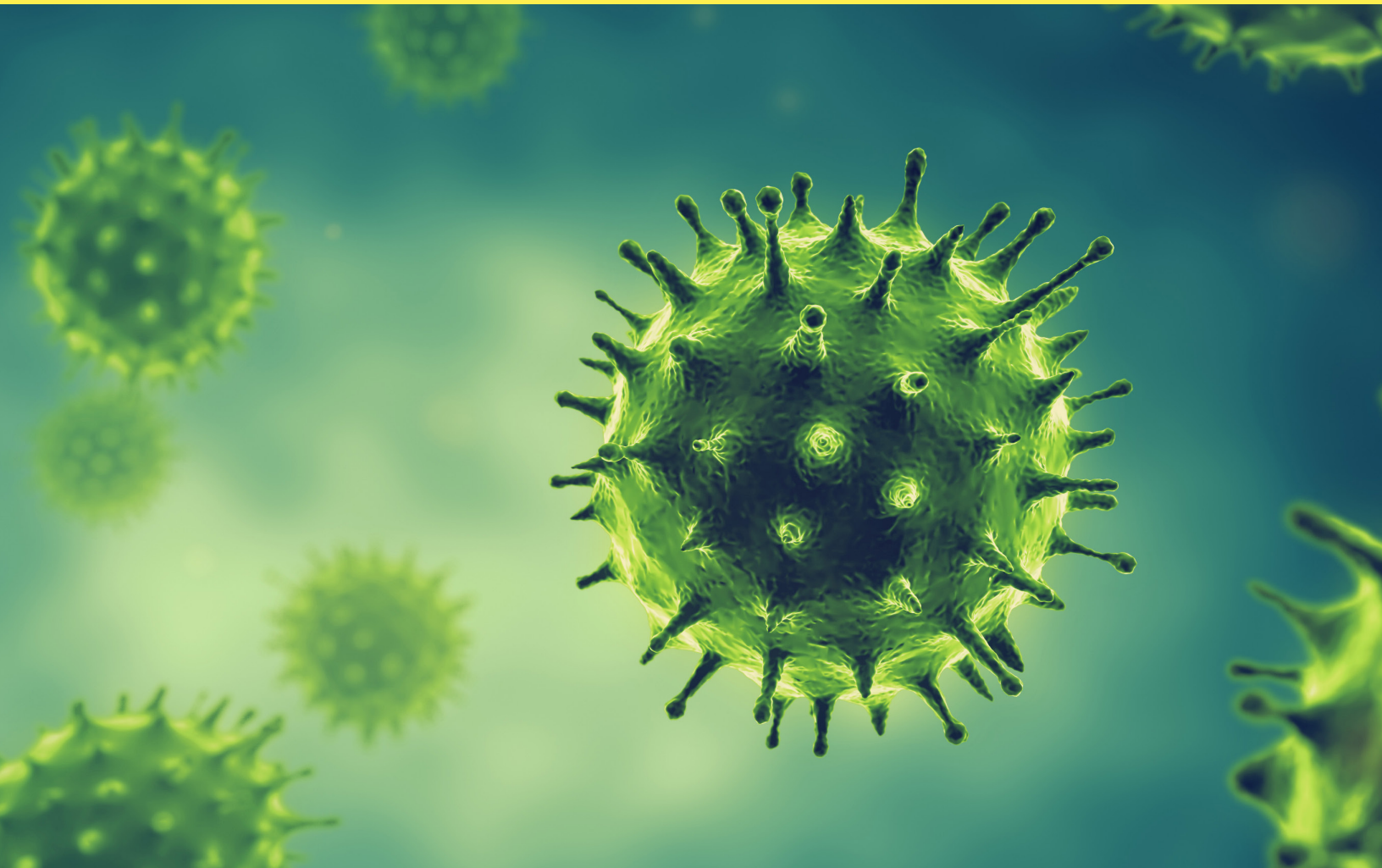


# THE CORONAVIRUS PANDEMIC PLANNING GUIDE



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# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

Pandemics and viral outbreaks can be challenging to plan for effectively. Beyond the immediate threat of the virus, there are many factors which businesses and facilities need to account for such as; increased rate of employee absenteeism, service disruption, supply chain interruptions, alternative working arrangements and much more.

