

# Pandemic Response: Next Steps for Facility Managers

Presented By: Stephen Brown  
04 April 2020

ProFM Body of Knowledge Topics Covered:



- Operations & Maintenance
- Risk Management
- Communication
- Collaboration



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# The Presenter



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

Qualified and Sanctioned by ProFMI, DRI, IFMA, AFE

# Context

**FIRST** – Remember the required basics required of every person...

Everything else will make the situation better.

## Preventing COVID-19



**Wash hands.**



**Stay home if sick.**



**Clean surfaces.**



**No close contact.**



# AGENDA

- DATA and STATISTICS
- ACTION ITEMS FOR FM's
- LESSONS LEARNED
- SUMMARY



**CORONAVIRUS**  
(COVID-19)

# Status

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



Statistics are too dynamic to be displayed

# UNPRECEDENTED CHALLENGES

- ❖ Called upon for immediate and critical support
- ❖ Minimal notice for actions
- ❖ **Now is the time to revisit actions taken**



# REVISIT THE ACTIONS TAKEN

- ✓ **Convene the FM Team**
  - **Debrief – Review the Details**
  - **Make new plans and checklists**
  - **Delegate and make assignments**
- ✓ **Consider ALL facets of FM**
  - **BAS, building operations**
  - **Support functions**
  - **Occupant conditions**
  - **Security – including cyber**
  - **Watches and Walk-throughs**

# IF YOUR SITES REMAIN OPEN

## HEALTH & SAFETY IS TOP PRIORITY!

- Carefully consider all avenues of COVID-19 transmission
  - Respiratory spread
  - Touching surfaces containing the virus

**Robust hand washing for 20 seconds remains an effective recommendation!**



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Source: Virginia Public Health





# ~~SOCIAL~~ PHYSICAL DISTANCING

**Current guidelines – 6' or 2m of separation**

## **Suggestions**

**Reduce Space Occupant Capacity**

**Change procedures to reduce interaction**

**Enforce required PPE**

**Expand WFH options**

**Stagger shift start times**

**Implement mask program\***

**Install temporary barricades**

# USE OF MASKS

Recommendations continue to evolve.

- **Review and adhere to published guidelines from WHO, CDC or your Health Department.**
- **Familiarize yourself with the different types of masks to ensure you are meeting the guidelines.**
  - N95 masks (non-medical) is designated standard
  - See CDC Guidelines for other information



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# MODIFY JANITORIAL PROCEDURES

- Expand PPE requirements for cleaners
- Understand agent performance for **Disinfecting** (may vary compared to **sanitizing**) and **cleaning**
- Increase frequency of touch-point and restroom servicing
- Vacuuming and dusting restrictions



# CONTRACTORS, VENDORS & SUPPLIERS



- Memorialize changes, instructions and agreements
- Investigate financial health of critical vendors
- Review contracts to understand responsibilities and liabilities (*force majeure*)
- Discuss Corporate Social Responsibility implications with the executives

# LESSONS LEARNED

**Business Continuity Plans recognize risks and responses to facilitate order, scalability, and prioritization of actions to offset the impact of enterprise disruptions.**



**Many organizations did not have pandemic planning in their documents.**

**We must capture our experiences for response to future incidents.**

# LESSONS LEARNED

**START NOW!**

**FORMALIZE THE PROCESS AND CAPTURE ALL INFORMATION**

**INVOLVE PERSONS FROM EVERY LEVEL OF THE FM TEAM – PLUS VENDORS AND CONTRACTORS AS WELL AS INTERNAL CUSTOMERS**

**DOCUMENT YOUR FINDINGS**

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# LESSONS LEARNED

## QUESTIONS TO START THE DISCUSSION...

**How/when did we learn of impending facility changes?**

**How could that communication been improved?**

**What we did, compared to**

**What could have been done differently or better?**

**What supplies were needed?**

**What materials could/should have been stockpiled?**

**Did FM support the organization's needs?**

**What else could we have done?**

**How could technology have improved the response?**

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# CLOSING OBSERVATIONS

**It is apparent that the COVID-19 Pandemic is escalating, but we can apply controls to minimize the risks.**

**Proficient facility management can deliver improved outcomes.**

**Vigilance and diligence are a great defense.**

**Recognize and contribute to those in need.**

# SOURCES

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/face-masks.html>

**Also visit [www.FM-adviso.com](http://www.FM-adviso.com) and click on the “Pandemic Resources” button for a listing of excellent resources.**

**(LISTING IS UPDATED WITH ADDITIONS EVERY THREE DAYS)**

# Questions?

## FM Consultation and Training

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aitäh asante köszönöm dzięk! gràcies eskerrik asko grazie  
dankon kütös dank kiitos ngiyabonga terima kasih tack merci obrigado  
Salamat dankie