Pandemic Planning: Practical Steps for Facility Managers

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ProFM Body of Knowledge Topics Covered:

ProFM BODY OF KNOWLEDGE

- Operations & Maintenance
- Risk Management
- Communication
- Collaboration

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ProFM CREDENTIAL

Presenter

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Over 25 years global experience in FM, EP/DR/BC

Qualified and Sanctioned by ProFMI, DRI, IFMA, AFE

Context

"**Everything we do before a pandemic will seem alarmist. Everything we do after will seem inadequate.**"

Michael Leavitt
Former HHS Secretary under President George W Bush

"**In the end, it will be impossible to know if we over-reacted or did too much, but it will be quite apparent if we under-reacted or did too little.**"

Darrin Peppard
West Grand, CO School Superintendent

Pandemic Planning for FM's

|	PHASE	TRIGGER
Dec/Jan	**ALERT PHASE**	• New Strain Identified • Media Coverage of Potential Pandemic Strain • Human-Human Transmission in Disease's Country of Origin • Potential the Disease Will Affect the Organization and/or its Suppliers
Jan/Feb	**PRE-PANDEMIC PHASE**	• Presence of Strain in Localized Hot Spots • Minimal Spread Beyond Disease's Source (Country of Origin) • Beginning of Government Reactions (Travel Warnings Issued, Some Transportation Network Closures) • Anticipated Impact to the Organization and/or Impact to its Suppliers
Mar/ ??	**PANDEMIC PHASE**	• Global/Dispersed Proliferation of Pandemic • Pandemic Directly Affects the Organization and its Employees (i.e., significant, prolonged absenteeism, quarantines issued in/near major operating locations, and travel restrictions) • Higher than Seasonal Average of Absenteeism
TBD	**TRANSITION PHASE**	• Absenteeism Returns to Normal Levels • Post-Pandemic

Matrix from Avolution Consulting

Pandemic Planning for FM's

Agenda

- Pandemic Status

- Operations and Maintenance

- Risk Management / Business Continuity

- Communication

- Collaboration

- Resources
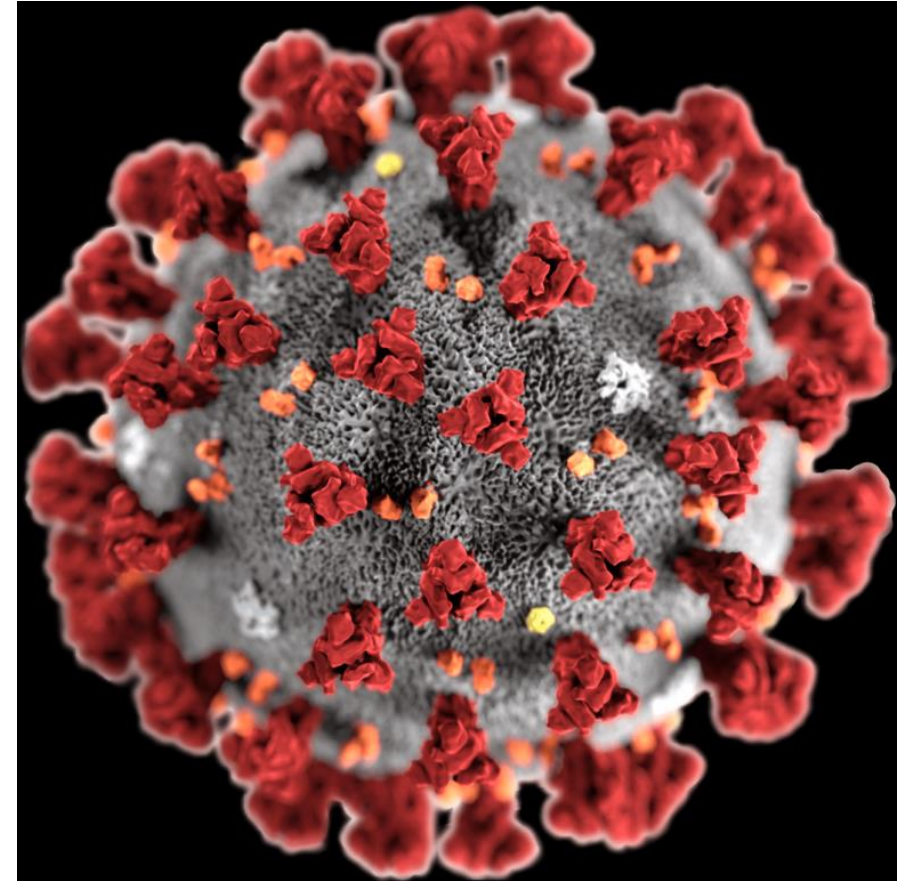
Rendering of 2019 coronavirus. Image/CDC

Status

Too dynamic to be displayed

Too much unverified information

OK to monitor other available sources within limits!

Restrict your actionable information to the official sources
- World Health Organization (WHO)
- National Departments of Health & Human Services
- Centers for Disease Control and Prevention (CDC)
- Regional / Local Health Departments

Information

Infection is caused by human-to-human transmission via respiratory droplets. A secondary way is by touching your eyes, nose, or mouth

- 1-14 day incubation period after exposure.

- **Unconfirmed** interval of virus survival on general surfaces (est. 3-7 hours),

- Approximately 80% experience mild symptoms (i.e. the common cold), and an estimated 15% experience flu-like symptoms that may require hospitalization. (WHO)

- Variable mortality rates (statistics are still evolving)

Responsibilities for Facility Managers

No time to delay; it is time for composure and action.