Included in this planning guide we cover general planning recommendations and guidance provided by multiple public health authorities such as the Centers for Disease Control and Prevention (CDC) and Public Health Agencies.

## YOUR FACILITY'S PANDEMIC PLAN

Here are some general guidelines for pandemic planning and response to the COVID-19 outbreak.

### •Establish a Pandemic Planning Task Force

- This task force will be responsible for managing all aspects of your pandemic plan accounting for all departments so it is important to have representation from each department as well as any specialized tasks that may require unique precautions. It is important the task force considers all aspects of the business and potential impact of a pandemic outbreak.

### •Integrate your Pandemic Plan

- Your facility's pandemic plan should be integrated into your overall disaster recovery plan. Aspects like defining staging areas and how your property will handle increased deliveries are crucial include in your pandemic plan. Keep in mind that your company may experience an increase of employee absenteeism, so it is good practice to have multiple employees tasked and trained for each aspect of your plan.

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## YOUR FACILITY'S PANDEMIC PLAN CONT.

### •Define your Pandemic Plan

- Clearly outline your pandemic response. Be as specific as possible making sure to include aspects such as; preparedness activities, templates and tools needed for an effective response and who is responsible for each aspect of the plan. It is important to consider various scenarios ranging from a mild outbreak or pandemic to a more severe scenario, making sure to specify the actions required in the different scenarios.
- The following information should be included in your Pandemic Plan:
  - Plan activation triggers
  - Essential functions which need to be maintained during a pandemic
  - Staffing required to maintain these functions
  - Cross-training required to ensure critical functions are maintained
  - Equipment, supplies and suppliers required to enable the continuity of essential functions
  - Equipment and training required to properly prepare employees to protect their health and safety
  - Protocols for employees and visitors during a pandemic
  - Crisis communication

### •Train Employees and Stakeholders

- Even the most well thought out Pandemic Plan will not be effective unless key individuals are properly trained on the response. If your facility is impacted by a pandemic, it will be too late for training. Take the opportunity before the pandemic or outbreak and train all individuals with responsibility in your Pandemic Plan.

### •Coordinate your Pandemic Plan

- Once you have your pandemic plan developed, communicate the plan to key stakeholders, suppliers, community partners and any other individuals or companies that will be required to effectively respond to a pandemic according to your defined plan.

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## CENTER FOR DISEASE CONTROL AND PREVENTION BUSINESS PANDEMIC CHECKLIST

### 1.1 Plan for the impact of a pandemic on your business:

Not Started   In Progress   Completed

Not Started	In Progress	Completed	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from labor representatives.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions retirees).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and or production sites.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Implement an exercise/drill to test your plan, and revise periodically.

# SRM PANDEMIC PLANNING GUIDE

## CORONAVIRUS COVID-19 DECONTAMINATION

### 1.2 Plan for the impact of a pandemic on your employees and customers:

Not Started In Progress Completed

Not Started	In Progress	Completed	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Implement guidelines to modify the frequency and type of face-to-face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers (refer to CDC recommendations).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage and track annual influenza vaccinations for employees.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify employees and key customers with special needs and incorporate the requirements of such persons into your preparedness plan.

### 1.3 Establish policies to be implemented during a pandemic:

Not Started In Progress Completed

Not Started	In Progress	Completed	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).

# SRM PANDEMIC PLANNING GUIDE

## CORONAVIRUS COVID-19 DECONTAMINATION

### 1.3 Establish policies to be implemented during a pandemic (cont.):

Not Started   In Progress   Completed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to CDC travel recommendations).</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Set up authorities, triggers, and procedures for activating and terminating the company's response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.</p>

### 1.4 Establish policies to be implemented during a pandemic (cont.):

Not Started   In Progress   Completed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal) in all business locations.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Ensure availability of medical consultation and advice for emergency response.</p>

### 1.5 Communicate to and educate your employees:

Not Started   In Progress   Completed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).</p>

# SRM PANDEMIC PLANNING GUIDE

## CORONAVIRUS COVID-19 DECONTAMINATION

### 1.5 Communicate to and educate your employees (cont.):

Not Started In Progress Completed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining counter-measures (e.g. vaccines and antivirals).

