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
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