ATMOSPHERE COMMERCIAL INTERIORS

creating a safe health environment
the evolving workplace
post covid-19

COVID-19

As we look to return to workplaces and public spaces post COVID-19, we have found that our clients are working hard to regain high-performance spaces while keeping the safety of their team members, staff and guests a top priority.

Our own Worklabs reflect this new balance of culture, enhanced protocols, and spaces that best support our teams. And we're working with clients across every industry, large and small, to learn about their needs and to develop real solutions for their workspace challenges based on extensive research from Steelcase.

We also have a dedicated team of *Evolving Workplace* designers and specialists that are applying client insights and Steelcase research to help business move forward.

The team shared their best ideas for our Thought Starter Series to help you easily envision, budget and plan your solution.
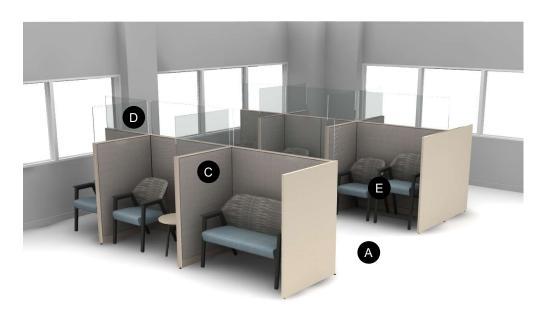
Explore other ideas and insights here:
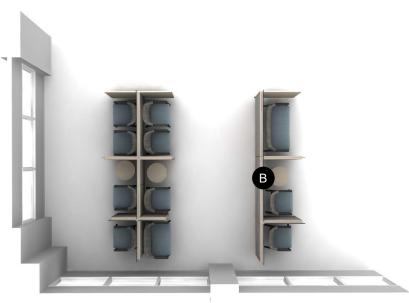Evolving Workplace Resources + Thought Starters

WAITING ROOM APPLICATIONS

A. Increased distancing between seats
B. Added screens for separation
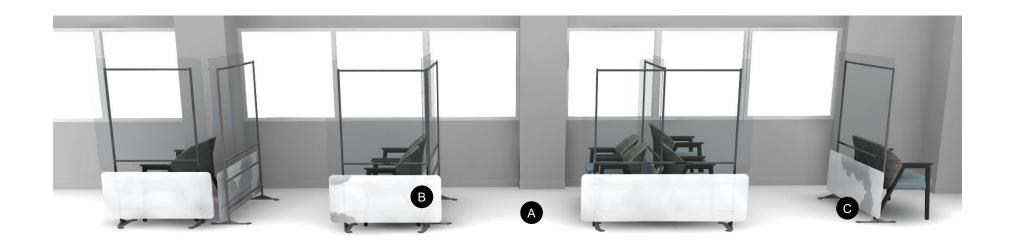C. Add acrylic dividers for separation & barrier between provider and patient

A. Reduce the density of tables and chairs, increasing the distance between seating while reducing table count to stop the spread of germs
B. Change direction of seating
C. Add dividers between seating to prevent contact
D. Add glass stackers to provide visibility and prevent impromptu social contact
E. Allow a few paired chairs for families to sit together

Before

Before

A. Reduce seating and shared surfaces
B. Add transparent screens that are easy to move to accommodate change easily
C. Change direction of seating

A well-designed waiting experience is an opportunity to decrease stress and promote positive perceptions.

