

A ROAD TO RE-OPENING

Session 2 | Deep Dive Into Space Planning

Tuesday, June 23, 1 to 2:30pm



A Webinar
Series
for CBOs



Discussion led by
Jeff Gagnon
Cushman & Wakefield



Dan Velasquez
Catholic Charities
&
Jennifer Long
Catholic Charities

Funded through
a federal DHS
grant via an
agreement with
Santa Clara
County

Welcome and Introductions

- Welcome

Please type your name and organization in the chat box so everyone can see who's joined

- Housekeeping

Everyone is on mute. Please enter questions or comments in Q &A box.

Agenda Overview

1. Welcome and Introductions
2. Why Are We Here
3. Planning to Re-Open Physical Workspaces
4. Applying These Concepts to Our Own Spaces
5. Questions and Answers
6. Where Do We Go From Here

Webinar Objectives

Learn about

- How to structure office environments including ideas for various floor plans
- How to handle areas like restrooms, kitchen/break rooms, shared equipment areas such as copy machines, printers, office supply cabinets, and other high touch surfaces or areas
- Planning considerations such as HVAC airflow and use of directional walking paths in indoor office/service environments

More to Come After Today...

- This is the SECOND in a series of webinars that SVCN and CADRE is offering this summer

A Road to Re-Opening

June 9

Re-Opening
in the
Context of
Public
Health
Orders

June 23

Deep Dive
into
Space
Planning

July 7

Staff Care:
Supporting
Your
Workforce
in Time of
Crisis

July 21

Saving on
Rent:
A Shared
Space
Strategy

webinars start at 1 pm



Watch [SVCN.org](https://www.svcn.org) for registration information



Community
Vision
CAPITAL &
CONSULTING



Center for Excellence in Nonprofits



Planning To Open Physical Workspaces

Jeff Gagnon
Executive Managing Director, West Region
Strategic Consulting
Cushman Wakefield

- **Upfront:**
- Returning to the Workplace
- **Discussion**

June 23, 2020



COVID19 WORKPLACE RESPONSE DASHBOARD



Assemble a team

- Cross-functional representation

- ☐ Commit and convene frequently
- ☐ Workplace Pandemic Recovery Plan
- ☐ Address the building & facilities
- ☐ Consider the workforce and contractors
- ☐ Model the business implications of further outbreaks
- ☐ Include risk, legal implications
- ☐ Review policies related to people, place and work
- ☐ Plan for workforce and workplace changes
- ☐ “Plan for the worst but hope for the best”



WHAT'S NEXT

• TOOLS TO ACT NOW

Recovery Readiness: Solutions that Leverage Cushman & Wakefield's "How-To" Guide



II. Preparing the Building

Before occupying a building, it is important to ensure that the building is ready to receive the workforce. This involves a variety of steps, including assessing the building's condition, ensuring that the building is safe and secure, and ensuring that the building is ready to receive the workforce.

RESPOND

- Understand critical terms, conditions and dates in leases
- Understand population needs; *XSF@Home* surveys
- Deploy cost containment efforts
- Determine excess or distressed assets and address

REOPEN

- Actively assess portfolio, leases, employees' needs, and space demand & supply to develop plans
- Space planning for social distancing; *6 Feet Office*
- Modify workspaces through Project and Program management
- Implement enhanced cleaning and maintenance protocols
- Source and procure critical supplies, signage and specialty services
- Support change management and ongoing employee engagement

REIMAGINE

The new Role of the Workplace, Employee Experience & Wellness, Strategic Planning and Landlord Investment in a new environment through:

- Health & Safety
- Future Work Pattern development
- Workplace Strategy
- Portfolio & Location Strategy
- Technology Enablement
- Environmental Influences

Short term: The safe six

- Workplace Readiness Essentials

1. PREPARE THE BUILDING

2. PREPARE THE WORKFORCE

3. CONTROL ACCESS

4. CREATE A SOCIAL DISTANCING PLAN

5. REDUCE TOUCH POINTS & INCREASE CLEANING

6. COMMUNICATE FOR CONFIDENCE

THE SAFE SIX: WORKPLACE READINESS ESSENTIALS

The selection from "Safe Six" and "Work From Home" (WFH) workforce back to places of business will be different for every organization. How can we better support and effectively prepare the return to the office? And how can employees make sure they are prepared to answer their own questions? While some have employees who are returning to the same challenges, others will have a unique opportunity to come together, following a variety of perspectives, guiding priorities to help navigate the return to the workplace.