### 1.6 Coordinate with external organizations and help your community:

Not Started In Progress Completed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts.

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## EMPLOYEE HEALTH & SAFETY CONSIDERATIONS

The health and safety of employees in a pandemic is a crucial concern for your Pandemic Planning Task Force. Here are a few considerations adapted from the United States Occupational Health and Safety Administration's Guidance on Preparing Workplaces for an Influenza Pandemic:

- Identify exposure and health risks to your employees. Which personnel have a lot of contact with the general public?
- Some staff, including those who are immune-compromised and pregnant employees may have additional individual risk factors which need to be addressed.
- Think about how to adapt services and processes using social distancing. Social distancing means minimizing human-to-human contact. Some adaptations for consideration include: avoiding face-to-face meetings whenever possible; if an in-person meeting is required keep the meeting short and select a large meeting room; choosing communication and network technologies/ devices to communicate with others; avoiding unnecessary business travel; cancelling or postponing workshops and training sessions; leaving gaps between shifts; and ventilating workspaces between shifts.

### HR Policies

- Develop policies and practices that distance employees from each other, customers and the public. For example, pandemic work-from-home and flexible policies for work hours.
- Develop a sick leave policy which does not penalize sick employees and encourages employees with pandemic related symptoms to stay home. Recognize that employees with ill family members may need to stay home to care for them.
- Develop vacation and leave policies applicable in a pandemic situation.
- Develop a policy which addresses what to do when an employee falls ill at work, including how to ascertain when the employee is well enough to return to work.



# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## EMPLOYEE HEALTH & SAFETY CONSIDERATIONS CONT.

### Education

- Consider using a web-based employee forum to answer employees' questions and address concerns about pay, leave, and health and safety. Informed employees who feel safe at work are less likely to be absent.
- Provide training, education and informational material about business-essential job functions and employee health and safety, including proper hygiene practices and the use of personal protective equipment (PPE) to be used in the workplace, based upon current advice from public health authorities. Be sure that information is available in formats for individuals with sensory disabilities and/or limited English proficiency.
- Provide information and/or training to assist employees in managing pandemic stress, including distress related to personal or family illness, life disruption, grief related to loss of family, friends or coworkers, and loss of routine support systems. Provide options for support and counselling.
- Engage with your Employee Assistance Program to arrange counselling, training and resources on mental health and resiliency in a pandemic.



# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## PREVENTATIVE SOLUTIONS FOR CUSTOMERS

### RECOMMENDATIONS

### SERVICEMASTER RECOVERY MANGEMENT SOLUTIONS

<p>1. Emphasize hand hygiene by all employees.</p>	<p>A. Perform frequent hand washing using soap and water for 20 seconds (happy birthday twice) or utilize an alcohol based hand sanitizer that contains at least 60% alcohol.            B. If possible, utilize no touch dispensers (e.g. paper towels, sinks, soap).            C. Post ServiceMaster hand hygiene process posters in hand washing areas.            D. Keep an adequate supply of products keeping in mind shelf life.</p>
<p>2. Emphasize Respiratory etiquette by all employees.</p>	<p>A. Employees should cover their mouth &amp; nose with a tissue when coughing or sneezing. If tissue is not available use elbow or shoulder to cover your mouth.            B. Provide tissues &amp; non-touch disposal receptacles for use by employee.</p>
<p>3. Perform routine environmental cleaning focused on high-touch surfaces.</p>	<p>A. Nightly clean and disinfect high-touch surfaces in the workplace focused on common gathering areas (e.g. door handles, light switches, elevator buttons, phones, coffee stations, sink handles, water fountains, learning materials, dining tables, etc.)            B. Provide disposable wipes for employees to clean and disinfect commonly used or high-touch surfaces between use.</p>
<p>4. Encourage sick employees to stay home separating and avoiding close contact with people who are sick.</p>	<p>A. Actively encourage sick employees to stay home if they have symptoms of acute respiratory illness until they are free of fever (100.4° or greater using an oral thermometer), signs of fever, and any other symptoms 24 hours without medications.            B. Maintain flexible policies that permit employees to stay home for family members and consistent with public health guidance.            C. Avoid Close Contact with people who are sick            D. Avoid touching your eyes, nose and mouth.            E. Send out and post ServiceMaster COVID-19 symptoms and infection prevention documents to employees.</p>
<p>5. Advise employees to take safe travel stops.</p>	<p>A. Check CDC traveler's health notices—especially when travelling internationally.            B. Have a plan for employees if they become sick during travel—promptly call a provider for help if needed.</p>
<p>6. Additional measures with COVID-19: Employees who are well but have a family member with COVID-19 should notify their supervisor and other employees in the work place.</p>	<p>A. Have employees notify their supervisor if they have a sick family member at home with COVID-19.            B. In that case, notify employee of potential exposure but maintain confidentiality.            C. In the event of an outbreak have plans in place for working remotely if possible.</p>