A.   Patients and family members can choose from a variety of seating options
B.   Convenient access to power makes it easy to use technology while waiting
C.   Separation from strangers as well as natural social distancing
D.   Introduce biophilia to help clean the air
E.   Materials – vinyl and polyurethane that are bleach cleanable, metals and laminates that are non-porous. (no wood)
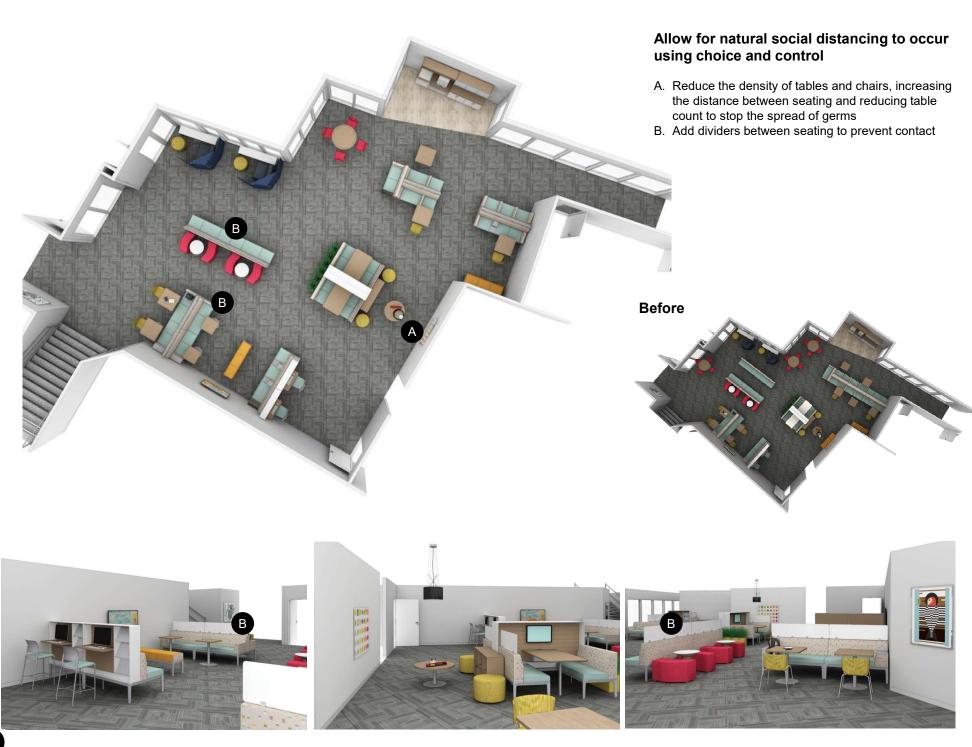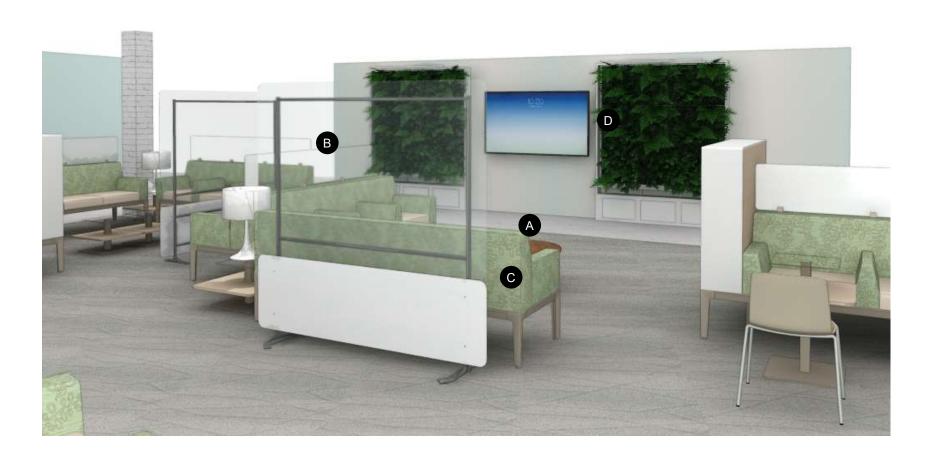
Additional considerations:
- Access to clean/green stations
- Increased cleaning protocols
- Consider self-rooming design (if new construction)

Allow for natural social distancing to occur using choice and control

A. Reduce the density of tables and chairs, increasing the distance between seating and reducing table count to stop the spread of germs
B. Add dividers between seating to prevent contact

