

COVID-19 Safety Guidelines

OneValley San Mateo Innovation Center

OneValley Front Desk
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OneValley response to COVID-19

We are taking significant actions to create a safe and healthy working environment based on recommendations from the World Health Organization (WHO), the Centers for Disease Control & Prevention (CDC), and local county/state authorities. We'll adjust our response accordingly, should things change.

Our current action plan consists of three primary parts:

- 1) policy changes to help maximize the safety of our members
- 2) social distancing guidelines to prevent the potential spread of infection
- 3) increased sanitation and cleanliness of our facilities.





Policy & Behavior Change

Policies to decrease the risk of spreading infection including a temperature check, guest limitations, and face covering requirements. Vaccinated individuals have to option to wear a mask, non-vaccinated individuals are required to wear masks/face coverings within the center.



Social Distancing

Physical changes to the space including usage rules for kitchens, lounges, and conference rooms to ensure 6 ft. social distancing. Directional signage is placed strategically within the center.



Increased Sanitation

Enhanced sanitation efforts by our facilities staff and janitorial services, as well as multiple sanitation stations throughout the center. Our Facilities Manager disinfects all common areas and high touch surfaces 3x daily, while an evening janitorial crew works throughout the center.



A Community Effort

While we will do our best to maintain the cleanest space possible, we need the community's help to sanitize commonly used spaces and practice good personal hand hygiene.

The CDC recommends you wash your hands often with soap and water for at least 20 seconds and use hand sanitizer if soap and water are not available. We have also increased the number of touchless sanitation stations in the office. Please wash your hands and use hand sanitizer regularly in the office.

Disinfectant will be readily available in all conference rooms, hot desk areas, and kitchens. Please use the available cleaning tools to sanitize common workstations before and after you use them for the protection of all members. Thank you for your cooperation!



Policy & Behavior Change

Checking in & Temperature Testing

All members and guests will be required to check-in at the OneValley Innovation Center Front Desk. Our check-in policy is designed to a) remind members to carefully consider how you are feeling and if you might be at risk of spreading infection. We will ask you to work from home if you are not feeling well, or if your temperature exceeds 100.4 degrees fahrenheit.

1. Temperature Check

We have a hands-free heat sensing thermometer that will alert you and the OneValley Receptionist what your current temperature is. Any person with a fever of 100.4 F or higher will be asked to work from home and remain home until they are fully recovered.

2. Guest Policy

All members are required to inform our team if they are expecting any guests. Guests are required to follow our check-in process. Members and guests agree to abide by the maximum capacity listed on each conference room and phone booth.

3. Face Coverings

Per California's mask mandate, all vaccinated individuals have the option to wear a mask within the office. All non-vaccinated individuals are required to wear a face mask in all common areas, in the vicinity of others, and/or where standard six feet social distancing may not be maintained. Here is a list of when to wear a mask:

- Entering and exiting the building
- Using the elevators
- Accessing common areas including restrooms, kitchens, lounges, conference rooms, phone booths, printer rooms, and the mailroom.

Masks are available to all members and guests upon request



Social Distancing

Desks, Common Areas, & Flow of Traffic

Social distancing is one of the best tools we have to avoid being exposed to the virus and slow its spread locally. Social distancing means staying at least 6 feet apart from other people, not gathering in groups and staying out of crowded places. We are taking major steps to ensure social distancing can be practiced at OneValley.

1. Hot Desks

We have reduced capacity in our hot desk areas to ensure a 6 feet social distance between workstations. Please abide by the signage and only sit where permissible. We ask Hot Desk members to pick 1 spot (and stay consistent if possible) per day and sanitize their station upon leaving for the day. Wipes are readily available.

2. Dedicated Desks

We have reduced capacity in our dedicated desk areas to ensure a 6 feet social distance and whiteboard partitions in front of desks, if the row is shared. Please refrain from sitting at desks with a “closed” sign - we have removed excess chairs.

3. Kitchen/Cafe & Lounges

Common area gathering places such as the Kitchen/Cafe and Seating Lounges now have a specified capacity. Sanitation Stations are readily available throughout, please wipe down all surfaces upon leaving and wear a mask if you are not vaccinated.

4. Conference Rooms & Phone Booths

All conference rooms and phone booths now have a specified capacity. Please follow signage and respect the capacity requirements for each space. Sanitation stations are available in or close to all conference rooms and phone booths. Use a sanitation wipe to wipe down all surfaces touched upon leaving the space(s).

5. Flow of Traffic

We have implemented a suggested circulation route clearly marked using floor decals and directional signage. We ask that you follow these routes at all times.

6. Increased Sanitation

All common area surfaces will be disinfected 3x daily during the business day. Nightly janitorial services will conduct enhanced cleaning practices using EPA approved solutions proven to kill the COVID-19 virus, or when not available, use at least a 70% alcohol based solution.

Innovation Center Team



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