The Ramp-up Phase II Guide will be available on our 1) alerts page and 2) provided to the main contacts we have on file via email to include a.) president, b.) office manager, and c.) facilities. A hard copy will be available at COgro for members and in the VTCRC Administrative Office, located at 1715 Pratt Drive, Suite 1000. Please call ahead so that we may have a hard copy ready for you (540-961-3600).

- www.vtcrc.com/resources/alert

The VTCRC Administrative Office is currently closed, and will reopen most likely during phase III. In the meantime, we are accepting appointments.

In this guide:

- VTCRC Guidelines and Procedures
  - Procedures for reported case of Coronavirus in the park
  - Regular Cleaning and Maintenance
  - Administrative Office and Leasing
  - Communications: Communications, events, reservations
  - Data Service and Information Technology
  - COgro co-space

- How to Wear a Cloth Face Covering
- What to Do If You Are Sick

Suite signage: Virginia Tech has also provided “print on demand” signs as resources for your company. https://vt.edu/ready/communications-resources.html
Although we cannot anticipate all questions that you may have, we suggest you call our office at 540-961-3600 M-F 8:00 a.m. – 5:00 p.m. and we will direct you to the appropriate staff to assist.

**VTCRC “Ramp-Up Phase II” Guidelines and Procedures**

In addition to the guidelines as outlined by the Governor, CDC, and Virginia Tech, the VTCRC Administration Office has outlined the following as precautions to re-opening.

**What are we doing prior to opening date to be prepared?**

MAIN COVID-19 CONTACT: Dawn Myers, Chief Operating Officer | dawn.myers@vtcrc.com

To fulfill new obligations and tasks, we have designated the following staff with these additional temporary roles and responsibilities during COVID-19 concerns…

<table>
<thead>
<tr>
<th>COVID-19 Tenant Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assures that all companies in the building are respecting precautions and protocols. Tenant Captains facilitate and maintain open communication between companies and VTCRC Administrative Office.</td>
</tr>
<tr>
<td>o Morris, Pat</td>
</tr>
<tr>
<td>o Vidmar, Melissa</td>
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<td>o Williams, Eddie</td>
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<table>
<thead>
<tr>
<th>COVID-19 Cleaning and Sanitizing Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Maintains knowledge of janitorial scope, CDC recommended cleaning of common areas</td>
</tr>
<tr>
<td>o Roseberry, Jenna - Operations Coordinator <a href="mailto:jenna.roseberry@vtcrc.com">jenna.roseberry@vtcrc.com</a></td>
</tr>
<tr>
<td>o Williams, Eddie</td>
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<tr>
<th>COVID-19 Quarantine Marshals</th>
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<tbody>
<tr>
<td>• Coordinates the response of tenant employees exhibiting symptoms related to COVID-19 and/or testing positive.</td>
</tr>
<tr>
<td>o Morris, Pat</td>
</tr>
<tr>
<td>o Vidmar, Melissa</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>COVID-19 Deliveries, Supplies and Vendor Leads</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Administer receipt of packages, couriers, deliveries that may occur in the VTCRC Administrative Suite. Notify vendors of reopening and alert to changes that may impact them.</td>
</tr>
<tr>
<td>o Heavener, Mary (Co-lead)</td>
</tr>
<tr>
<td>o Scott, Jessica</td>
</tr>
<tr>
<td>o Spalding, Christine (Lead)</td>
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</tbody>
</table>
Procedures for reported case of Coronavirus in the park

If the VTCRC (see page 2 for contacts) is notified that an employee in the research park has tested positive for COVID-19, we will immediately:

1. **Inform employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by HIPPA.**
   a. Notify the park via our main contacts that we have on file for president, office manager, and facilities

2. **The VTCRC will contact the local health department so that they may provide** instructions and reporting information.

3. **Determine which other employees may have been exposed to the virus and we will take additional precautions by:**
   a. Following the Public Health Recommendations for Community-Related Exposure and instruct potentially exposed employees to stay home for 14 days, telework if possible, and self-monitor for symptoms.

4. **We will begin the process to prepare the building for CDC recommended cleaning and disinfecting practices.**

Infected employees should not return to work until they meet the criteria to discontinue home isolation and have consulted with a healthcare provider and state or local health department.