Before

Choice + Control

A. Allow for natural social distancing to occur throughout the space
B. Screens for space division
C. Clean with ease when choosing materials like bleach cleanable vinyl, polyurethane, and metal legs
D. Introduce biophilia to help clean the air

Before

Before (capacity of 40)

Choice + Control
A. Overall capacity reduced to 29 seats
B. Screens allow for the division of space between patients
C. Change in geometry of furniture
D. Queueing station is added, allowing for patients to be properly screened and informed on traffic flow
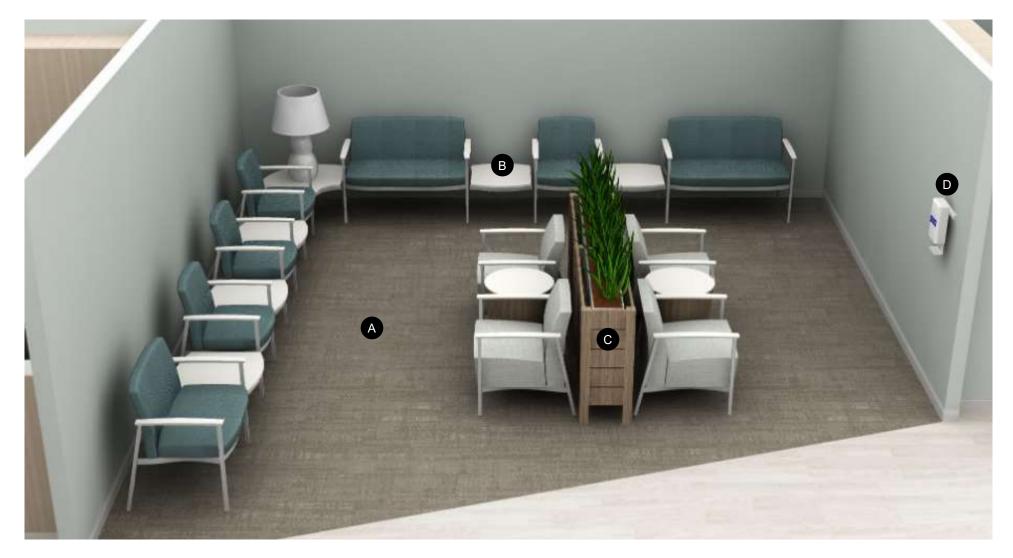
Choice + Control

A. Overall capacity reduced to 24 seats
B. Screens allow for the division of space between patients
C. Change in geometry of furniture
D. Reduction of face-to-face seating

A

Short-Term Waiting

A. Ample circulation path
B. Utilizing tables between seating to promote distancing
C. Use of plants/planters for space division and separation
D. Visible sanitation stations

CONSULT / PATIENT ROOM APPLICATIONS

A. Technology plays an important role in the consultation space. It is a tool used for both teaching and learning and should be able to be viewed by all users, even virtually.

