

Pandemic Recovery: Re-opening Facilities

Presented By: Stephen Brown
21 April 2020

ProFM Body of Knowledge Topics Covered:



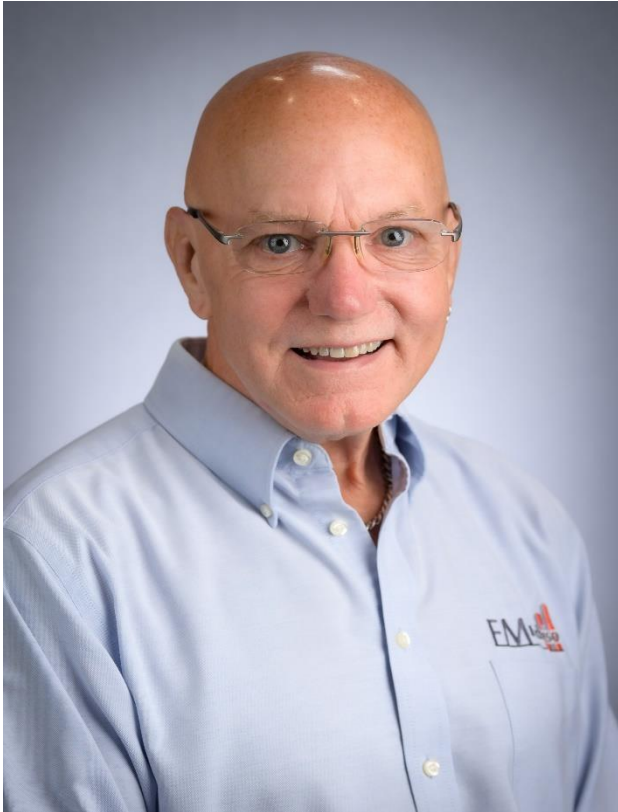
- Operations & Maintenance
- Risk Management
- Communication
- Collaboration



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The Presenter



Stephen Brown
Trainer / Consultant
FM-adviso, Inc.



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

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

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COVID-19 CASES



SOURCE: WHO 20 April 2020

AGENDA

- **DISASTER RECOVERY PLAN**
- **PLANNING THE RETURN**
- **MINIMIZING RISKS**



CORONAVIRUS
(COVID-19)

CRITICAL NEED FOR FM PLANNING

- ***The lack of an effective Pandemic-focused Disaster Recovery Plan could prove disastrous and cause a Second Wave of COVID-19***

CRITICAL NEED FOR FM PLANNING

*“...we have to prepare ourselves to go through a similar exercise in the fall, in the late fall. If you take a look at the 1918-1919 influenza pandemic, and if you take a look at how coronavirus is acting, this is not just the winter and spring of 2020. **Probably late November, by December, we are going to go through this again.**”*

Dr. Janis Orlowski, chief health care officer of the Association of American Medical Colleges.