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## PHYSICAL ENVIRONMENT

### Hand Hygiene

Hand hygiene is a critical measure used to prevent the spread of infectious diseases. Transmission of influenza can occur by indirect contact from hands and articles freshly soiled with discharges of the nose and throat of an acutely ill individual. By frequently washing your hands you wash away germs that you have picked up from other people, or from contaminated surfaces. Make sure your employees have access to information, including posters, videos, etc. from public health authorities about how to maintain good hand hygiene.

### Personal Protective Equipment and Protective Barriers

Personal protective equipment (PPE) refers to specialized clothing or equipment worn to protect someone against a hazard. In a pandemic, PPE can be a mask or a pair of gloves and/or a combination of gear that covers most or all of the body. Employees who require PPE will first need to be trained on its use, care, and safe disposal.

Protective barriers (i.e., glass or plastic) may provide useful protection for people such as front-counter staff who have frequent face to face contact with the public and in environments where social distancing is neither possible nor practical.

It is important to note that not all masks work the same way, i.e. a disposable surgical mask does not function in the same way as a respirator. At this time, it is thought that in most workplaces, PPE will likely not be effective or practical in containing the spread of a virus. During a pandemic, it is critically important for workplaces to regularly check public health, and local ministries or departments of labor. Recommendations about the use of PPE will likely depend on the virus itself – how fast it spreads, the actual size of the agent, and how much a person would need to inhale before becoming ill. If public health agencies or other governments departments recommend PPE, or if your workplace chooses to use PPE, it will be important to use the right kinds of PPE in the right way.

Finally, establish a policy on who should use PPE, what they require, and when they should wear PPE. Consider how you will train staff on PPE, including how to fit, wear, remove and dispose of used PPE.

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## PHYSICAL ENVIRONMENT CONT.

### **Cleaning**

Virus transmission can be reduced by thoroughly cleaning the environment and hard surfaces, such as sinks, handles, railings, objects, and counters, with detergents and disinfectant solutions. Consider cleaning frequency requirements, for example, will elevator buttons and door pulls require cleaning more frequently than other surfaces?

### **Air Quality**

Heating, ventilation, and air conditioning (HVAC) systems in commercial buildings provide indoor air quality to maintain comfort, dilute and remove contaminants from indoor air, and provide proper building pressurization. The American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) has published a position document which is relevant to pandemic planning. ASHRAE notes that many infectious diseases are transmitted through inhalation of airborne infectious particles termed “droplet nuclei” which can be disseminated through building ventilation systems. It recommends considering dilution ventilation, specific in-room flow regimes, room pressure differentials, personalized and source capture ventilation, filtration and ultraviolet germicidal irradiation (UVGI) in a pandemic emergency.

During a pandemic, air control strategies may need to be altered and or isolated depending on any building area that may be impacted by infectious particles. An example of a pandemic air control would be utilizing 100% outdoor air, highly filtered in these infectious areas.

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## SUPPLIES AND SUPPLIERS

Although handwashing is frequently referred to as the most effective step an individual can take to reduce the chance of infection in a pandemic, there are additional measures which public health authorities may advise to augment soap and water. For example, hand sanitizer and personal protective equipment will be in high demand leading up to and during a pandemic. Without careful planning, access to these critical items may become extremely difficult because of exceptional demand and interruptions in manufacturing and distribution systems.