B. Decreasing the number of chairs allows for natural social distancing

C. Easy to clean materials allow for anyone to wipe down when done.

A. Adding a screen helps create a barrier but still allows face-to-face contact for difficult conversations.
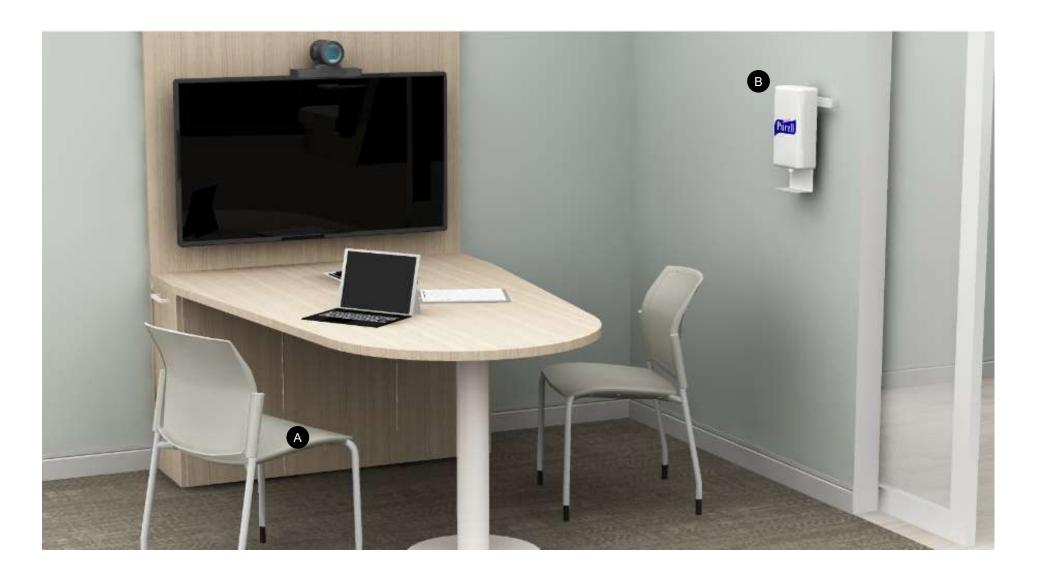B. Easy to clean surfaces allow anyone to wipe down when done.

A. Acrylic screens placed between staff and patient offer additional barrier
B. Visible sanitation stations

A. Seating products that have high performance materials
B. Visible sanitation stations

A. Seating products that have high performance materials
B. Visible sanitation stations

A

NURSE STATION APPLICATIONS

A. Create a checkered pattern within stations to allow space between personnel.
B. Add glass stackers to create higher division but allow visibility.

Before

A. Set-on glass screen to allow conversation between patient/family but allow a barrier for nurses

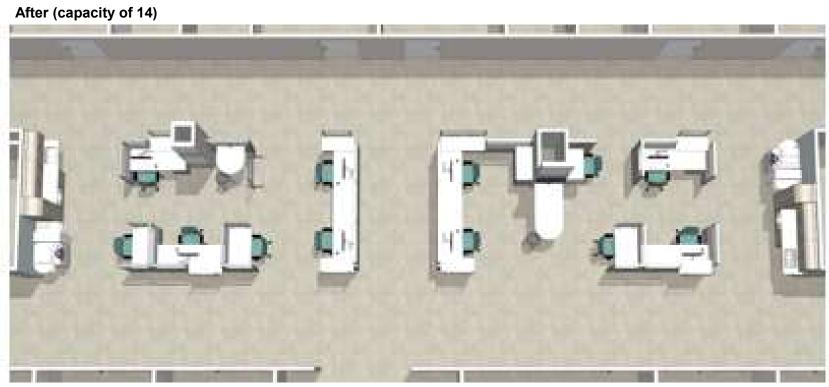B. Dividing stations with easy to move panels to follow social distancing protocols.

Before

A. Reduced number of people allowed at a setting
B. Add clear screens as a barrier while allowing visibility and communication
C. Increase height of storage to create more division

Before

Before (capacity of 19)

After (capacity of 14)

A. Glass tiles can be added to existing panels to give taller dividers and a sense of protection for clinicians.

B. Desktop mounted screens provide a layer of protection between staff and patients while checking in.

C. Full height translucent screen gives a layer of protection to users while still allowing for clear line of sight to others.

D. An under-worksurface pedestal and a functional desktop screen can be added to provide additional user storage and a physical barrier that promotes proper distancing between co-workers.

A. Glass tiles can be added to existing panels to provide taller division while maintaining a clear line of sight to others.
B. Sync desk provides ample worksurface area to support working with others at a proper distance.
C. Desktop screens mounted to the transaction surface provide a layer of protection between clinicians, patients and visitors.

