

24. PANDEMIC RESPONSE

Priority: High

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PANDEMIC RESPONSE

Scope:

This document defines the Douglass Distributing Pandemic Response Plan to address a pandemic of influenza or another contagious disease.

Objectives:

Implementation of this plan focuses on accomplishing the following in the event of an outbreak of any contagious disease.

- Protect the health and safety of employees and their families
- Maintain operations critical to society
- Minimize business disruption and financial impact
- Maintain critical customer relationships
- Maintain company reputation

Planning Principles:

In the event of a pandemic with sustained human-to-human transmission, the company must be able to:

- Manage the requirements of the pandemic through rapid responses, existing business continuity planning, and effective Emergency Preparedness and Response.
- Sustain operations through two to three waves (one wave is six – eight week duration) of illness over an 18-month period.
- The following are key industries which require product during a pandemic
 - Transportation (Land, Marine, Air)
 - Food and Agriculture
 - Military/Defense
 - Public Health and Healthcare (hospitals, etc.)
 - Emergency Services (fire, police, ambulance, etc.)
 - Water Supply
 - Postal Service
 - Energy/Power
 - Hydroelectrical, Nuclear, Fossil

Ownership:

The Douglass Distributing Company, Safety Director is the owner of this document and is responsible for the company preparedness and implementation to all company's and/or divisions.

PROCEDURES

Douglass Distributing Company Pandemic Phases:

The World Health Organization has identified 7 phases of a Pandemic Event. This plan used 4 phases and are correlated to the WHO phases as follows:

<u>WHO Phase</u>	<u>Douglass Distributing Company Phase</u>
0. No disease	I. Preparation Phase
1. Sick birds/animals	
2. Bird/animal to human transmission	
3. Human to human transmission in localized areas and confined to a 'source' country	
4. Human to human transmission occurring throughout, but still confined to, 'source' country	II. Hot Stand-By Phase
5. Human to human transmission occurring outside source country	III. Critical Operation Phase
6. WHO declares pandemic	IV. Selective Shut-Down Phase

When a pandemic, or potential pandemic situation has been identified, the company site, upon guidance from the regulatory health organizations, will begin operating under one of four Pandemic Phases (see Section 2.7) -- Preparation Phase, Hot Standby Phase, Critical Operations Phase, and Selective Shut Down Phase. The Selective Shut-Down Phase addresses specific criteria to discontinue operations of a facility.

Facilities are responsible to predefine criteria to move to shut down phase. The considerations listed below can be the sole reason or any combination can be the rationale to support engaging the Selective Shut-Down Phase.

- Local government declarations or other actions require citizens/personnel to stay at home and select businesses to shut down.
- Facility is assessed as a high health threat to personnel due to the illness rate and the high loss of personnel resulting from absenteeism (i.e., > 50% loss of personnel)

- Safety is compromised during operations, processes and personnel where appropriate skills and competencies are unavailable and there is a risk of injury and/incidents to continue operations.
- Security of facility/operations cannot be maintained due to the increased threat to personnel resulting from the civil unrest or other related disturbances.

Four Phases of Pandemic Response

Preparation Phase	Hot Standby Phase	Critical Operations Phase	Selective Shut Down Phase
<ol style="list-style-type: none"> 1. Keep Pandemic response up to date. 2. If known, have supplies on site if Hot Standby Phase is needed. 3. Educate employees 1x a year on company pandemic response plan. 	<ol style="list-style-type: none"> 1. Implement LOW level precautions. <ol style="list-style-type: none"> a. In case of Influenza or other major illness: provide necessary tools for sanitation, instructions on proper sanitation, education and update on situation b. Keep daily count of employees who become infected c. Begin preparation for Critical Operations Phase 	<ol style="list-style-type: none"> 1. Implement MEDIUM level precautions. <ol style="list-style-type: none"> a. In case of Influenza or other major illness: continue providing sanitation tools (wipes, hand sanitizer, etc) b. Keep daily count of employees who become infected c. provide additional PPE: face masks, disposable latex gloves, etc d. Prepare for Selective Shut Down Phase 	<ol style="list-style-type: none"> 1. Implement HIGH level precautions. <ol style="list-style-type: none"> a. In case of Influenza or other major illness: if infected employee count reaches >50% at any location = make determination whether to shut down that facility or to quarantine uninfected (healthy) critical employees. <ol style="list-style-type: none"> b. Continue providing all PPE equipment from LOW and MEDIUM phase c. Attempt to keep as many as possible locations up in running d. If complete shut-down becomes necessary = start up with some employees is better than no employees

Douglass Distributing Company BCP Core Team Activation Process:

Once the relevant regulatory health organization declares a pandemic status change, the Safety Director will notify the company BCP team.

