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



The Presenter



Stephen BrownTrainer / Consultant
FM-adviso, Inc.



ProFM, CFM, FMP, SFP, CPE, CPMM, CBCP, MBCP, REM, CESCO

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

Qualified and Sanctioned by ProFMI, DRI, IFMA, AFE







Context

<u>FIRST</u> – 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.









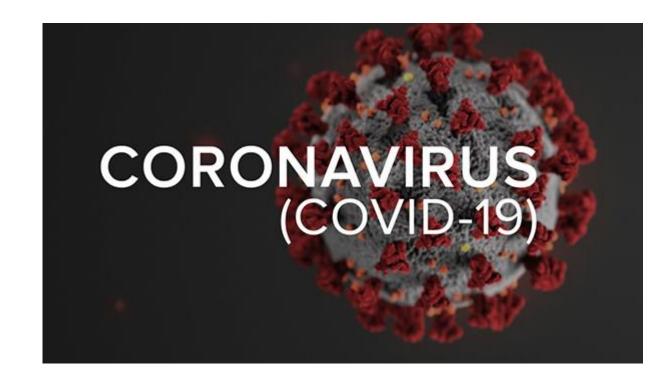
AGENDA

DATA and STATISTICS

ACTION ITEMS FOR FM's

LESSONS LEARNED

SUMMARY

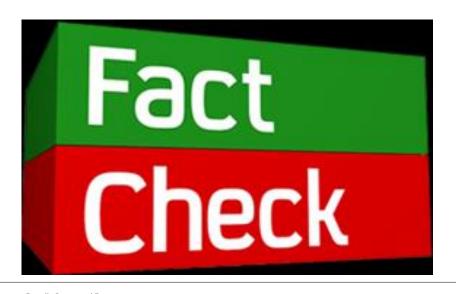








Status



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!









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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- 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.









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









QUESTIONS TO START THE DISCUSSION...

Did FM support the organization's needs?

How/when did we learn of impending facility changes?

How could that communication been improved?

What could have been done differently or better?

What materials could/should have been stockpiled?

What else could we have done?

How could technology have improved the response?





What we did, compared to

What supplies were needed?





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 <u>www.FM-adviso.com</u> 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

Stephen Brown

FM-adviso, Inc

SLB@FM-adviso.com

1-682-777-4362

www.fm-adviso.com



ProFM Credential

Vicky Vander Woude

ProFMI

vickyv@profmi.org

1-651-905-2645

www.ProFMi.org















