

# Preparing Your Office to Receive Clients



As provinces begin to open up more, you may find your clients are more anxious to meet with you in a face to face setting. Today, doing that, while keeping yourself, your staff, and your clients safe requires some planning.

We would like to help you prepare to:

- Maintain physical distancing
- Have physical distancing signage in place
- Have a desktop shield on the reception desk
- Prepare a room (or rooms) for client visits (see more later)
- Have sanitizing stations in high traffic areas
- Have cleaning schedules for high traffic areas
- Ensure client meeting room(s) are cleaned after every meeting
- Have a log of visitors with dates and times they arrived and left and a contact phone number

Of course, not only is each office different, the provinces, and in some cases regions, have their own mandates and guidelines to consider. We have covered it all here to help you make plans to be ready to see your clients again.

## Reception Areas

- We recommend a plexiglass barrier on the reception desk. This allows your receptionist to be mask free when behind it and it increases the comfort level of your clients who visit
- We recommend a physical distancing sign on the entrance door or on a stand just inside the door. Almost all print shops offer these today from your local Staples to Vista Print and many are happy to add your branding to these signs.
- We recommend that you have hand sanitizer available. Hand sanitizer is much easier to source now than it was at the beginning of the pandemic. Most drug stores and other shops have it in stock and restock frequently.
- Depending on the size of your reception area you may need physical distancing “Spots” on the floor. Again, your local print shop will have these ready-made or you can have them branded
- We recommend creating list of surfaces that must be cleaned by receptionist and timing of cleaning (including after each office guest). Surfaces to be cleaned should include all door handles, reception desk, any side table and chair arms in waiting areas and bathrooms.

## Client Meeting Rooms

- Ideally designate one meeting room / office for client meetings. This reduces the amount of traffic throughout the office which limits the areas that need continuous sanitization.
- Choose a meeting room / office closest to the reception area
- Consider adding plexiglass shields on the desktop. This will allow meeting participants to remove their masks for the meeting.
- Place hand sanitizer on client side of desktop

- We recommend placing social distancing signs on desktop as a reminder to all in the room
- We recommend a 15-minute break between each client meeting to allow for proper cleaning of the meeting space.
- Do not shake hands.
- Minimize passing paperwork back and forth
- Do not offer coffee or water to clients.
- Send a “Visiting Our Office” email to your clients to help them understand what to expect.

### **Staff Work Space**

- Create plan to maintain physical distancing while at desks
- Mark desks that are used as physical distance spacers for non-use.
- Assign cleaning including timing and surfaces to be cleaned for high traffic areas (eg. photocopiers, printers, scanners)
- Determine hand sanitizer placement (if needed)
- Consider traffic flow. If needed prepare a plan to maximize physical distancing.
- Ensuring only staff will be allowed in work spaces reduces the frequency of sanitization
- Remind staff to stay at home if they don't feel well or show any of the symptoms of COVID

### **Kitchen / Break Rooms**

- We recommend requiring employees bring their own cutlery and dishware – Remove company supplied items from the kitchen/breakroom
- Hand sanitizer and cleaning supplies should be available in the kitchen/break room
- We recommend removing chairs and/or tables to ensure physical distancing
- Create a cleaning chart to include timing and surfaces to be cleaned
- Consider if you need signage for physical distancing and personal hygiene reminders

If you have ANY questions or need any help, please don't hesitate to reach out to us at [brokers@hubfinancial.com](mailto:brokers@hubfinancial.com)