PREPARE THE BUILDING
Cleaning plans, pre-return inspections, HVAC & mechanical checks
1. Follow safety of all workers
2. Review policies of HVAC, PPE, fire safety, etc.
3. Check with providers from approved list for cleaning, sanitization
4. Ensure compliance with local, state, and federal regulations
5. Engage vendors to help with return plan
6. Review and prepare data regarding cleaning, sanitization, and safety
7. Review all inspections, remediation, notes and communications are complete before reopening

PREPARE THE WORKFORCE
Policies for deciding who returns, shift/schedule management, employee communications
1. Mitigate anxiety of returning to the workplace through change management, sharing plans, communication, etc.
2. Consider why people can benefit from returning to work
3. Consider why people can benefit from continued WFH
4. Review and prepare data regarding return, safety, and communication
5. Develop and execute detailed plan on how to return to work
6. Advise on alternative means of work commuting
7. Review and prepare notes of social distancing and cleaning protocols

CONTROL ACCESS
Protocols for safety and health checks, building reception, shipping/receiving, elevator, visitor policies
1. Control the entry point, including delivery
2. Review safety and health checks
3. Implement safety checks on return
4. Clearly communicate building protocols, including safety and health checks
5. Consider temperature screening
6. Avoidance of contact with people as appropriate
7. Check for safety concerns

CREATE A SOCIAL DISTANCING PLAN
Decreasing density, schedule management, office traffic patterns
1. Consider planning based on risk and potential impact on workers
2. Alternating work weeks on the office and WFH
3. Staggered arrival/departure times
4. Review safety and health checks
5. Review safety and health checks
6. Review safety and health checks
7. Review safety and health checks

REDUCE TOUCH POINTS & INCREASE CLEANING
Touchpoints, high-touch areas, clean disinfecting, hand hygiene, cleaning common areas
1. Review safety and health checks
2. Review safety and health checks
3. Review safety and health checks
4. Review safety and health checks
5. Review safety and health checks
6. Review safety and health checks
7. Review safety and health checks

COMMUNICATE FOR CONFIDENCE
Recognize the fear in returning, communicate transparently, listen/survey regularly
1. Review safety and health checks
2. Review safety and health checks
3. Review safety and health checks
4. Review safety and health checks
5. Review safety and health checks
6. Review safety and health checks
7. Review safety and health checks

MOST IMPORTANTLY

Consistently reinforce hand washing, social distancing and staying home when ill

1. prepare the building

CLEANING PLANS, PRE-RETURN INSPECTIONS, HVAC & MECHANICALS CHECKS

Goal: Ensure safety of all workers

- ☐ Partner with building owners/landlord to ensure compliance with owner requirements/policies
- ☐ Ready Mechanical, HVAC, Fire/Life Safety systems
- ☐ Clean with government-approved products
- ☐ Engage vendors in back-to-work plan
- ☐ Review and prepare plans for client/owner approval regarding changes to cleaning scope or any additional services
- ☐ Ensure all inspections, remediations, repairs and communications are complete before reopening

2. prepare the workforce

POLICIES FOR DECIDING WHO RETURNS, SHIFT/SCHEDULE MANAGEMENT, EMPLOYEE COMMUNICATIONS

Goal: Careful, measured return without incident

- ☐ Develop an approach to who should return to the office
- ☐ Evaluate why/how **some employees benefit from returning to the office**
- ☐ Evaluate why/how **some employees benefit from continued WFH**
- ☐ Plan a phased return based on roles and priorities, including temp workers if needed
- ☐ Enable teams to negotiate their own 'in-office' schedules