A. Screens provide additional barrier
B. Sanitation stations
C. Reduced density at nurse station

VIRTUAL CARE ENVIRONMENTS

Open Office Environment

A. Adding a pod to an open office plan allows for a quick privacy solution compared to construction
B. Built-in TV provides easy access for virtual care
C. Whiteboard allows provider to explain care routine

Transforming Existing Patient Rooms

A. Appropriate-feeling environment
B. Adding technology to allow webcam and monitor
C. Tablet arm allows notetaking

Patient Visit from Office

A. Clinicians can see patients via virtual care sessions from the comfort of the office.
B. The screen is flexible, foldable and lightweight, allowing ease of movement when needed. Screens provide a consistent backdrop for clinicians across a system, helping build a consistent and trusted experience for patients.
C. Using a cart facing the window provides natural light, enhancing what the remote participant sees without harsh artificial lighting.
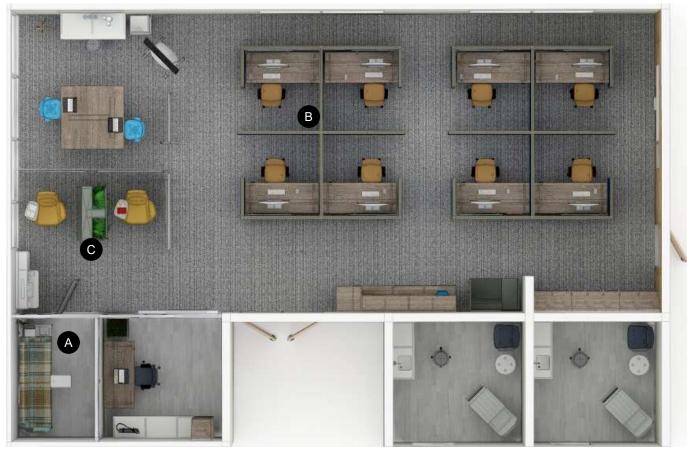
Patient Visit from Home Office

A. Clinicians can see patients through virtual care sessions from the comfort of their own home. A height-adjustable table provides ergonomic support for clinicians when working from home.
B. The Flex screen is foldable and lightweight, allowing it to move easily behind the clinician when on a virtual video visit. Healthcare systems can provide these for clinicians to create a consistent experience for remote participants.
C. Positioning the desk facing the window provides natural light, enhancing what the remote participant sees without harsh artificial lighting.

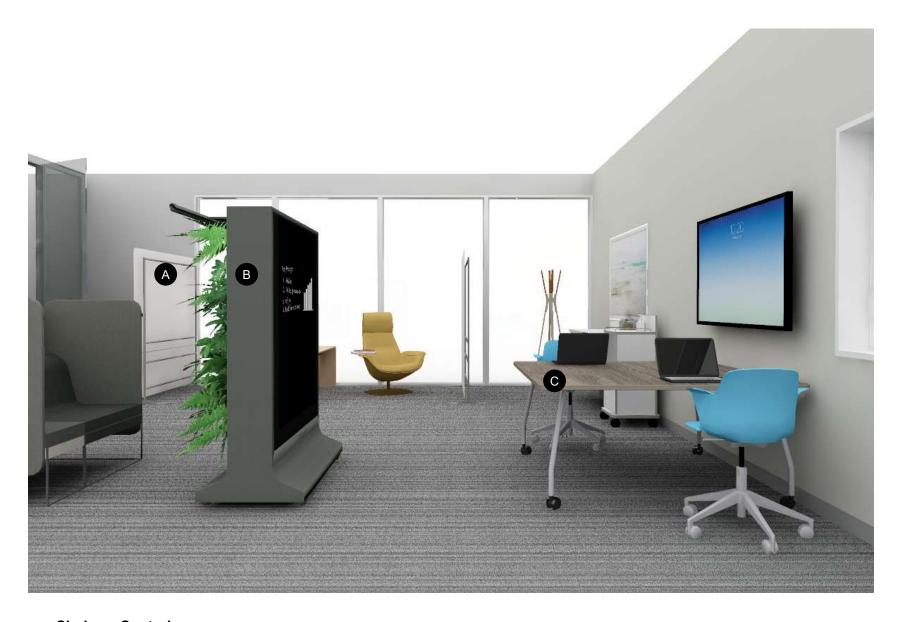# SHARED PROVIDER WORKSTATION APPLICATIONS