Douglass Distributing Company Organization/Team Structure: see "Call Tree".

Communication:

The Douglass Distributing Pandemic Response Plan will include:

- Communication/education regarding the Pandemic should be provided to employees (and their families), suppliers, customers, Company management, local community, and community leaders. The general corporate communication plan should be used as a basis.
- Compile/update contact directory for all critical internal and external Company interfaces as well as for all Company employees in a given Company/business location
- Develop a "communications chain" for alerting critical personnel when a phase begins or when it is changed. Consideration should be given to location of personnel and how the communication will occur

Employee Accounting & Reporting:

The Douglass Distributing Pandemic Response Plan will include methodology to monitor the health and attendance of employees during the Critical Operations Phase. Critical positions and associated personnel should be identified in your plan. Critical positions should have at least two qualified backups. This will require identification of training gaps and a plan to address/close the competency gaps for backup personnel.

The Douglass Distributing Pandemic Response Plan will include the following HR guidance.

- Directed not to attend work by Management.
- Unable to attend work due to government restrictions.
- Formally required to work from home as part of the BCP.
- Required to work different work patterns for a sustained period of time as part of the BCP.
- Unable to attend work due to illness or caring for sick dependent

Restoration & Recovery:

The Douglass Distributing Pandemic Response Plan will use existing start-up procedures for the restoration and recovery process. However, while start-up procedures should be normal, the nature of events following a pandemic may not be normal. Special consideration to critical skills needs and potential re-staffing and training may be necessary.

Follow any guidance from HR regarding employees' fitness for duty upon return to the workplace following traumatic experiences.

Health & Hygiene:

The Douglass Distributing Pandemic Response Plan will include procedures to implement:

- Social distancing for employee/visitor at the work place and at home
- Social distancing for supplier & customer deliveries and pick-ups
- Flu Kits. Critical Pandemic Kit supplies (i.e. hand sanitizer, masks) should be identified and

acquired during Phase I. Consideration should be given to ensure appropriate storage locations of these critical supplies. It is the responsibility of the facility manager to coordinate with Procurement to order flu kits.

- Disinfection and decontamination of common and private work spaces
- Containment/Quarantine of infected personnel
- Eliminating face-to-face contact for hand-over of shift positions
- Testing of employees and contractors at home and at the work place NOTE: Currently there are no available testing tools available. Insert procedures here as technology is developed

Comparing Symptoms of Influenza and Common Cold

Identifying influenza

The following table compares the symptoms of influenza against the symptoms of the common cold.

Symptoms of influenza/common cold

Symptom	Influenza	Common Cold
Fever	Usual, sudden onset 38°-40°C (100.4°-104°F) and lasts 3-4 days	Rare
Cough	Usual	Occasional
Headache	Usual and can be severe	Rare
Aches and pains	Usual and can be severe	Rare
Fatigue and weakness	Usual and can last 2-3 weeks or more after the acute illness	Rare
Debilitating fatigue	Usual, early onset can be severe	Rare
Sore throat	Usual	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate
Nausea, vomiting, and diarrhea	In children < 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare	Usual
Complications	Respiratory failure; can worsen a current chronic condition; can be life threatening	Congestion or earache
Fatalities	Well recognized	Not reported
Prevention	Influenza vaccine; frequent hand-washing, cover your cough	Frequent hand-washing, cover a cough

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Comparing Symptoms of Influenza and Common Cold

Disease prevention/control measures

An Influenza Team, probably composed of part of the in-country ESG, must be identified in advance. There is a need for expeditious coordination of efforts regarding:

- Pharmaceuticals:
 - Antivirals for use as treatment
- Non-pharmaceutical:
 - Personal hygiene measures, such as hand-washing, cough etiquette, use of masks and other equipment.
 - Workplace hygiene, such as effective cleaning measures and disinfectants.
 - Social distancing, protocols for meetings and other gatherings.
 - Facilitation of personal symptom and temperature monitoring.
 - Food preparation.
 - Identification of employee and management actions if an employee develops influenza symptoms at work.
 - Information on the suitable contents for an employee's personal workplace Flu Kit.
 - Formalized additional exposure reduction measures for ExxonMobil MOH staff and first responders.
 - Display of Influenza Notification, when necessary.