Alternate workdays between the office and WFH – agile teams

Rotate everyone once a week – weekly meetings etc

Flex work hours/stagger arrival/departure times – general staff

- ☐ Suggest alternate means of safe commuting

3. control access

PROTOCOLS FOR SAFETY AND HEALTH CHECKS, BUILDING RECEPTION, SHIPPING & RECEIVING, ELEVATORS AND VISITOR POLICIES

Goal: manage the flow of people and materials into your workplace

- ☐ Consider reducing or restricting the number of entries
- ☐ Control the entry points including deliveries
- ☐ Reconfigure gathering and lobby areas for social distancing
- ☐ Clearly communicate building protocols through signage and floor markings
- ☐ Consider temperature screening
- ☐ Provide sanitizer, wipes, PPE as appropriate
- ☐ Install acrylic shields as appropriate
- ☐ Disable touchscreens

4. create a social distancing plan

DECREASING DENSITY, SCHEDULE MANAGEMENT, OFFICE TRAFFIC PATTERNS

Goal: Make social distancing easy and habitual

- ❑ Plan for social distancing, i.e. 6 Feet Office protocols
- ❑ Designate and signpost the direction of foot-traffic in main circulation paths
- ❑ Specify seating assignments for employees to ensure staff adheres to minimum work distances
- ❑ Monitor space usage
- ❑ Reduce capacity of spaces—e.g., remove some chairs from large conference rooms
- ❑ Rearrange spaces, alternate desk/chair use, etc. for social distancing
- ❑ Add panels between desks including height adjustable panels for sit/stand desks
- ❑ Enforce stringent cleaning protocols for shared spaces
- ❑ Prohibit shared use of small rooms and convert them to single-occupant use only
- ❑ Limit in-person meetings/gatherings in the office

5. manage touchpoints & increase cleaning

TOUCHLESS INGRESS/EGRESS, CLEAN DESK POLICY, FOOD PLAN, CLEANING COMMON AREAS

Goal: reduce risk of cross contamination

- ❑ Sanitize all workspace areas, including office, conference rooms, breakrooms, cafeteria, restrooms, and other areas prior to opening; maintain enhanced cleaning and disinfecting practices
- ❑ Remove high-touch shared tools such as whiteboard markers, remote controls, etc.
- ❑ Supply disinfectants near or on each desk and work area, particularly those that are shared; stock hand sanitizer, disinfectant wipes, etc.; enable DIY cleaning
- ❑ Install low-touch or no-touch switches, doors, drawers and other fittings; ensure appliances and equipment are in working order
- ❑ Designate a specific enclosed room to isolate persons identifying themselves with symptoms
- ❑ Remove open food and beverages; consider replacing with single-serve items
- ❑ Institute a clean desk policy; create secured, designated storage areas for personal items

6. communicate for confidence

RECOGNIZE THE FEAR IN RETURNING, COMMUNICATE TRANSPARENTLY, LISTEN/SURVEY REGULARLY

- ❑ Ensure leadership alignment on re-entry strategy
- ❑ Clearly set employee expectations, with an emphasis on making them feel secure
- ❑ Establish two-way communication
- ❑ Create a trusting and transparent culture
- ❑ Articulate Return to Work and Work from Home policies and benefits
 - Guest and visitor policies
 - Employee travel policies
 - HR policies regarding illness, support for caregivers, etc.



