

Memo

To: All SSO Tenants
From: Val Ogora
Senior Logistics Manager, State Services Organization
Re: State Services Organization Response to COVID-19
Date: May 11, 2020

With the possible lifting of the District of Columbia Temporary Stay-At-Home Order, due to the Novel Coronavirus (COVID-19), State Services Organization is taking the following precautionary measures to help prevent the spread of COVID-19.

First and foremost, we request that all guests wear a mask when entering into SSO suite for your protection as well as our staff. Hours of service will be 9:30 am – 3:00 pm Monday through Friday.

SSO Mail Room

The SSO Mail Room has taken the following steps and made changes to ensure the safety and well-being of our clients and staff as it pertains to mail deliveries which includes USPS, FedEx, UPS and courier service through Washington Express. We have made the following changes:

1. The FINAL mail drop-off to SSO will now be at 2:30 pm for out-going mail. This will allow time for the mail to be sanitized before being picked up by our courier who has requested an earlier pickup time.
2. SSO has purchased a UV-C Germicidal Lamp to sanitize all packages/mail arriving. There will be a slight delay in delivering the USPS mail to allow quarantining for (1) day to be treated by the UV-C light in a sterile room. All other deliveries will be sanitized within 4 hours.
3. Please note that SSO will NO longer be able to accept non-essential personal deliveries for our Tenants, as we have in the past. This will continue on a restricted basis and prior notification is required to SSO staff member. The available space to conduct thorough sanitizing is extremely small, with limited space to store boxes, packages and mail buckets. This area will only be accessible by limited SSO staff.
4. Both entry doors to the Mail Room will remain locked. Tenants will be announced by the front desk receptionist.
5. The buckets to drop-off your FedEx and UPS packages/envelopes at the entrance to the Mail Room have been removed. Drop off your package(s) with a pre-printed label affixed. These can be found in the rear area of the Mail Room located from the back hallway ONLY. It is accessible 24/7 through the back-hallway doors of suite 237B (back of SSO Mail Room). We will NO longer accept them at the front reception area. Please read the signs on the wall to ensure you have the correct designated drop-off vendor location. (FedEx Express will remain at the FedEx Drop Box

and counter, FedEx Ground is located to the right of the wooden entry door, UPS is to the left of the wooden entry door, USPS will be located by the white Mail Room entry door.

6. The location of the mail drop-off slot has changed as well. Please note that the new location is to the right of Suite 237 main entrance (glass doors). Enter in through the glass doors, turn right to fill out a form and drop it off into the mail slot or leave the package on top of the mail counter.
7. If you have any questions, feel free to contact me (Val Ogora) at 624-5493 or the Mail Room (Lawrence Jones) at 624-5492.

SSO Print Center

The SSO Print Center has taken the following steps and made changes to ensure the safety and well-being of our clients and staff.

1. We encourage you to send your job requests electronically, as you have done in the past. We will continue to contact you by email or by phone to alert you that your project is completed. We do encourage you to wait till you get confirmation that it is completed before stopping down to the center. We will continue to ensure the completion of your project(s) in a timely basis, even with limited staff.
2. If you have a project that cannot be sent as an attachment, please stop by our Front Desk first and Lawrence or Val will be more than glad to discuss your project.
3. We will be keeping the Print Center door locked and request that you check in at the front Desk first to be announced.

SSO Break Room

1. The furniture in the SSO breakroom will be cordoned off and secured.
2. The TV and the ice machine will be disabled. Both the microwave and the vending machines will be available.
3. A small supply of wipes will be available for use before touching the buttons. Please use them sparingly.
4. The door to the room will remain open throughout the day.

SSO Conference Services

The SSO Conference Services department has taken the following steps and made changes to ensure the safety and well-being of our clients and staff:

1. The staff will continuously sanitize all the tables, chairs, credenzas and AV equipment with a hospital grade disinfectant cleaner for all 13 conference rooms. All of the air filters for the secondary AC units were recently maintained and the filters replaced.
2. SSO has purchased UV-C Germicidal portable sanitizing wands to sanitize the tabletops, chair handles and credenzas between each meeting.
3. Following a meeting, a staff person will go in to wipe down all high touch areas again.

4. A 60-minute break between meetings, for clean-up will be enforced. This will ensure we have enough time to sanitize and clean the rooms.
5. For the larger rooms, one door will be designated for entry and the other for exiting.
6. To abide by the social distancing recommendations by the CDC, furniture in all rooms will be reduced. The set-ups will allow for the appropriate 6 feet separation between individuals. NO changes can be made to the set-ups. At this time, there will be no special requests.
7. All reservations will only be made by email or phone. There will be no on-line requests through the Resource Scheduler platform.
8. It is strongly requested that EVERY guest/attendee must wear a mask while in the rooms, walking through the common areas (hallways, elevators or rest rooms).
9. All catering orders must be kept inside the room unless you have an assigned individual monitoring the outside credenzas.
10. At this time, rental of the hand-held mics, lapels and lecterns will not be available.
11. If you have any questions, feel free to contact me (Val Ogora) at 624-5493 or Krystal De Leon at 624-7849.

As always, we will make every effort to provide you with superior service and business continuity. Please let us know if you have any questions, comments or suggestions. We thank you for your continued patronage.

For your enjoyment and edification, TEDtalks has a short video worth watching <https://youtu.be/x7KKkElpyKQ>