▪ **Personal Symptom and Temperature Monitoring**

General

Employees should be advised of the need for personal monitoring of symptoms and temperature. Tables 8-2 and 8-3 are examples of such communication.

It is important for you and your family members to monitor your health to detect possible signs of the development of influenza. There are many symptoms associated with influenza. The chart below shows you these and how they may differ from the common cold.		
Symptom	Influenza	Common Cold
Fever	Usual, sudden onset 38° - 40°C (100.4° - 104°F)	Rare
Cough	Usual	Occasional
Headache	Usual and can be severe	Rare
Aches and pains	Usual and can be severe	Rare
Fatigue and weakness	Usual and can last 2-3 weeks or more after the acute illness	Rare
Debilitating fatigue	Usual, early onset can be severe	Rare
Sore throat	Usual	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate
Nausea, vomiting, and diarrhea	In children under 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare	Usual
<p>If you develop symptoms suggestive of influenza (especially fever, cough, and fatigue and weakness) do not come to work. Follow the influenza self-care advice you have been given. The two most predictive indicators of influenza are temperature over 38°Celsius (100.4°Fahrenheit) and presence of a cough. It is therefore, particularly important for you to look for these symptoms.</p> <p>Seek medical advice (initially by telephone) if:</p> <ul style="list-style-type: none"> ▪ Antiviral drugs are available from the local medical community. They are most effective if taken within 48-hours of onset of symptoms. ▪ Symptoms last more than ten days. ▪ Illness becomes worse after the third day of symptoms. ▪ Breathing becomes difficult. ▪ Cough produces yellow-green sputum or blood. ▪ Severe or prolonged vomiting occurs. ▪ Fever is high (greater than or equal to 39°C or 102.2°F) or prolonged (elevated for more than a few hours). 		

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▪ **Personal Symptom and Temperature Monitoring**

Additional instructions

Instruct employees to:

- Follow the instructions on the thermometer package regarding the correct method for taking temperature.
- Do not take temperature within 30 minutes after eating or drinking.
- Take temperature at approximately the same time each day, for example at 10:00 a.m. and 8:00 p.m.
- Take temperature any time symptoms are detected or existing symptoms worsen.
- Consider a temperature over 38°C (100.4°F) as significant.
- Consider a temperature over 39°C (102.2°F) as high with a need to seek medical advice at this point.
- Consider seeking medical advice when feeling unwell, even if temperature is not raised. Temperature may be lowered as a result of any medication being taken.

▪ Influenza Self-Care Guidelines

General

If influenza symptoms (as described in Personal Symptoms) occur, the employee should stay at home. If symptoms occur at work, the employee should follow the procedure in Section, "Managing Personnel Who Become Ill at Work." While at home the employee should practice self care:

- Monitor illness
- Reduce chance of spreading infection to others
- Manage the symptoms of illness (see Table 8-4)

The employee's family members can follow the same principles.

Monitor illness

Seek medical advice (initially by telephone) if:

- Antiviral drugs are available from the local medical community. They are most effective if taken within 48-hours of onset of symptoms.
- Symptoms last more than ten days.
- Illness becomes worse after the third day of symptoms.
- Breathing becomes difficult.
- Cough produces yellow-green sputum or blood.
- Severe or prolonged vomiting occurs.
- Fever is high ($\geq 39^{\circ}\text{C}$ or 102.2°F) or prolonged (elevated for more than a few hours).

– **Note:** Temperature should be recorded twice daily. Do not take temperature within 30 minutes of eating or drinking.

Reduce risk of spreading infection

Reduce the risk of spreading infection to others by doing the following:

- Practice strict personal hygiene.
 - Use a disposable surgical face mask.
 - **Note:** A surgical mask must be disposed of in an appropriate waste receptacle as soon as it becomes moist, and hands must be thoroughly washed and dried after the used mask is discarded.
 - Ensure that close contacts at home are aware of symptoms.
 - Avoid contact with others in the home, or recommend they use a surgical face mask during contact and be vigilant for symptoms in themselves.
 - Stay at home until recovered.
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▪ **Influenza Self-Care Guidelines**

Manage symptoms

Manage symptoms of illness.