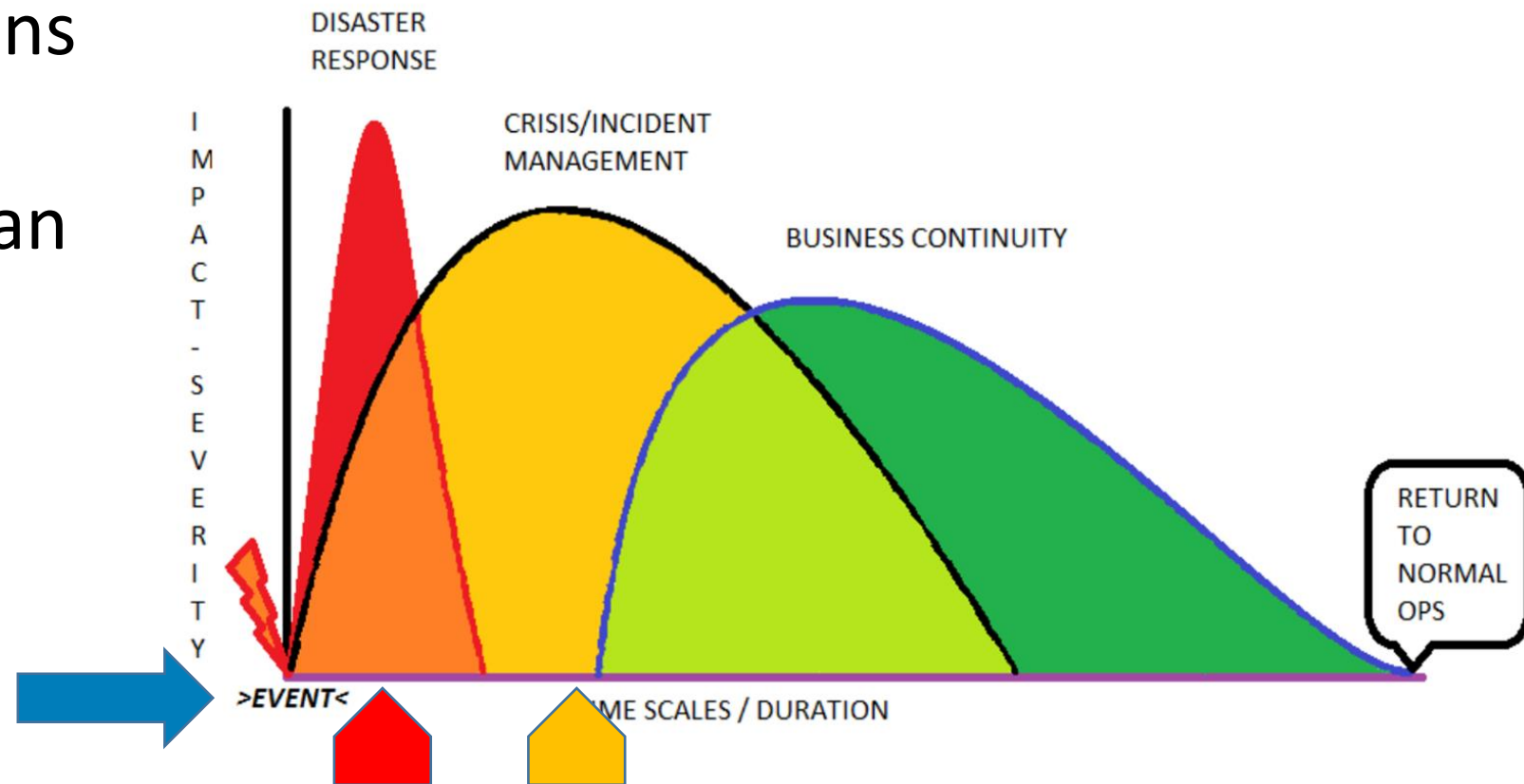
UNDERSTANDING THE TIMETABLE

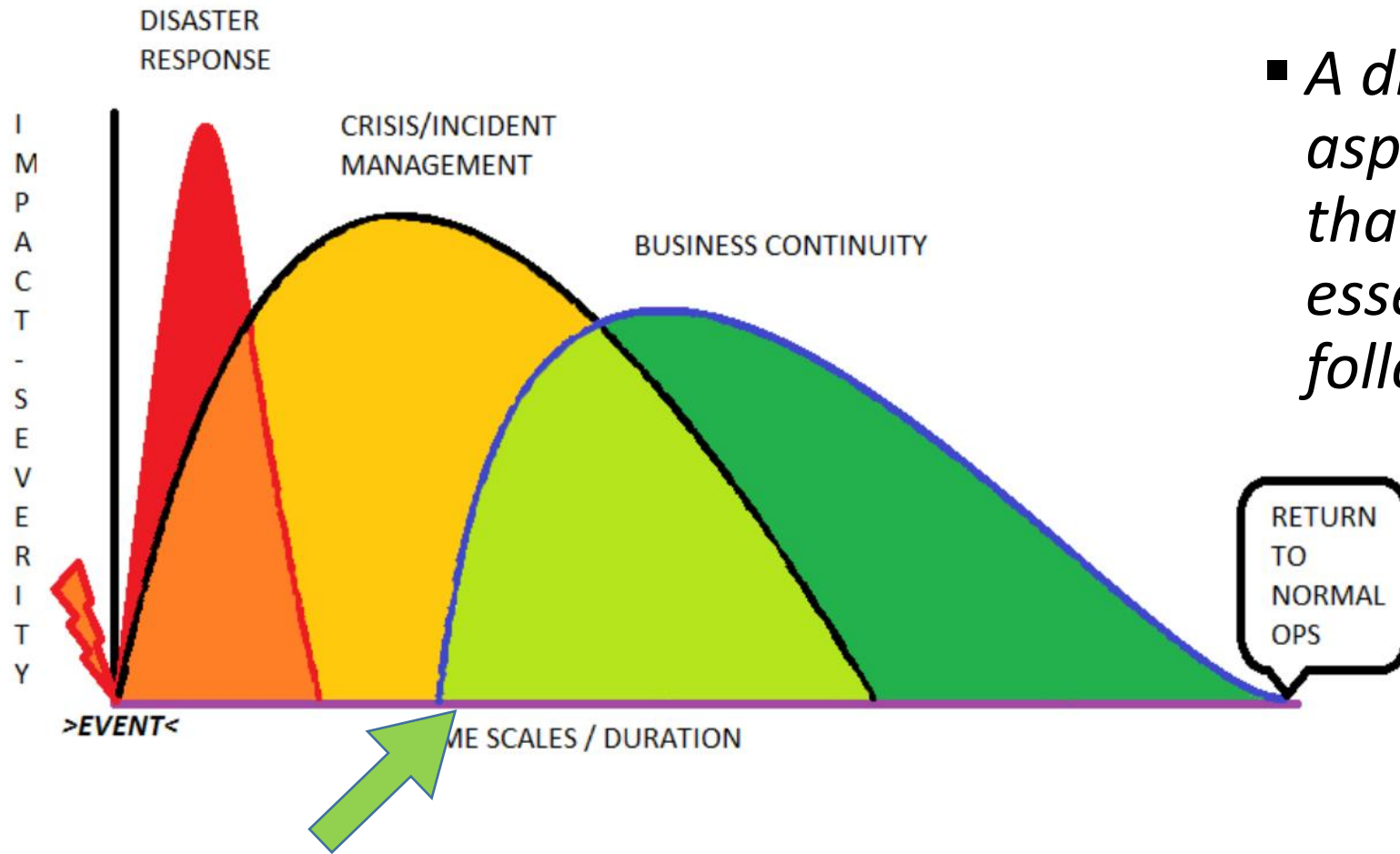
Planning and preparations

Emergency Response Plan

Incident Management

Disaster Recovery Plan





- *A disaster recovery plan is a key aspect of a comprehensive BCP that primarily involves restoring essential systems and processes following an incident.*

PLAN and ORGANIZE



✓ WHO WILL BE INVOLVED

- ✓ FM, HR, OPERATIONS, ADMINISTRATION/EXECs
- ✓ RACI will be help guide the process

✓ DEFINE THE CONCERNS

- ✓ HEALTH & SAFETY
- ✓ COMPETITION FOR RESOURCES

✓ IDENTIFY THE ACTIVITIES

- ✓ PHYSICAL, OPERATIONAL, FUNCTIONAL

✓ SCHEDULE IMPLEMENTATION

- ✓ SET GOALS AND DEADLINES

START WITH A JOINT EXERCISE

RELEVANT GROUPS CONFER AND REACH CONSENSUS

- REVIEW IMPACTS OF DECISIONS
- IDENTIFY RESOURCE REQUIREMENTS
- CRAFT THE MESSAGE; HOW INFORMATION WILL BE COMMUNICATED; FROM WHOM



INITIAL TOPICS

~~FULL OPEN~~; PHASED RETURNS; LIMITED RETURNS

OCCUPANCY ~~AS NORMAL~~; OCCUPANCY CONTROLS (PHYSICAL SPACING)

NORMAL SCHEDULES; FLEX SCHEDULES; WFH CONTINUATION

FORMAL AND INFORMAL MESSAGES; CORPORATE AND DEPARTMENTAL

BEFORE OCCUPANTS RETURN

COMMUNICATE WHAT HAS BEEN DONE TO PREPARE FOR THE RETURN

LIBERALLY POST REMINDER SIGNAGE AND GRAPHICS - (physical spacing, hand washing, masks, respiratory hygiene)

PREPARE SPECIAL WELCOME – ‘Goody Bags’ with masks, gloves, stress ball, hand sanitizer, tissues at each workstation; perhaps banners and flowers