**Enhanced hand hygiene**

Hand hygiene is one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others. Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 60 percent ethanol or 70 percent isopropanol. An increased number of hand-sanitizer stations will be available at many building entrances, elevators, classrooms, and other high-traffic areas.
The Facilities Department specifically commits that its team will:

- Abide by CDC, state, university, and industry protocols for healthy working conditions and behaviors.
- Recognize the critical role that janitorial services play in protecting human health by preventing transmission of infectious diseases — and in many instances — the role it plays as the first line of defense against the spread of infectious agents. We are prepared and equipped with the ability to expeditiously clean and disinfect necessary areas as needed.
- Continue to evaluate data-informed conditions, feedback, and processes to help us assess and address gaps in service execution.

Consistent, thorough, and deliberate cleaning commitment

Our first priority is the safety and wellbeing of the research park community. In conjunction with physical distancing and personal hygiene strategies, We will employ a consistent, thorough, and deliberate cleaning process. The VTCRC will manage cleaning of public indoor spaces via third-party providers through a combination of frequent and thorough cleaning and access control.

Restrooms
Use of restrooms should be limited based on size to ensure physical distancing. Wash your hands thoroughly afterward to reduce the potential transmission of COVID-19.

Elevators
When using elevators, please practice physical distancing. This could require single occupancy use depending on size of elevator cab. While in the elevator cab, users should avoid overcrowding, wear a face covering, and avoid leaning on walls. Upon departing the elevator, users should wash their hands with soap and water or use hand sanitizer.

Facilities guidelines
The VTCRC is committed to maintaining the highest standards of cleanliness across all of its buildings. Outlined below is an overview of facilities-specific actions that will help ensure a safe and effective environment. The outlined actions will be carried out by the Facilities Department in partnership with key stakeholders and service providers. Your patience and partnership are appreciated.

In keeping with Governor Ralph Northam’s Executive Order Sixty-Three, the Virginia Tech Corporate Research Center Administrative Office will require the use of face coverings for all contractors working at the research park and any of its subsequent buildings in Phase I, II and at the Virginia Tech Transportation Institute.
**Consistent and Stringent Standards**

We require all janitorial contractors/external vendors to follow these stringent industry-level guidelines and the Facilities Department remains in constant communication with these vendors.

- Stringent daily cleaning efforts
- Deep cleaning of building public areas
- Increasing inventory of high-grade cleaning disinfectants and hand sanitizer
- Following all recommendations provided by the CDC and ISSA, the cleaning trade association

In addition, the Facilities Department is using EPA-approved disinfectants against COVID-19 to sanitize frequently touched surfaces in public areas, such as:

- Light switches
- Exterior/interior elevator buttons
- Exterior/interior handrails
- Exterior/interior glass windows on doors
- Exterior/interior door knobs/levers/push handles
- Sink faucets/toilet fixtures/dispensers
- Tables and chairs

Public areas include lobbies, restrooms, stairwells, elevators, and conference rooms (conference rooms will be cleaned Monday – Friday between 12:00 – 1:00 p.m.)

- If tenants should require cleaning, above and beyond the scope of janitorial services, they are encouraged to contact Jenna Roseberry jenna.roseberry@vtcrc.com
- The VTCRC will provide hand sanitizer stations in the lobbies of all buildings
- If your employees are returning to work and you come across any maintenance issues, please submit a request at https://www.vtcrc.com/submit-maintenance-request/

**HVAC**

The VTCRC has conducted preventive maintenance to HVAC systems recently, which included changing of filters.

- Both the VTCRC and G.J. Hopkins have been working together to formulate the best plan of action, with the least amount of intrusion and effect on day to day activities. We will be raising fresh air intake into the buildings by 10 to 15%. We will also be setting the start time for the buildings back to 5:00 a.m., to allow more filtration of the air before the buildings get occupied.

**How You Can Help**

Recommended building user actions to help ensure aggregate health and safety:

- Practice good hygiene (handwashing and cleanliness within your work setting)
- Review, share, monitor compliance, and adopt guidelines established
- Reconfigure your suite space to allow for physical distancing (does not apply to COgro)
- Remove and/or clean high-touch shared tools such as break area equipment, computer keyboards, whiteboard markers, remote controls, etc. within your suite.
- Comply with signage guidelines.
As we plan for work after COVID-19, we are rethinking the new normal and how we will adjust. Social distancing will become part of our way to in keeping a healthy distance from others. Our office will enforce the 6-feet rule.

Contact: Pat Morris, Real Estate Manager pat.morris@vtcrc.com

No one with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, is permitted in the establishment.

- Until further notice: 1) The office will be closed opening mostly likely during Phase III and 2) we will not offer notary services. You may visit https://www.vtcrc.com/tenant-directory and filter by legal services to find law offices in the park that may be able to assist, should you require notary services.