Before (capacity 25)

Multi-Function Space

A. Individual respite areas
B. Rotate stations to increase physical distancing and separation
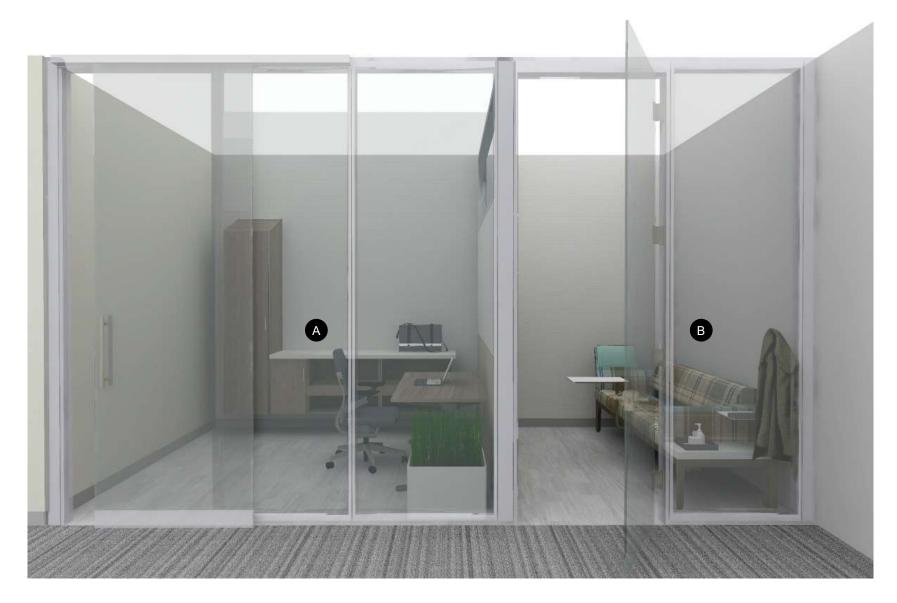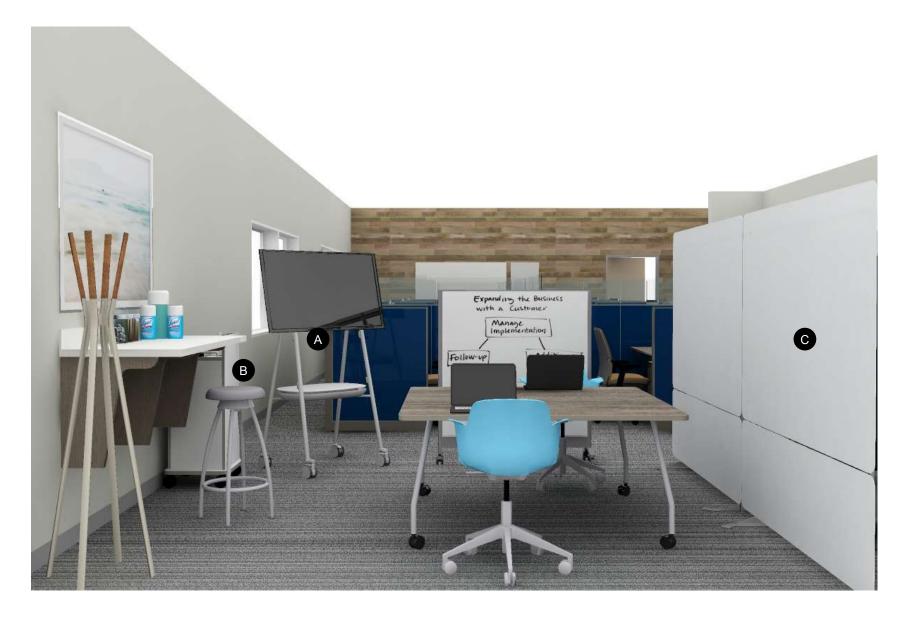C. Added biophilia for reduction of anxiety and additional dividers