Participant Poll

Applying These Concepts to Our Own Spaces

A Discussion

Placement suggestions



Catholic Charities
of Santa Clara County



Placement suggestions



Catholic Charities
of Santa Clara County



Placement suggestions



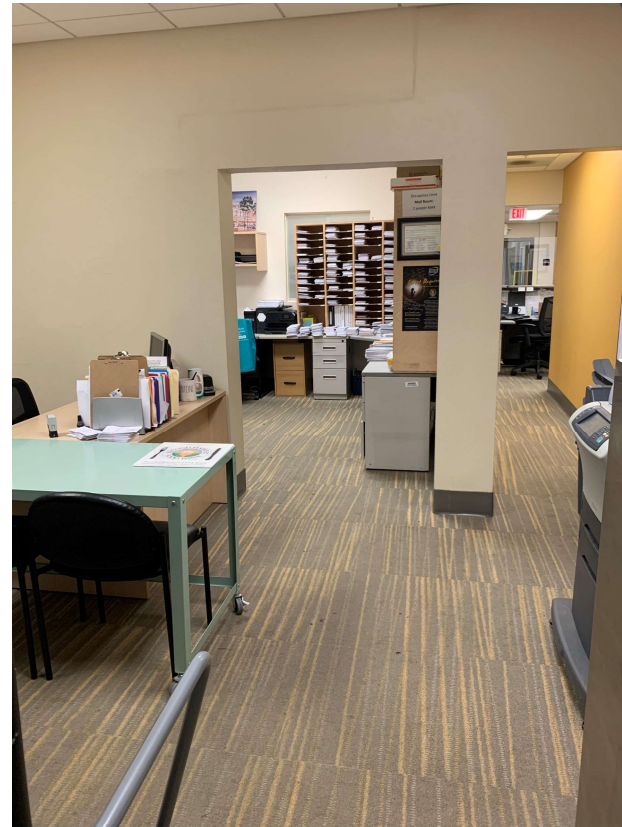
Catholic Charities
of Santa Clara County



Placement suggestions



Catholic Charities
of Santa Clara County



Placement suggestions



Catholic Charities
of Santa Clara County





Questions?



A ROAD TO RE-OPENING

webinars start at 1 pm

June 9

Re-Opening
in the
Context of
Public
Health
Orders

June 23

Deep Dive
into
Space
Planning

July 7

Staff Care:
Supporting
Your
Workforce
in Time of
Crisis

July 21

Saving on
Rent:
A Shared
Space
Strategy



Funded through
a federal DHS
grant via an
agreement with
Santa Clara
County

A Webinar Series for CBOs

Register at [SVCN.org](https://www.svcn.org)

**SAVE
THE
DATES!**

A ROAD TO RE-OPENING

Session 3 | **Staff Care: Supporting Your Workforce in a Time of Crisis**

Tuesday, July 7, 1 to 2:30pm



A Webinar
Series
for CBOs



Moderated by Imelda Gonzalez
VP Human Resources
Silicon Valley Community Foundation



How to Support the LGBTQ+ Community

FREE

Close out Pride Month with this FREE webinar

June 30, 2020, 10 am to 11:30 am PST



Kilani Louis

We'll discuss

- SOGIE Basics -- Sexual Orientation, Gender Identity + Expression
- How to support the LGBTQ+ community
- Debrief Pride & BLM actions



Sera Fernando



County of Santa
Clara County
Office of LGBTQ
Affairs

SVCN



CENSUS 2020: WE ALL COUNT

LEARN HOW NONPROFITS CAN HELP
ENSURE A FAIR AND ACCURATE COUNT!

FRIDAY, JULY 10, 2020

9:00AM – 10:00AM PT

VIA ZOOM CONFERENCE

REGISTER @ [SVCN.ORG](https://www.svcn.org)



EVERYONE COUNTS! County of Santa Clara

SVCN



UNITED WAY BAY AREA

CENSUS 2020: WE ALL COUNT

LEARN HOW NONPROFITS CAN HELP
ENSURE A FAIR AND ACCURATE COUNT!



EVERYONE COUNTS | County of Santa Clara

THURSDAY, JULY 16, 2020

6:30PM - 7:30PM PT

VIA ZOOM CONFERENCE

REGISTER @ [SVCN.ORG](https://www.svcn.org)



UNITED WAY BAY AREA

SVCN's Working Statement on Race Equity, Diversity + Inclusion

SVCN is committed to supporting equity, justice, inclusion, and the opportunity to thrive, for all. SVCN recognizes that existing systems of power give privilege and access to those with race, gender, and socioeconomic advantages, and deny it to those with race, gender, and socioeconomic disadvantages. This is the case in nonprofit organizations as well as in other institutions. We commit to using diversity, equity, and inclusion values and practices in our business and to bring awareness of and capacity to embrace and enact these values in our nonprofit space. We also pledge to champion these values in public and private sectors, as well as in our communities.