Table: Managing symptoms

Task	Symptom	Action
1.	Tiredness and general sick feeling	Get adequate rest.
2.	Nausea	<ul style="list-style-type: none"> ▪ When appetite returns start diet by drinking fluids or eating soft foods such as: <ul style="list-style-type: none"> – Biscuits or cookies – Toasted bread – Rice and cooked cereal ▪ Eat smaller more frequent meals
3.	Fever or mild pain	<ul style="list-style-type: none"> ▪ Drink plenty of fluids, 8-12 standard glasses per day unless otherwise instructed by medical personnel. ▪ Use an over the counter medication such as acetaminophen (paracetamol) or ibuprofen, unless these medications are unsuitable to the individual. <ul style="list-style-type: none"> – Read the package and follow medical advice. – Follow dosage instructions, especially for children.

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▪ **Influenza Self-Care Guidelines**

Manage symptoms, continued

Task	Symptom	Action
4.	Cough	<ul style="list-style-type: none"> ▪ Use an over the counter cough syrup or a 50/50 mixture of honey and lemon juice. ▪ Drink plenty of fluids, 8-12 standard glasses per day unless otherwise instructed by medical personnel. ▪ Use cool mist humidifier to moisten the air. ▪ Avoid exposure to smoke and other irritants.
5.	Sore throat	<ul style="list-style-type: none"> ▪ Drink plenty of fluids, 8-12 standard glasses per day unless otherwise instructed by medical personnel. ▪ Use over the counter throat lozenges or hard candy. Use sugar-free candy for patients with diabetes.

Health advisories

Employees and family members should follow any public health advice or instruction given by the government, such as where to report if flu symptoms develop. Sources of this information should be country specific.

▪ **Personal Workplace Flu Kits**

Personal Workplace Flu Kit

The following items should be included in a personal workplace Flu Kit for employees:

- Three (3) surgical face masks (with instructions on use), to be used while exiting the workplace upon the development of influenza symptoms.
- Bottle of alcohol gel hand cleanser included as a sample. Alcohol hand cleanser is used when there is no access to soap and water.
- Non-mercury clinical thermometer for monitoring body temperature.
- Temperature self-monitoring chart for personal screening use.
- Copies of influenza educational material:
 - Hand washing techniques (and skin care advice)
 - Cough/sneeze etiquette
 - Influenza Notification
 - Influenza self-care advice
 - Influenza versus common cold
 - Country-specific sources of public health information, such as local health authorities

Some Flu Kit contents (such as thermometers, alcohol gel, etc) are likely to be in short supply during a pandemic, so adequate amounts should be procured in advance taking into account numbers of people who would be offered them.

▪ **Face Masks**

Face masks

Droplets greater than 5 mm in diameter released during coughing and sneezing are the most common mode of transmission of the influenza virus. The droplets typically do not spread beyond 3 feet (1 meter) from the person who generates them.

Surgical Face Mask:

A surgical face mask is helpful in preventing transmission from droplets. There are many varieties on the market but they have two features in common. They do not fit firmly around the face and require little training in their use.

A disposable surgical mask should be used under the following situations:

- People with respiratory infection symptoms should use a disposable surgical mask to help prevent exposing others to their respiratory secretions.

There is little evidence to show that use of surgical masks by the general population reduces the spread of influenza, but cultural factors related to perceived personal responsibility during an influenza outbreak may lead to their general use and should not be prevented or necessarily discouraged by the company.

An initial supply of three surgical masks can be given to employees in a personal workplace Flu Kit.

A surgical mask must be disposed of in an appropriate waste receptacle as soon as it becomes moist, and hands must be thoroughly washed and dried after the used mask has been discarded.

N-95 masks provide protection against fine aerosols. Exposure to these usually only occurs during very close contact with a person ill with influenza, such as staff in a hospital infectious disease unit. Therefore they are not considered part of the ExxonMobil response to a pandemic.

**Obtaining
masks**

Face masks of any type are likely to be in short supply during the pandemic, so adequate numbers should be procured in advance.