A

Choice + Control

A. Separation screens can be easily cleaned to aid in infection control.
B. This greenery wall reduces stress and anxiety and creates a division of space.
C. To encourage social distancing in this open meeting room some chairs were removed, and the arrangement was modified to reduce face-to-face orientation.
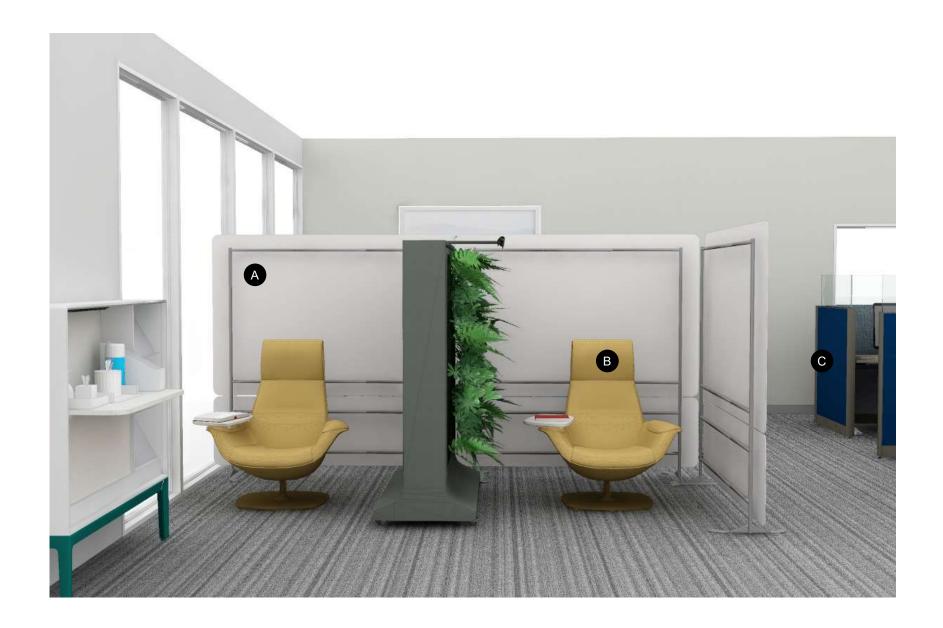
Choice + Control

A. Reassign rooms, allowing for this space to accommodate one user at a time.
B. Surround sofa allows clinicians a space to rest and rejuvenate after long shifts, or provides a private space for informal work. The wipeable sleep surface can be easily disinfected to aid in infection control.

Choice + Control

A. Mobile technologies and furniture enable different types of settings around the workplace and allow for easy attendee additions to meetings through video conference.

B. An additional seat can be used if needed and stowed away when not in use. Cleaning supplies are conveniently located for users in the space.

C. Separation screens can be easily cleaned to aid in infection control.

Choice + Control

A. When used together, Separation Screens create a full division of space between the lounge and collaborative settings.

B. The Massaud lounge empowers employees to relax and rejuvenate. A moveable tablet arm assists staff while working.

Choice + Control

A. Rotating desks 90 degrees allows users to face in different directions, providing additional space division. The use of laminate and metal skins allows for panels to be easily wiped down and aids in infection control.

B. Higher panels provide clinicians a sense of safety between colleagues or users passing by in the corridor.

ADMINISTRATIVE APPLICATIONS

Before

With Enhancements

With the use of Steelcase Answer Beam, you can quickly pivot workstations 90 degrees in a typical benching layout to give each user more social distancing space.