SVCN's Race Equity, Diversity + Inclusion Statement

SVCN, together with our partner agencies Thrive Alliance & Center for Excellence in Nonprofits, will be a hub for diversity, equity, and inclusion (DEI) education, support, and practice, to support the nonprofit ecosystem in Silicon Valley. We will do this by providing nonprofit staff and organizations opportunities to:

- engage in interactive and practical **workshops** that help organizations to reflect their DEI values in their operations and activities
- participate in curated, thought-provoking **presentations** that can help nonprofit leadership arrive at a greater understanding of structural racism and the imperative for nonprofits to work towards continuous improvement in diversity, inclusion, and race equity work
- connect with **mentors and advisors** who can help nonprofit leaders advance conversations and frameworks initiatives
- share experiences and practices with **nonprofit peers** in the DEI ecosystem and, finally, in a safe space, work with other sectors on DEI-related objectives. We unite together to address systemic racism, discrimination, injustice, and inequity in our community; center the voices of Black, indigenous, and other People of Color, and support empowerment of the communities we pledge to serve.

SVCN & Thrive Alliance Stand Together for Racial Justice

Thrive Alliance and Silicon Valley Council of Nonprofits stand together with two-hundred nonprofit allies to express our sorrow about the killing of George Floyd, Breonna Taylor, Ahmaud Arbery, and many other people, indigenous people, and People of Color (BIPOC) who experience systemic and institutional violence.

Although the nonprofit community, at its best, has allied with communities of color and low-income communities to pursue social justice and dismantle inequity and racism, we also must acknowledge we all have more work to do.

Our Silicon Valley community has just begun to come to terms with the disproportionate impacts of the virus and shelter-in-place on our communities of color, including from COVID-19 at higher rates than white groups. Frontline workers, who are disproportionately Black and Latinx, are exposed to the virus that is more likely to kill them and are disproportionately financially impacted by the pandemic. On top of that, our housing is still unaffordable, facts, news of another death connected to police violence has marked a consecutive series of deaths, and the racism and the seemingly unending loss of lives are all very real and heartbreaking.

Nonprofit organizations have a high calling. But now, more than ever, is the time to raise the bar. If race equity is not currently part of your calling, add it. If organizing yourselves and the community you serve to advocate isn't part of your mission, do it. If you've allowed COVID-19 to stall your intentional, organizational race equity work (we're there, too), it's time to get back to it.

For nonprofits with primarily white leadership, how can we go beyond allyship and towards anti-racism and anti-oppression? Reach out to BIPOC-led nonprofits and provide support and partnership if it's needed and desired. Do they need office space, extra hands, or back office help to weather the storm? Can you introduce them to a funder? Boost their fundraising pitches. Follow their lead on advocacy.

Mid-Peninsula Boys & Girls Club

National Coalition of 100 Black Women/SV

Calif. OS State Services

People's Action in Community Together

Razing the Bar

Retraining the Village

Roots Clinic

San Mateo County Alliance of Black Educators

San Mateo NAACP

Silicon Valley African American Festival

Silicon Valley Black Chamber

SJ/SV NAACP

StreetCode Academy

Tabia African American Theatre Ensemble

Tech and the Met

FUNDING YOUR IMPACT SUMMIT

A webinar series on fund
raising & fund
management for CBOs

Save the Dates
Thursdays at 10 am

August 6

August 13

August 20

August 27

August 34

Watch
SVCN.org for
registration

SVCN! + **CADRE**
NONPROFITS RESPONDING TOGETHER



Learning.



Advocacy.



Supplies.

#TheNonprofitAlliance



Volunteers.



Collaboration.

It's time
to renew your
SVCN nonprofit
membership.
**We need
each other now
more than ever.**



NONPROFITS RESPONDING TOGETHER

Meet our team.

Activate
Your Impact

Kyra Kazantzis | Chief Executive Officer
KyraK@svcn.org

Wendy Ho | Chief Policy and Strategy Officer
WendyH@svcn.org

Jenn Torai | Director of Learning & Member
Engagement
JennT@svcn.org

Alexa Nolder | Operations Manager
AlexaN@svcn.org

Marsha Hovey | CADRE Board Chair
admin@cadresv.org

Annamaria Swardenski | CADRE Disaster
Preparedness and Response Consultant
arswardenski@gmail.com



THANK YOU

Next session in this series :

July 7, 2020

1:00 to 2:30pm

Register at www.svcn.org