For surgical masks, estimate the number required on the basis of three per Flu Kit issued, plus twice the number of MOH staff and first responders.

Please do not use a face mask if you are not sick. Face masks should be used only when needed. Healthcare providers and sick patients that need them have a hard time obtaining these when we over-purchase and leave the market depleted.

▪ Personal Hygiene

Basic principles

Influenza virus is spread by:

- Coughing and sneezing, which generates large airborne droplets.
- Contact with contaminated surfaces, including hands.

Reinforce basic personal hygiene measures with employees and others. Encourage everyone to practice the following measures to minimize potential influenza transmission:

- Cover nose and mouth when sneezing and coughing (preferably with a disposable single use tissue).
 - Immediately dispose of used tissues (viruses can survive for eight hours on used tissues) and used surgical face masks.
 - **Note:** At home where continued contact can occur between individuals use a waste receptacle for tissues and face masks separate from household waste.
 - Adopt good hand washing / hand hygiene practices, particularly after coughing, sneezing, using tissues (if indicated), or after disposing of a face mask (viruses can survive on hands for about five minutes).
 - Keep hands away from the mucous membranes of the eyes, mouth, and nose.
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Supplies

Ensure that adequate supplies of personal hygiene products (soaps, tissues, and towels) are available. This is a high planning priority as there may be interruption to the supply or shortages of soap and hand towels during the pandemic. Procure adequate amounts in advance, taking into account the numbers of people who would be offered them. Obtain enough to last a total of 16 weeks (2 waves of influenza at 6-8 weeks per wave).

Alcohol based hand cleansers can be used as an alternative to soap but are no more effective in preventing transmission. They may be used:

- When conventional soap and water hand washing is impracticable, for example where there is a lack of water supply such as the office building reception area where it is advisable for persons to wash their hands before entry.
 - In Flu Kits given to employees (see Section "Personal Workspace Flu Kits").
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▪ *Continued*

- **Personal Hygiene**

Guidance

Provide employees with additional guidance on hand care associated with frequent hand cleaning, such as use of lotions, creams, and emollients to minimize development of dermatitis.

Communicate hand and personal hygiene information to staff and visitors:

- Post hygiene notices in all workplace entrances, washrooms, hand washing stations, and public areas.
- Consider use of other measures such as videos, brochures, newsletters, e-mails, posters on employee notice boards, and information included with pay slips to inform employees of the importance of hand hygiene and environmental cleaning during a pandemic.

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▪ **Social Distancing**

General

Another strategy for people to reduce their exposure to the influenza virus is to minimize their contact with others. This is called *social distancing*. Although data that confirms amplified transmission at mass gatherings are scarce and effectiveness of social distancing measures is based largely on theory rather than controlled trials. Nevertheless, contact between people especially in crowded places and large gatherings of people should be avoided.

A distance of at least 3 feet (1 meter) should be maintained between persons wherever practicable as this is the range of droplet spread of influenza virus after someone coughs or sneezes. Larger distances between people are more effective in reducing transmission.

Minimizing contact

Additional measures are needed if the virus responsible for a pandemic is found to have very efficient transmission characteristics and results in high morbidity (illness severity). Therefore, social distancing may need to escalate as the characteristics of the pandemic are identified.

- Avoid visiting or other face-to-face contact with people who are unwell with influenza (or who have influenza-like symptoms).
- Avoid any unnecessary travel that could lead to contact with others.
- Avoid, where possible, public transport for work or personal reasons: walk, cycle, drive a car, or go early or late to destination to avoid rush hour crowding on buses and trains.
- Take to work food prepared at home (that does not need to be refrigerated or heated in a microwave) and eat at desk/workstation or away from others (avoid the cafeteria and crowded restaurants).
- Do not congregate in tea or coffee rooms or other areas where people socialize. Do what needs to be done and then leave the area.
- Make as many transactions as possible by phone, mail, or online, such as paying bills and shopping.
- If necessary to go out to shop, avoid peak times and consider shopping at smaller stores where crowds are less likely.
- Consider canceling or postponing attendance at social events or

meetings where it is possible to come into contact with infectious people. If these situations cannot be avoided minimize the amount of time spent in them.