FM MATTERS – {CRITICAL O&M}

ENVIRONMENTAL CONTROLS RESTORED

WATER SYSTEMS RESTORED

LIFE SAFETY SYSTEMS TESTED

EXCEPTIONAL CLEANING PROGRAM COMPLETED



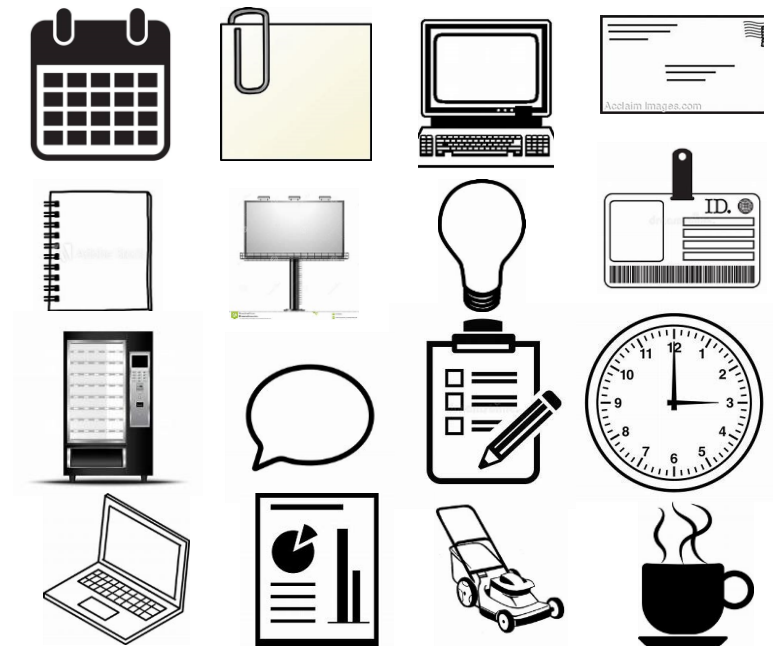
FM MATTERS — {STANDARD O&M}

GROUNDS MAINTENANCE / EXTERIOR LIGHTING / BRANDING

MAIL AND MATERIALS

RESTORE VENDING / CATERING

RESTOCK OFFICE SUPPLIES



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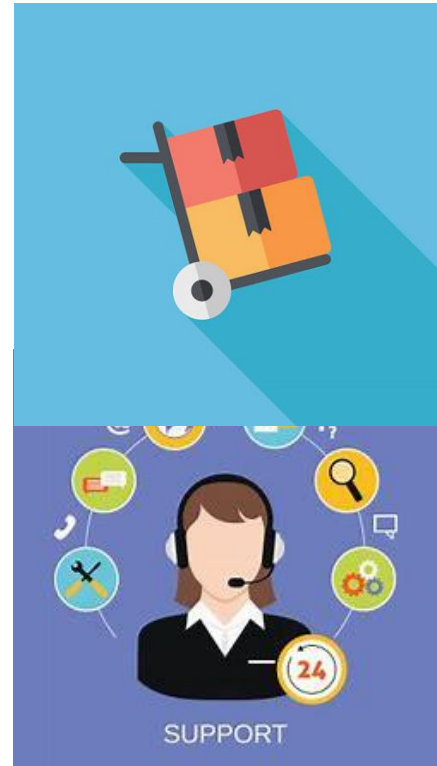
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FM MATTERS – {EXTRA SERVICES}

WELCOME BACK

**PORTERS TO ASSIST CARRYING RETURNED ITEMS
ALSO TO DISINFECT RETURNED ITEMS**

EXTRA ‘HELPDESK’ SUPPORT



FM MATTERS – UPDATED PROTOCOLS

INCREASE FREQUENCY FOR CLEANING TOILET FACILITIES

INCREASE FREQUENCY OF TOUCH POINT SANITIZING AND DISINFECTING

EMPTY RUBBISH BINS MORE OFTEN

DISINFECT WORKSTATIONS DAILY (clean desk policy, disposable blotters, hand sanitizers/tissues)

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FM MATTERS – UPDATED PROTOCOLS

PROHIBIT SHARED OFFICE DEVICES

AVOID SHARED WORKSTATIONS

REDUCE OCCUPANCY OR CLOSE CONFERENCE AND MEETING ROOMS

INCREASED USE OF IN-HOUSE TELECONFERENCING

STAGGERED SHIFTS, BREAK / MEAL TIMES

CONTROL OF MAIL/MATLS

RESTRICTIVE VISITOR PROCEDURES

EXPANDED PPE OPTIONS & USE

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FM MATTERS – UPDATED PROTOCOLS

INCREASED SPACING BETWEEN OCCUPANTS

AVOID OCCUPANTS FACING EACH OTHER

MAKE CORRIDORS AND STAIRWAYS ‘ONE WAY’

