



# Re-Entry at Covo: Health, Safety, and Well-Being

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**Covo**

981 Mission Street  
San Francisco, CA 94103

## Goals & Purpose

As we prepare Covo and our community for re-entry into active use, we are only too aware of the dangers and risks associated with the coronavirus and its spread. We have assessed Covo and each of our areas and offerings, and developed the following plans. These are based on recommendations from the CDC, workspace leaders, Covo members, and our extended coworking network.

We will be transparent about our plans and commitments, as well as member expectations, as we acclimate to this “new normal.” Some of these plans will take additional time and consideration from you, others will be staff-based. We appreciate your cooperation and understanding as we navigate this together.

Many of our plans stem directly from member feedback. Thank you. Please continue to share your thoughts, as best practices will likely continue to change over time.

## Re-Entry Health and Safety Considerations

There are five areas of consideration we've identified as we re-enter Covo post-quarantine. These include communication, screening, distancing, sanitation, and sanity. These standards will be active upon shelter-in-place ending and our ability to legally re-open, and are subject to change as we learn more about how best to protect each other during this challenging time.

## Health, Safety, and Well-Being Considerations

1. Communication
2. Screening & Access
3. Distancing
4. Sanitation
5. Sanity



## Communication

Coworking begins and ends with communication, and the participation of both staff and members to ensure a caring, safe community. Beyond our weekly member emails, member slack, facebook, and video messaging, we will be increasing communication efforts in the following ways.

### Membership commitment agreement addendum

Members will be asked to sign an addendum to their membership commitment agreement that includes expectations around health, safety and well-being post-quarantine. Each member will be asked to sign & return before returning to Covo.

### Reporting

Part of the membership commitment agreement addendum will require that you self-screen for symptoms daily prior to entry to Covo. This will include reporting test results and potential exposure to COVID-19 to staff.

### Signage and floor markers

Throughout the space, Covo now has signage indicating the maximum occupancy of each given area, hygiene and sanitation stations and instructions, as well as social distancing and directional floor markers. Directional floor markers encourage one-way, distanced movement throughout the space.

### Feedback

We want to ensure that communication continues to go both ways. Please feel free to share absolutely any thoughts, concerns or ideas you have with a member of Covo staff and we will make sure that you are heard and your suggestions carefully considered. Input from our community has always been important to us and highly valued, but as we chart these new waters together, it is indispensable.

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## Screening & Access

Each person who passes through Covo should feel as safe and confident as possible. To make this happen, for this period of high alert we will be insisting on extra requirements for entry to Covo. This is to provide collective comfort and confidence, and keep you keyed in to our precautions so you can self-determine your own plans.

### Access

Until further notice, access to the coworking lounge is restricted to Covo members and their guests only. Both will be subject to the screening requirements as described below. No drop-in coworking will be permitted at this time. Café and Tap Lounge will continue to be open-to-the-public for takeaway only. For those wishing to avoid public transportation, Covo is installing additional bike racks in the bike room.

### Self-screen at home

We built a [symptom tracker](#) for you to fill out and share with Covo prior to entering the space each day. This is required to enter the coworking lounge beyond the swing arm. This will allow us to track testing, symptoms, and exposure to ensure the highest level of safety for you and the rest of the Covo community.

### Touchless temperature screening

Upon entering the coworking lounge, each member will be temperature screened with a [touchless thermometer](#) scan of the forehead. This will be conducted by a gloved, masked staff member. Anyone with a temperature higher than 100.4° Fahrenheit will not be permitted to enter the lounge or beyond until their temperature returns to normal levels. If you have a fever, the [CDC recommends](#) that you self-isolate for 2 weeks and report your symptoms to your healthcare provider. We realize that the screening process may result in wait times to gain access and we thank you for your patience and for maintaining a 6' distance while you wait.

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## Distancing

Social distancing is sadly necessary for safety these days, and to help ensure yours, we will be following the standards set by the CDC, which identify the following protocols.

### High traffic areas

Areas where people may congregate or wait in line (such as the front desk, café and restrooms) will have 6' distance floor markers, on which everyone is expected to stand while they wait.

### De-densification

Covo will be removing chairs from all three floors to create a minimum distance of 6' between members.

### Conference rooms and phone booths

To ensure we can monitor and properly sanitize between uses, all conference rooms and phone booths will be locked. Conference rooms must be booked in advance but phone booths may be unlocked upon request. Chairs will be removed from each conference room to allow for social distancing requirements.

### Restrooms

All restrooms are now single occupancy. Please knock before entering. If you must wait, we ask that you observe a 6' distance from anyone else who might be waiting.