A. Screens separate individual workstations
B. Rotate stations to increase physical distancing, 6'
C. Increase separation with added screen between rows

A

C

B

Before

A

With Enhancements

Create barriers with those across from you by building up panels and adding screens to better protect while at standing height.

A. Increase panel height with framed (or frameless) glass
B. SOTO Worktools to increase separation
C. Create additional separation with Universal Screens

Before

With Enhancements

Simple updates allow you to add division and storage to your space, while the Turnstone Bivi Hoodie creates an entirely different look to enclose a softer seating area.

A. Bivi Hoodie to increase separation
B. SOTO Worktools to increase separation

Before

With Enhancements
Create barriers with those across from you by building up panels and adding screens.

A. Create functional separation with Bivi side storage
B. Increase separation by increasing height of tackable screens

A

B

Before

With Enhancements

Create barriers with those across from you by building up panels and adding screens to better protect while at standing height.

A. Increase separation with Answer Fence mounted screen
B. Functional High Density Storage can be opened to increase separation and distance between individuals.

A

B

Before

With Enhancements

Add division to the spaces adjacent to you with the use of simple Steelcase Flex screens. The screens can remain in place or be moved throughout the day as you work.

A. Boundary screens create additional division
B. Steelcase Flex Stand and Screen (markerboard option available) create division between stations

Before

With Enhancements

In a more typical call center setting, personal spaces can be tight. The addition of side and front panels helps maintain privacy and social distancing from your neighbor.

A. Individual spaces with panel surround for privacy and sneeze barrier
B. Laminate corridor divider is wipeable due to higher traffic
C. Antimicrobial edge
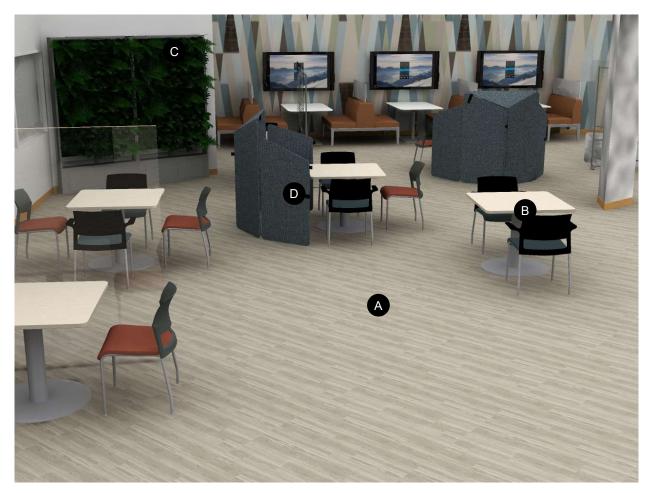D. Physical separation with screens & distancing between employees, 6'

Before

With Enhancements

In a more traditional workstation setting, natural distancing is created by the size of your cubicle. Enhancements can be made easily with Steelcase Answer panel systems

A. Increase panel height with monolithic (or segmented) skins
B. Increase panel height with framed (or frameless) glass

A

CAFÉ APPLICATIONS

A. Reduce the density of tables and chairs, increasing the distance between seating
B. Decrease the capacity at tables
C. Add plants to help clean the air
D. Add easy to move screens to provide a barrier
E. Add additional screens to the booth area to create a higher division

Before

A. Reduce the density of tables and chairs, increasing the distance between seating
B. Decrease the capacity at tables
C. Add plants to help clean the air
D. Add a centralized sanitation station
E. Add 6 feet between lounge spaces

Before

A. Reduce the density of tables and chairs, increasing the distance between seating
B. Decrease the capacity at tables; create a checkerboard effect for seating
C. Add screens to divide shared surfaces
D. Add easy to construct barriers that allow a plethora of options for style and configurations

Before