▪ **Influenza Notification**

General

When influenza occurs in a community, country, or region, it is important to notify personnel of the situation and the personal actions they should take. The Influenza Notification in this section may be used in several ways:

- Distribute through employee e-mail
- Include in personal workplace Flu Kits
- Display posters at entrances to sites, changing rooms, etc.
- Send to potential visitors
- Send to contractors who regularly provide services on site

The decision of when to use the notification should be based on local sources of information, such as public health authorities.

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■ INFLUENZA NOTIFICATION

■ Influenza is a contagious disease. There is currently an increase in the number of people in (insert country name) with influenza. In order to reduce the spread of influenza in this workplace, the following is required of everybody:

- If you are away from work, **DO NOT COME TO WORK** if you have:
 - chills, shivering, and a fever (temperature > 38°C [100.4°F])
 - onset of muscle aches and pains
 - sore throat
 - dry cough
 - trouble breathing
 - sneezing
 - stuffy or runny nose
 - tiredness
 - had contact with someone with influenza (within the last 7 days)
 - Stay home and practice influenza self care including monitoring yourself in case you need to seek medical advice. Wait until you have recovered before returning to work.
 - If **WHILE AT WORK** you develop any of the symptoms described above or learn that you have been in contact with a case, please do the following:
 - Don a disposable surgical mask.
 - Inform your supervisor that you have symptoms.
 - Do not visit the onsite clinic (where available) unless symptoms are severe.
 - Go home (avoid using public transport if possible), practice influenza self care including monitoring yourself in case you need to seek medical advice. Wait until you have recovered before returning to work.
 - In addition, remember to follow any public health advice or instruction you have received from the government.
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■ Exposure Control by Workplace Management

General

Employees can use their own approach to social distancing at work and home (see Section, "Social Distancing"), but certain administrative measures in workplace organization can facilitate this. Certain workplace measures also can reduce transmission of the influenza virus.

Suggested interventions

Suggestions on how to control exposure at the workplace include the following and should be introduced *as reasonably practicable*. More of the measures should be implemented if the virus responsible for the pandemic is found to have very efficient transmission characteristics and results in high morbidity (illness severity). Therefore use of social distancing measures may need to escalate as the characteristics of the pandemic are identified.

The Emergency Planning Team has input as to which measures are adopted (and at what phase of the pandemic) in the pre-pandemic Preparation Phase. Whatever measures are adopted should be communicated to the workforce:

- Avoid face to face business meetings – use the telephone, video conferencing and the intranet to conduct business as much as possible – even when participants are in the same building.
- Avoid any unnecessary travel that could lead to contact with others, especially involving public transport.
- Cancel or postpone non-essential meetings, gatherings, workshops, and training sessions.
- If possible, arrange for employees to work from home or work variable hours to avoid crowding at the workplace or on public transport.
- Food service:
 - During a pandemic, if social distancing practices (see Section, "Social Distancing") are in effect, the centralized preparation and serving of food should not be done in the work environment.
 - Refrigerators and microwaves should not be used and to ensure this they should be unplugged from the power source.
 - Employees should bring to work food prepared at home that does not need to be refrigerated or heated in a microwave. This food should be eaten at the employee's desk or workstation, or in suitable places away from others.

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▪ **Exposure Control by Workplace Management**

Suggested interventions, continued

- Encourage employees not to congregate in tea/coffee rooms or other areas where people socialize such as shared printers/photocopiers, notice boards, etc. Do what needs to be done and then leave the area.
- If a face-to-face meeting between people is unavoidable, minimize the meeting time, choose a large meeting room and sit attendees at least 3 feet (1 meter) away from each other if possible; avoid shaking hands or hugging. Consider holding meetings in the open air.
- Set up systems where clients or customers can pre-order or request information via phone, e-mail, fax, and have order or information ready for fast pick-up or delivery.
- New approach to shift work/changes:
 - Practice *ghost* shift changes wherever possible, with the shift going off duty leaving the workplace before the new shift enters, to avoid mixing of the shifts and reduce contact between persons.
 - If possible, leave an interval before re-occupation of the workplace during which cleaning of hard surfaces can be performed.

▪ Additional Cleaning Practices

Introduction

Transmission of a virus from contaminated surfaces and other objects that may be handled by more than one person has not been extensively documented but it is believed to occur to a limited extent.