### Household “pods”

Members, the guests of members, or members working in a team or office together will be given the option to establish themselves as a “pod” upon entry. Those in a pod are considered to share a household and will receive an indicator that lifts social distancing requirements.

## Sanitation and Hygiene

### Scheduled sanitation

Covo staff regularly sanitize high-use areas and rooms (listed below) daily with EPA-listed disinfectants. Each of these is also thoroughly sanitized overnight by our janitorial service.

- Front desk
- Door handles
- Restrooms
- Banisters and railings
- Conference rooms
- Shared workspaces
- Printer stations and other shared utilities

### Hand-washing & Personal Hygiene

All members and staff are expected to frequently and thoroughly wash their hands for a minimum of 20 seconds at a time. Unless you have just washed your hands, please avoid touching your face (particularly your eyes, mouth, nose and inner ear).

Recent evidence suggests coughs can send droplets as far as 19 feet, sneezes 26 feet. It is imperative that everyone cover all coughs and sneezes to prevent the projectile spread of these droplets. Rather than using your hands, cough or sneeze into a disposable tissue, or at the very least, into your elbow. Always wash or sanitize your hands after coughing or sneezing.

### Personal protection equipment (PPE)

Face covering must be worn when in transit and high-traffic areas including but not limited to the café, staircases and aisles, and the member kitchenette. When stationary and adhering to distancing, we encourage face coverings when feasible. Members in private offices will be allowed to determine their own face covering protocol while in office. Please follow CDC guidelines for the proper type and use of facial coverings. While everyone is expected to provide their own PPE, Covo will have masks and gloves available at the front desk for anyone who forgets to bring their own.

## Touchlessness

Covo is taking steps to reduce the number of shared touch points throughout the space. The following areas were touchless to begin with or are updated (\*) to make them touchless:

- Recycling, compost and trash receptacles
- Paper towel dispensers
- Soap dispensers
- High-use doors\*
- Café and bar point-of-sale\*
- Front desk check-in\*

## Sanitation stations

Covo has three new touchless hand sanitizer stations, one on each floor. Throughout the space, additional sanitation kits are available that include [hand sanitizer](#), disinfectant wipes and isopropyl alcohol spray bottles. A dedicated sanitation kit is stocked in each conference room, phone booth, and the member kitchen.

## Workspaces

Whenever you arrive at a workstation, we suggest that you wipe it down with provided disinfectants. You **must wipe down** your workstation when vacating your seat (not unlike when you've finished using equipment at the gym).

## Air purification

The [latest evidence](#) suggests COVID-19 is spread in two ways: through fast-acting transmission of viral load through droplets, and slowly through the build-up of viral load in the air over time. Covo, fortunately, is equipped for this increased tax on the air system, as our HVAC system is significantly more robust than code requires.

Each floor is on a separate filtered HVAC system, meaning that airflow does not circulate between floors. Furthermore, we now have dedicated HEPA filters on each floor for additional air filtration. Air will be purged prior to opening, circulated during business hours and purged again after closing to maintain maximum air quality.

## Sanity

This is an intense, history-making moment in each of our lives. Connection is harder to access but more vital than ever, since hugs are out of the question, and seeing smiles behind masks is impossible. As your community leaders, we are committed to your well-being, sanity and balance more than ever!

## Hugs & Happy Hours

Covo thrives on hugs and happy hours. We have reconnoitered the Tap Lounge to adhere to social distancing rules, and will host a distanced happy hour at our traditional 4:30pm on Fridays. For obvious reasons hugs are not feasible in their customary form at the moment. Instead, we will be sending you virtual hugs and encourage you to share them back and to one another. Send messages of encouragement, cute memes, virtual hugs, gifs, and stickers via [Slack](#).

## Events & Breaks

We want you to continue enjoying opportunities to connect and share your wisdom with one another. Please ping us if you'd like to lead a virtual or socially distanced chat, workshop, or suggest a theme. Ideas include a) venting about the difficulties you are experiencing in this new normal, b) kvelling about the things you love and appreciate about this new normal, c) talking about anything other than COVID-19, d) your core values and how you learned them, e) self-care advice, f) feelings, g) teaching something you care about, h) watching cat videos together, i) no designated topic

## Coffee Stops

Bottomless drip coffee will be available to members for free at Covo's café. No need to make a fresh pot yourself right now! You may use either your personal mug or Covo's disposable single-use cups. Mugs should be placed in bus bins or directly into the shiny new member's dishwasher in the kitchenette.

**We miss you and can't wait to see your friendly faces back at Covo!**  
**- Love (and virtual hugs), Rebecca, Jason, and the rest of the team**