

Building Safety Concierge Program

Building Safety Concierge providers assist Pitt community members with building safety protocols at designated building entrances. The program will be staffed by access control personnel, employee volunteers and student workers and will be implemented in the University's Elevated and Guarded Risk postures.

Building Safety Concierge providers serve in a complimentary yet distinct role from the Pandemic Safety Ambassadors. Building Safety Concierge providers are stationed at building entrances to convey information, reinforce safety protocols, report nonconformance and model established safety behaviors, whereas Pandemic Safety Ambassadors serve as resources within their units to support the implementation of the unit's Area Activity Plan. Pandemic Safety Ambassadors will be encouraged to also volunteer for Building Safety Concierge shifts if their schedule permits but are not required to do so.

The following guidance is offered to summarize duties of the position.

Responsibilities of a Building Safety Concierge Provider

1. Convey Building Use Requirements
 - Provide guidance about entry procedures, including the need to swipe/tap Pitt ID cards prior to entry
 - Remind members of the public that buildings are open only to Pitt affiliates
2. Reinforce Safety Protocols
 - Remind about the need to wear face coverings and maintain physical distancing
 - Direct building entrants to hand sanitizing stations if asked
3. Serve as a Visible, Positive Safety Resource for Students, Faculty and Staff
 - Provide face coverings to otherwise authorized individuals as needed
 - Provide explanatory literature as needed
 - Provide guidance about where entrants can have health questions and concerns addressed
4. Facilitate Temperature Scanning
 - Remind about the need for scanning upon building entry
5. Report Nonconformance
 - Observe and report incidents of nonconformance using established protocols
 - Report incidents of congestion or other issues with building access
 - Note: concierge providers will be instructed not to stop or confront individuals practicing nonconformance, but rather remain in a reporting role
6. Model Safety Behaviors
 - Complete safety training
 - Submit daily health attestations
 - Model good mitigation behaviors by maintaining physical distancing and wearing appropriate face coverings
7. Collaborate with the University's Safety Network
 - Collaborate with Pandemic Safety Ambassadors, personnel staffing thermal scanners, Public Safety Officers, and EH&S staff to support the health and safety of the University community

Additional Details

Concierge providers will be stationed at designated building entry points across all campuses Monday-Friday from 8 a.m. to 6 p.m., working with members of the University community to support building access safety standards and additional required Standards and Guidelines.

Employee volunteers will support the program on a voluntary basis, subject to their availability approval from their supervisors. Time spent supporting the program will count towards weekly hour assignments. Employees otherwise working remotely will be permitted to volunteer and provide in-person support for the program.

Student workers will be recruited by OHR to support the program. OAFA will assist with scheduling and management.

Concierge stations will be equipped with ID card readers, temperature scanners, work tables protected by Plexiglas screens and hand sanitizing units, as well as stocked with disposable face coverings and program literature. All concierge service providers will receive training and work with provided materials and equipment.