PROVIDE SCREEN / BARRIERS FOR CLOSE INTERACTION LOCATIONS

RECEPTION, HELPDESK, CASHIER, SECURITY

FM and HUMAN RESOURCES

PROMOTE STAGED RETURNS

2-DAYS CYCLE - 1/3 ON SITE AT ONE TIME AND 2/3 WORK FROM HOME

KEY STAFF WEEK 1, OTHERS RETURN IN PHASES

PROMOTE STAGGERED SHIFTS

CONTROL/LIMIT ARRIVALS SCHEDULED 30 MINUTES APART

PROMOTE FLEX SCHEDULES FOR PARENTS AND CARE GIVERS

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HUMAN RESOURCES

DEFINE WHO SHOULD AND SHOULD NOT RETURN TO WORK

AT-RISK EMPLOYEES

POSITIVE TESTS

SYMPTOMATIC

PROCEDURE TO BE CLEARED TO RETURN TO WORK

COMMUNICATE SCHEDULES AND OFFICIAL CORPORATE COMMUNICATIONS

PROVIDE EAP FOR COUNSELING, STRESS MANAGEMENT, FINANCIAL ADVICE

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CORPORATE OPERATIONS

- **ENSURE EXECUTIVE SUPPORT FOR ALL PRODUCTION, OPERATIONS, AND ADMINISTRATIVE UNITS TO ACTIVELY SUPPORT AND ADHERE TO THE COVID-19 POLICIES AND PROCEDURES FROM FM AND HR.**
- **ACTIVATE AND COMMUNICATE DR PLANS**

WORK YOUR PLAN



*Michael Ryan, executive director,
WHO Health Emergencies Programme*

The World Health Organization is urging countries not to be complacent and to “double down” on the safety measures that are helping to contain the spread of the virus.

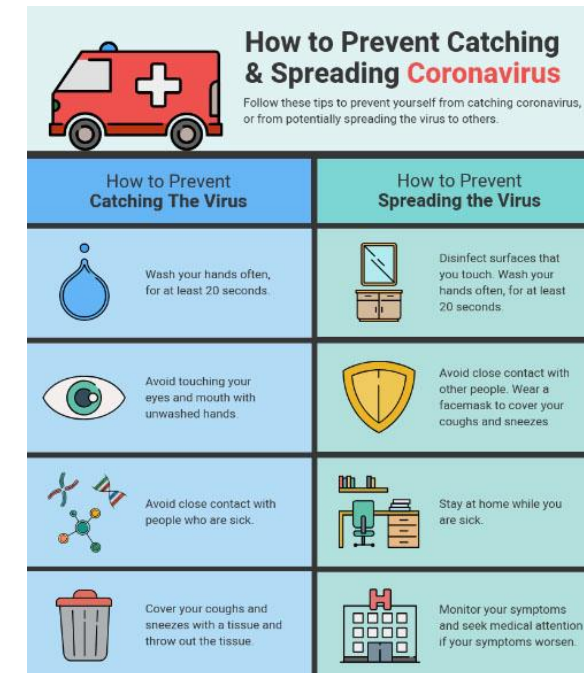
Michael Ryan, executive director of the WHO Health Emergencies Programme, said last week that some countries were in a position to begin thinking about an exit strategy.

But, he warned, “You can’t replace lockdown with nothing. You must replace lockdown with a very deeply educated, committed, empowered and engaged community.”

AS YOUR SITES RE-OPEN OR EXPAND OCCUPANCY...

HEALTH & SAFETY MUST BE THE TOP PRIORITY!

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



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.

CLOSING OBSERVATIONS

- **CONTENT BASED ON KNOWN RECOMMENDATIONS**
- **FOLLOW GOVERNMENT, WHO, CDC GUIDELINES AS THEY DEVELOP**
- **BEST TO ERR ON THE SIDE OF CAUTION**
- **PLAN NOW FOR LIKELY RECURRENCE**

SOURCES

<http://www.vdh.virginia.gov/>

<https://www.caymancompass.com/2020/04/19/social-distancing-could-be-here-to-stay/>

<https://www.politico.com/news/2020/04/08/coronavirus-when-normal-expert-health-care-172005>

Also visit www.FM-adviso.com and click on the “Pandemic Resources” button for a listing of excellent resources.
(LISTING IS UPDATED WITH ADDITIONS EVERY FEW 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



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díky thank you gracias danke pakka për а́цію.
ευχαριστώ 감사합니다 Tak grazas Arigatō
aitäh asante köszönöm dzięk! gràcies eskerrik asko grazie
dankon kütos ngiyabonga terima kasih tack merci obrigado
Salamat dankie