 - A maximum of two people per elevator trip will be allowed
 - Elevator controls have been updated so that all visitors to [Remote.ly](https://remote.ly) can only exit the elevator on the 5th floor in order to provide a controlled entry process for all guests
 - All package deliveries will be received in the 1st floor lobby to prevent high-contact individuals from accessing our internal spaces
 - Floor 5 Lobby
 - Upon exiting the elevator, all Remote.ly guests will be required to use hand sanitizer which will be placed at the elevator exit.
 - Those with hand/skin sensitivities will be required to wash hands with soap for 20 seconds upon entrance



- While not mandated by the state, customers are encouraged to wear face masks ESPECIALLY when away from their workstation
 - All members & guests of Remote.ly are [strongly encouraged](#) to wear face masks per state guidelines.
 - Remote.ly will be offering [locally made, reusable, fabric facemasks from Dana Herbert Accessories](#) in child & adult sizes in a range of designs for \$10 each
 - Per state mandate, all Remote.ly staff will wear face masks while at work
 - The front desk will have a plexiglass shield
 - As before, all members & new customers of Remote.ly must register at the front desk, including providing a copy of their driver's license, before entering our workspace or meeting spaces.
 - New: all guests of members must register at the front desk before entrance. This policy allows for effective contact tracing
 - New: customers will place their ID in front of our scanner in lieu of our staff handling customer IDs directly
 - Floor stickers will be clearly posted which will indicate proper social distancing while waiting in line
 - An infrared forehead thermometer (including single-use shields) is available at the front desk for those who feel a potential fever
 - The previous paper sign-in sheet for Float Desk members will be removed
 - Seats in the lobby will be spaced farther apart
- HVAC System
 - All building air filters will be replaced with medical-grade filters to reduce risk of viral air transmission
- **General Space Planning & Traffic Flows**
 - Each floor will have directional markers on the floor which indicate traffic flows
 - One-way traffic flows reduce the chance of passing others in close proximity.
 - Proper use of directional markers will be enforced
 - Staircases will be re-purposed – one for going upstairs, one for going downstairs
 - Elevator waiting areas will have marked spots to maintain social distance
 - Office clients: upon your request, Remote.ly will alter the layout of your office to reduce teammate proximity
- **Sanitization & General Cleanliness Planning**

- High-touch surfaces (elevator buttons, phone booths, door handles, etc.) will be sanitized three times per day with a sanitization log posted publicly in the 5th floor lobby
- Upgraded janitorial service will occur indefinitely
- Commercial-grade anti-viral cleaning solution will be used in lieu of standard cleaning solutions
- Arm-pulls will be added to bathroom doors for handsfree door opening
- Customers will be provided sanitizing solution and/or wipes upon request so that they may sanitize their individual workstation before or during use
- **Using the Café & Break Room on Floor 5**
 - Specialty drinks will continue to be ordered online to minimize gatherings of people
 - Drip coffee, tea, coffee cups, and cream will be self-service, though customers will be required to use latex-free disposable gloves when preparing coffee, tea, or food in the break room area
 - Sugar has been converted from a pouring dispenser to individual packets
 - Self-service “Grab ‘n Go” café food is discontinued at this time
 - Self-service fresh bread & butter is discontinued at this time
 - Plates will be removed from their old home on the kitchen island and will be placed in cabinets
- **6th Floor Workspaces**
 - Every-other workstation/chair will be eliminated to maintain a 6’ social distance. Removed workstations will be reinstated when it is responsible to do so
 - Community boardgames will be removed but will continue to be available upon request from the front desk
 - Hand sanitizer stations & directional markers will be added
- **Meeting & Event Spaces**
 - Meeting rooms will remain locked unless booked via the Member Portal in order to eliminate the chance of use without proper sanitization
 - Remote.ly will sanitize each room after each use
 - The number of attendees at meetings & events will remain limited based on current state guidelines (max size: 25 guests during Phase 1, 50 guests during Phase 2)
- **Community Events**
 - Remote.ly will focus on Lunch ‘n Learn events for the next two months as we work to provide a high value, community-focused benefit in a responsible way. These events will be limited to 25 guests.

- Larger, standard community events will resume as soon as it's responsible to do so

Internal Changes & Staff Protocols

- **Facemasks**
 - All Remote.ly staff will be required to wear masks while onsite.
 - Remote.ly will provide reusable facemask to employees at no cost
 - Should an employee lose their mask, Remote.ly will provide another to employee at-cost.
- **Hygiene**
 - All staff members will continue to follow [proper handwashing](#) and [coughing/sneezing](#) techniques
 - Staff will continue to use latex-free single-use gloves at all times when handling any food
 - All staff must wear different clothing each shift, or wash their clothing between shifts to reduce the chance of viral transmission
 - Proper gloves will be worn while using high strength anti-viral cleaning solutions
- **COVID-19 & Illnesses**
 - If staff members are feeling ill or are experiencing [symptoms of COVID-19](#) outside of a schedule shift, staff members must not report to work and must communicate with their immediate supervisor
 - If a staff member is experiencing illness during a shift, they must immediately remove themselves from their post and communicate with their direct supervisor
 - In this event, Remote.ly will deep sanitize the employee's workstation before resuming operations
 - Remote.ly appreciates & supports the efforts that staff members provide to our organization and will not retaliate against any illnesses or shifts missed due to illness
 - Cases of gross misuse of company sick leave policies will be reviewed on a case by case basis as needed
 - Employees with young children & those who are caring for others who are ill will be offered extra flexibility, though we ask for as much communication from staff as possible

- All Remote.ly employees, whether part or full time, are provided with paid time off
 - Employees must use paid time off before being granted unpaid time off
- **Communication**
 - Remote.ly values open communication among its teammates
 - Staff are encouraged to communicate any additional ideas or recommended changes to workflows so that we can maintain the highest level of safety and the lowest level of viral transmission risk

Please contact us at info@workinremote.ly or by phone at 503-987-0444 with any additional questions. Thank you for your assistance in helping us maintain appropriate safety protocols.