

# COVID-19 RESPONSE

FREQUENTLY ASKED QUESTIONS





# THE CRESCENT

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## FAQ

**1**

### **WILL YOU REQUIRE MASKS IN COMMON AREAS OF THE BUILDING?**

In compliance with the latest order from Dallas County Health Department, masks are required when social distancing is not possible.

**2**

### **WILL YOU HAVE TEMPERATURE SCANS OR CHECK TEMPERATURES OF VISITORS, EMPLOYEES, AND STAFF?**

We currently monitor the temperature of our management, engineering, security, and janitorial teams and installed a tablet temperature monitoring stand in the loading dock which scans all delivery personnel. No other temperature scans or checks are taken by building management at this time.

**3**

### **WHAT PRODUCTS ARE USED BY THE JANITORIAL CONTRACTOR?**

The janitorial contractor uses Virex 256 from Diversey, a cleaner that is approved by the EPA and the CDC.

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## 4

### **WHAT ADDITIONAL CLEANING IS BEING PERFORMED, AND HOW LONG WILL IT CONTINUE?**

High-touch point cleaning is currently performed with more frequency by our day staff, and the building continues to be cleaned nightly.

## 5

### **WHAT OTHER CLEANING IS OFFERED, AND WHAT IS THE COST?**

We can offer our customers additional cleaning, including extra day porter service throughout the day, electrostatic disinfectant cleaning after hours, and horizontal surface cleaning of all surface areas. Please contact the management office for pricing.

## 6

### **WHAT ARE THE PROCEDURES FOR VISITORS TO THE BUILDING AND CUSTOMER SPACES?**

Visitors are allowed in the building. Currently, all floors in the building are locked down, and we do not allow elevator access to visitors. All visitors of a customer in the building will need to be met by a badged employee on the first floor and accompanied to a customer space.

## 7

### **WHAT ARE THE STEPS TAKEN IF A CUSTOMER'S EMPLOYEE HAS BEEN DIAGNOSED WITH COVID-19?**

Customers should notify the management office at 214.880.4500 if an employee has been diagnosed with COVID-19 and then follow their company guidelines regarding the situation. The management office can assist with obtaining pricing and scheduling for a deep disinfecting cleaning.

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Also available as part of the eCourse

[2020 Bernard O. Dow Leasing Institute eConference](#)

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"Legal Issues Related to COVID-19 Entry and Creating a Clean and Safe Work Environment"