Fitwel Communication Protocol

Fitwel Communication Protocol

This document provides project teams with a list of the required elements that must be included in a communication protocol. Project teams can either use this document as a guide to establish and implement a qualifying protocol or highlight the required sections in existing policies or protocols.

A qualifying protocol for communications must include the following:

1. Implementation

☐   when implementing the protocol in multi-tenant commercial and residential buildings, the protocol must apply to all full-time employees of the areas under the control of the building management.

☐   when implementing the protocol in single tenant buildings and commercial interior spaces, the protocol must apply to all full-time employees of tenant spaces.

2. Communication

Requires protocols for distributing viral response information to occupants. Viral response information may include, but is not limited to the following:

☐   disease outbreak preparedness plan

☐   summary of enhanced cleaning and maintenance protocol

☐   summary of enhanced indoor air quality policy

☐   health programming information

☐   reintegration plans

☐   changes to hours of operation

☐   face covering requirements.

☐   any updates to operational policies or regulations

3. Occupant Notification Mandates

Requires notification of occupants in the following situations:

☐   confirmed or suspected viral cases occur on-site (infected individuals' identity should not be disclosed)

☐   building, room, or amenity closures, as applicable.

4. Occupant Communication

Requires information be distributed through a minimum of **one** of the following mediums:

☐   newsletter or email

☐   website update

☐   webinar

☐   workshop or training

5. Communication Requirements

Requires regular updates be shared with occupants during a contagious disease outbreak, as defined by the national, regional and/or local public health authority.

6. Chain of Communication

Requires chain of communication, which may include, but is not limited to the following:

☐   Who notifies each employee of updates

☐   Order of notifications

☐   How each employee is notified of updates

☐   Which employees need to be notified of certain updates