Influenza virus can survive for 24-48 hours on non-porous surfaces (such as steel and plastic). On porous surfaces (such as cloth, paper, and tissues) the survival time is up to 8 hours. Therefore cleaning of non-porous surfaces provides more potential benefit than cleaning of porous surfaces.

Additional cleaning

Any detergent-based cleaning solution will kill the influenza virus thus reducing transmission from surfaces and objects.

The following should be cleaned *daily*, with priority given to situations where the surfaces and other objects are touched and used (and therefore contaminated) by different people versus those used only by an individual:

- Door handles and door plates
 - Hand rails on stairs.
 - Telephone handsets (not necessary if the telephone is used exclusively by one person).
 - Key panels/ pads such as security control (used for entering PIN or access number), elevators, vending machines, etc.
 - **Note:** It is likely that during a moderate or severe pandemic all vending machines in the workplace will be closed because of the difficulty in keeping the machine clean.
 - Table tops in communal areas.
 - Cotton/linen towels in washrooms (ideally these should be replaced by disposable paper towels or hot air dryers).
 - Taps, toilet flush buttons.
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Identified contamination

The employee workstation and surrounding area (3 feet or 1 meter) of a symptomatic person should be cleaned after the person leaves the site to go home and should not be occupied for one day after.

Waste

Waste generated by additional cleaning practices can be disposed of normally.

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▪ **Additional Cleaning Practices**

Risks

The risks to cleaning staff of exposure to the virus by virtue of their cleaning duties are low but it is prudent for cleaners (where they do not do so already) to wear rubber gloves when the additional cleaning regimen is introduced.

The usual occupational health control measures should be followed when using cleaning materials, for example use of gloves and possibly other protective equipment if the cleaning material is potent and requires this.

Gloves should be cleaned with soap and water (or alcohol gel) before removal.

Supplies

Cleaning items are likely to be in short supply during a pandemic. Adequate amounts should be procured in advance taking into account the number of locations to be cleaned and other variables.

Supplies should be obtained to last a total of 16 weeks (2 waves of influenza at 6-8 weeks per wave).

HV/AC systems

There is no evidence that influenza transmission can occur across long distances (for example through the ventilation system) or through prolonged residence in air. Because large droplets do not remain suspended in air, special air handling and ventilation are not required to prevent droplet transmission.

No special arrangements for cleaning and maintenance of these systems are needed during a pandemic; however, the usual cleaning and maintenance arrangements should be continued.

▪ **Managing Personnel Who Become Ill at Work**

Introduction

The main objective in a pandemic is to prevent symptomatic persons (or contacts of cases) from entering the workplace. However, some people may develop symptoms while at work, or learn while at work of contact with a confirmed case. Should this happen the person should be removed from work for their own well being and the safety of others.

Onset of symptoms

If symptoms occur, the person should follow the instructions contained in the Influenza Notification issued as a part of Company communications and summarized in the following table.

- **Note:** For an example of an Influenza Notification see Section, "Influenza Notification"

Table 1 Symptomatic procedure

Task	Action
1.	Don a disposable surgical mask.
2.	Inform the supervisor by telephone of the onset of symptoms.
3.	Do not call a first responder unless symptoms are severe, such as difficulty in breathing.
4.	Go home: <ul style="list-style-type: none"> ▪ Avoid use of public transportation if possible. ▪ Practice influenza self care, including self-monitoring for the need to seek medical advice. Reference: Section, "Influenza Self-Care Guidelines" <ul style="list-style-type: none"> ▪ Wait until recovered. Contact your supervisor before returning to work.

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▪ **Workplace Entry Screening**

Background

One element of successful business continuity planning and protection of worker health during an influenza pandemic is to restrict potentially infectious persons from entering the workplace.

Because infected people start shedding the virus up to a day before they develop symptoms or a fever, entry screening can at best be only partially successful.

The most effective method is to educate people about symptoms of influenza, require them to monitor their health and provide them with instructions that they do not come to work when they have symptoms or a fever.

Individuals who have significant contact with a known case should not come to work and should continue to monitor their own symptoms and temperature.

For visitors to locations, a modified form of the Influenza Notification can be displayed prominently at entry points instructing persons not to enter if they have influenza symptoms (or have been in contact with a case).