A global pandemic is a diverse and extreme crisis evolving:

| health | operations | economic | security |
| logistics | sustenance | endurance | etcetera |

To any and all extent possible, the FM *must* contribute to the response and to the solutions.

Operations & Maintenance

HVAC

Increasing fresh air intake for HVAC and increasing MERV ratings of air filters provides narrow benefit. Correcting deferred maintenance, adhering to scheduled activities and MERV-13 filter ratings are generally recommended.

Cleaning and Disinfecting

First clean to remove soiling with detergent mix, then disinfect with a diluted bleach solution, 70% alcohol solution, or EPA-registered disinfectant.

Increase the frequency and thorough activity on commonly touched surfaces. Employ daily steam cleaning for rest room facilities.

Operations & Maintenance

Plan for Temporary Closings

- Program BAS to reflect unoccupied settings

- Implement shut-down protocols

- Define minimum staffing (Security, Maintenance, Cleaning)

- Consider performance of disruptive activities

- Plan for limited one-off entries

Operations & Maintenance

<u>Staff Support examples</u>

Educate employees on infection control and personal hygiene and courtesy matters.

Develop a robust observation / surveillance process to identify and manage circumstances where there as been virus transmission or infection.

Ensure adequate supply of supplies and PPE.
(tissues, disposable gloves, N-95 masks, disinfectants, etc.)

Be flexible with planning and staff management.

Other O&M Examples

Reduce gathering space use

Increase telework / work from home

Reduce / limit visitors

Use of gloves for mail/parcel handling

Changed / flexible work hours

Increase provision and convenience of hand soap and hand sanitizers

Cleaning Examples

Extra cleaning with appropriate disinfectants and PPE

Exceptional and robust cleaning when a person suspected or confirmed having the virus has been present.

Commonly touched surfaces, for example:

Elevator call buttons   Door handles / push pads

Coffee / catering handles   Office technology controls

Shared writing implements   Telephones

Conference furnishings   Chair arms

For more information, see ProFM Module 5

Risk Management

Review existing Business Continuity Plans for guidance
   Critical Operations   Potential Disruptions
   Alternative Actions

For more information, see ProFM Module 3, Section 5

Consider compliance and legal implications.

   OSHA –   'workplace free from recognized hazards'

      > protection from potentially infectious materials

      > protection from chemical hazards (disinfectants, etc.)

Obligation to protect customers, clients, vendors

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Risk Management Examples

✓Restrict visitors from the sites _or_ limit the extent of entry.

✓Increase provision of well-being supplies (tissues, masks, hand sanitizers).

✓Provide factual information for persons to take steps to protect themselves.

✓Implement strong mandate for ill persons to stay at home.

Risk Management Examples

✓Encourage at-risk employees (those with under-lying health issues, over 60 years old) to work from home.

✓Reduce or eliminate travel and in-person meetings

✓Shut down non-essential site services; eliminate group gatherings

✓Actively promote and support telework / work from home.
  ➢Provide the tools and supplies needed for effective performance.

Risk Management Tasks

✓Understanding alert levels from external agencies.

✓Assembling a pandemic team.
- Prioritizing activities and schedules
- Ensure understanding of roles and responsibilities

✓Reviewing pandemic-related policies and documentation

✓Navigating the Business Continuity declaration process

photo credit: maxpixel.net

For more information, see ProFM Module 3, Sections 1-4

Communications - Operations

- Post signs to advise visitors and contractors the limits of engagement

- Post reminder placards to encourage enthusiastic hand washing.

- Constantly reinforce other health-related recommendations
    - (Social Distancing, use of hand sanitizers, keep up personal awareness)

- Use appropriate electronic media to share information

For more information, see ProFM Module 1, Section 3

Communications – Management

- Inform occupants and stakeholders of 'official communications channel' to advise actions implemented or curtailed.

- Advise vendors/suppliers steps taken and how it will impact them.

- Contribute to or become the corporate clearinghouse for relevant factual and accurate information.

- Strongly control rumors and mis-information.

For more information, see ProFM Module 1, Section 3

Collaboration

- Liaise with other departments (Execs, Risk, HR, Insurance, Production) with a consistent corporate message and implement the BC Protocols.
  - ➢If not yet in place, participate in development .

- Liaise with other departments to be the resource – to provide required support for alternative working settings.

  Increase spacing between employees   Home deliveries   Technology / equipment

- Become the source for relevant current, factual and accurate information.

For more information, see ProFM Module 1, Section 6

Summation

- For most people in the United States, including most types of workers, the risk of infection with COVID-19 is currently low. (OSHA)

- Prudent measures and planning involving O&M and Risk Management can improve conditions and reduce disruptions.

- Effective Communications can reduce uncertainty, reduce myths / rumors, and build respect for the FM unit.

Summation

- Existing BCP can provide a good basis for understanding the enterprise risks and enable responses that protect the employees and the business.

- Cooperation and Supportive actions will reduce tension and anxiety.

❖ BE AWARE

     ❖ BE RESPONSIVE

          ❖ BE BOLD

               ❖ BE THE FM LEADER!

Resources Links

www.ProFMi.org   www.FM-adviso.com

www.CDC.gov   www.WHO.int

www.ASHRAE.org/technical-resources/resources

www.drii.org/   www.OSHA.gov

https://bcinthecloud.com/c-19-daily/?utm_campaign=DRJemail

For More Information

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