### Hand Sanitizer

- Hand sanitizer is an important addition to the infection control line of defense. Ensure the product has at least 60% alcohol content for effective virus control.
- Because of its alcohol content, the World Health Organization recommends that hand sanitizer should be stored away from high temperatures and flames to reduce fire hazard.
- Position hand sanitizing dispensers at building entrances and exits including service entrances and exits. When choosing a dispenser, preference should be given to those with sufficient capacity so that the sanitizing agent does not run out frequently during the day. Larger buildings may also wish to store a few extra dispensers to be used when necessary.
- Don't forget to place hand sanitizing dispensers in mechanical and electrical rooms, elevator machine rooms, main janitor service rooms, etc. Third party contractors move from building to building and can therefore spread illness easily.

### Other Pandemic Supplies

In addition to PPE and hand sanitizer, noted below are additional pandemic supplies you may wish to keep on-hand:

- Tissues
- Garbage containers for used tissues
- Disposable disinfectant wipes
- Additional cleaning supplies
- Additional washroom waste receptacles

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## BUSINESS CONTINUITY

“A pandemic could severely threaten the large workforce of commercial facilities, compromising facility operations or limiting services. Pandemics can also spread easily through commercial facilities, as large groups of people congregate in them daily. This could have an economic effect on businesses if customers choose to stay home rather than risk infection. Many private businesses lack system-wide business continuity plans for catastrophic health emergencies. Plans must account for extreme health impact assumptions as well as containment.”

- U.S. Department of Homeland Security, Commercial Facilities Sector-Specific Plan: An Annex to the 2013 NIPP (2015)

There are three main business continuity challenges companies can expect in a pandemic:

**Absenteeism** - A pandemic may affect a large percentage of your workforce during periods of peak illness. Employees could be absent because they are sick, must care for sick family members or for children if schools or day care centers are closed, or are afraid to come to work.

**Change in patterns of commerce** - Items related to infection control will be in high demand, while consumer demand for other items may decline. Consumers may also change how they shop, preferring to shop at off-peak hours to reduce contact with other people, using home delivery services, or seeking out drive-through services to minimize person-to-person contact.

**Interrupted supply/delivery** - Shipments from areas severely affected by a pandemic may be delayed.

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## BUSINESS CONTINUITY CONT.

### Developing your Business Continuity Plan

Your pandemic business continuity plan should be based on the following assumptions:

- Attack (infection) and fatality rates
- Population susceptibility (vulnerability)
- Worker absenteeism levels
- Duration of the pandemic event
- Possible multiple waves of illness and pandemic occurrence

It is recommended that your plan addresses the following considerations, according to the World Health Organization's 2013 Pandemic Influenza Risk Management Interim Guidance:

- Critical functions that will need to be sustained and those that can be stopped for a period.
- Personnel, supplies, and equipment vital to maintain essential functions.
- How to deal with the anticipated level of staff absenteeism and minimize its impact on activities,
- Clear command structures, delegations of authority, and orders of succession for workers.
- An assessment of the need to stockpile strategic reserves of supplies, and equipment, including those necessary to protect health of employees.
- Clear identification of who is going to do what.

# SRM PANDEMIC PLANNING GUIDE CORONAVIRUS COVID-19 DECONTAMINATION

## BUSINESS CONTINUITY CONT.

- Units, departments, or services that could be downsized or closed to reallocate human and material resources.
- Assignments & training of alternates for critical posts.
- Established guidelines for priority of access to essential services.
- Plan for security risks to operations and supply chain.
- Staff training on infection control and communication of essential safety messages.
- Consideration of the need for family and childcare support for essential workers.
- Consideration of the need for psychosocial support services to help workers remain effective.
- Consideration and planning for the recovery phase.
- Plan to exercise and revise the plan on a regular basis.

## CONCLUSION

We here at ServiceMaster Recovery Management hope the information provided in this planning guide helps you and your organization better prepare for a possible pandemic and the Coronavirus outbreak. We pride ourselves on service excellence and are here to help with any Pandemic Planning you and your organization are completing. We have seen disasters of all types, including previous coronavirus outbreaks such as SARS.

If you feel your facility may have been exposed to the Coronavirus or would like help in preparing your Pandemic Plan, we are here to help. To learn more about the Coronavirus, possible exposure and treatment call us at 844-215-7619.