- We encourage everyone to conduct business via email or phone when possible. Forms for Carilion Wellness, Hokie Passport, and others may be found online at https://www.vtcrc.com/resources. You may drop off forms in the mail room located on the first floor of 1715 Pratt Drive.

- We ask that, when we reopen, if you visit the office and see a patron talking with staff, to please wait outside the office doors until the business has concluded and patron has left. The staff will be wearing masks when interacting with clients and tenants and require patrons do the same. If you do not have a mask, we can provide one for you.

- Parking passes are not required on the Virginia Tech campus at this time, so visitor passes will not be issued. https://parking.vt.edu.

Should you have any questions regarding the above, your lease and/or space, please contact Pat Morris.
Communications, events, conference room/recreation field reservations

Contact: Melissa Vidmar, Business Development & Communications Manager
melissa.vidmar@vtcrc.com

- During this transition we will communicate mainly via The Weekly e-newsletter, our main contacts on file, website alerts page at https://www.vtcrc.com/resources/alert, and social media.
  - It is important that if employees are not receiving The Weekly or if edits need to be made to company contacts that we have on file, requests be sent to Melissa Vidmar.

- If tenants need assistance with distributing their office reopening details or press releases, we can assist you with this effort.

- For now, events will be conducted via ZOOM or WebEx. We encourage you to stay connected and visit https://www.vtcrc.com/events for listings.

- You can reserve conference rooms (except between the hours of 11:45 a.m. – 1:15 p.m. as we will conduct daily cleaning during this time).

- You can reserve the pavilion and amphitheater, but certain rules and guidelines apply. Restroom use for events at the pavilion will be approved on a case by case basis ($50).

- We are not accepting volleyball court reservations at this time.

Should you have questions regarding the above or marketing/PR/tenant meeting questions, please contact Melissa Vidmar.
Data Service and Information Technology

Contact: Clay Hodges, Ph.D., Engineer clay.hodges@vtcrc.com
Data service issues: https://www.vtcrc.com/resources/data-services

**Best Practices:** If you are connecting through your employer’s VPN, do not assume that all internet traffic is directed through the company’s firewall. Check with your IT department about best practices for general internet use on company equipment when working from home.

**Avoid Coronavirus Scams**

- Don’t respond to texts, emails or calls about checks from the government. Here’s what you need to know.
- Ignore online offers for vaccinations.
- Be wary of ads for test kits. The FDA recently announced approval for one home test kit, which requires a doctor’s order. But most test kits being advertised have not been approved by the FDA, and aren’t necessarily accurate.
- Hang up on robocalls. Scammers are using illegal robocalls to pitch everything from low-priced health insurance to work-at-home schemes.

Should you have questions regarding the above, please contact Clay Hodges, Ph.D.

COgro co-space

Contact: Andrea Hammond, Community Administrator andrea.hammond@vtcrc.com

**No one with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, is permitted in the establishment.**

- COgro will enforce the 6-feet rule. When entering COgro, please walk down the middle of the main hallway to your specific area.
- The office will be closed 12:00 – 1:00 p.m. each day until further notice.
- We encourage everyone to conduct business via email or phone when possible. You may also drop off forms in the mail slots located outside COgro.
- The staff will be wearing masks when interacting with clients and members and require patrons do the same. If you do not have a mask, we can provide one for you.
- Disinfectant wipes will be provided. We ask that members wipe down refrigerator handle, printer, phone booth door knob after use.
- We will not provide our fresh baked cookies or snacks until further notice.
- Extra soap will be available in the kitchen so that members can frequently wash their hands.
- No clients or additional guests are allowed until further notice. Conference rooms may still be reserved online as long as groups are 9 or less.

If you have questions regarding the above or if your work space is within 6-feet of another member, please contact Andrea Hammond.
How to Wear a Cloth Face Covering


Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

What to Do If You Are Sick

Follow the steps below: If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to care for yourself and to help protect other people in your home and community.

Stay home except to get medical care

- **Stay home.** Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- **Avoid public transportation,** ridesharing, or taxis.

Separate yourself from other people

As much as possible, stay in a specific room and away from other people and pets in your home. If possible, you should use a separate bathroom. If you need to be around other people in or outside of the home, wear a cloth face covering.

- Additional guidance is available for those living in close quarters and shared housing.
- See COVID-19 and Animals if you have questions about pets.
Monitor your symptoms

- **Symptoms of COVID-19 include fever, cough, and shortness of breath but other symptoms may be present as well.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities may give instructions on checking your symptoms and reporting information.

When to Seek Emergency Medical Attention

Look for **emergency warning signs** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.

Call ahead before visiting your doctor

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor’s office,** and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.