Response

The exact nature of the pandemic is not yet known, so response cannot be clearly predicted in advance. Also, public health advice in the country or region should be heeded.

However, during the pandemic:

- Everyone should try to avoid unnecessary contact with others to reduce transmission of the flu virus:
- Maintain a good cleaning regimen for hard surfaces in the home that come into frequent contact with people. A normal detergent-based cleaning agent is sufficient (see Section, "Additional Cleaning Practices").
- If symptoms develop, stay at home and practice the influenza self care outlined in Section, "Influenza Self-Care Guidelines."

■ Home Preparedness and Response

General

Employees should be encouraged to follow basic procedures for preparation and for responding to influenza in the home.

Preparedness

No one can be sure of the impact that an influenza pandemic may have on communities, but it is a good idea to be prepared in case normal supplies and services are adversely affected.

Preparations are similar to those for situations such as severe weather, but the disruption could last longer. In the case of a pandemic, there may be a series of results including people not going to work, transportation being curtailed, and widespread illness. These types of responses may lead to shortages or interruptions of goods and services necessary for day-to-day living, including food, water, cash, services, and supply of utilities.

Employees should obtain adequate supplies of the following items to adequately care for themselves and those in the household:

- Non-perishable food that requires no cooking (enough for 60 days) since electricity and gas supplies may be limited or non-existent.
- Warm clothing, blankets, and sleeping bags may be important in cold climates if power supplies are interrupted.
- Potable water supplies for 60 days.
- Polyethylene refuse or trash bags, as waste removal services may not be available for up to 60 days.
- Supplies for disposing of human waste should sewer or water be interrupted, including:
 - Polyethylene bags, Shovel, Disposable gloves
- Flashlight, lamps, and batteries (also consider candles but remember fire hazard).
- Safely secured cash (in case banks and electronic transactions are closed).
- Identification documents (passport, driver's license, etc).
- Hard copies of important information documents, such as telephone numbers.
 - **Note:** If electricity fails electronic devices such as computers will not function.
- A 60-day reserve supply of any essential medication (prescription or over the counter) being used. This is in addition to normally held stock levels. Include intermittently used preparations such as:
 - Pain pills
 - Medication to reduce fever
 - Decongestants
 - Allergy medications

■ Home Preparedness and Response

Preparedness, continued

- Paper goods, such as tissues, towels, plates, napkins, toilet paper.
 - Plastic goods, such as forks, knives, and spoons may be needed if there is limited water for cleaning the usual items.
 - Diapers and other special items for children.
- ! IMPORTANT:** While preparations should be thorough, make sure safety considerations are taken into account. In general, it does not make sense to use heaters, stoves, lights that require liquid fuels inside the house.
-

Influenza- specific supplies

For the specific needs of influenza, obtain supplies such as:

- Surgical masks (for use by anyone who has symptoms)
 - Additional paper tissues
 - Alcohol-based hand cleanser (to maintain good personal hygiene if water supply is affected)
 - Hand sanitizer in travel size for use when proper hand-washing facilities are unavailable
 - Premixed detergent-based cleaning agents to clean surfaces to reduce virus transmission
-

Antiviral drugs

The efficacy of antiviral drugs such as Tamiflu against a new pandemic virus cannot be predicted. Based upon current knowledge it is reasonable to expect that Tamiflu will be effective in doing the following:

- Decreasing severity of an infection if taken within 48-hours of symptoms
- Decreasing viral shedding
- Potentially serving as a prophylactic

Some experts believe that ready access to Tamiflu for treatment purposes during a pandemic is a prudent part of preparation. This would require a treatment course for each family member. If employees want to include Tamiflu in their home preparedness plans they should discuss obtaining it with their personal medical provider.

■ COVID-19 NOTIFICATION

WHAT IS IT?:

1. The World Health Organization (**WHO**) announced an official name for the respiratory disease that is causing the 2019 novel coronavirus outbreak, first identified in Wuhan, China: coronavirus disease 2019, abbreviated as “COVID-19”. The Centers for Disease Control and Prevention (**CDC**) is actively responding to the outbreak of respiratory disease, which has now been detected in 60 locations internationally, including in the United States. **As of March 11th, 2020, WHO declared the novel coronavirus outbreak a pandemic: a disease epidemic spread across a large region, for instance over several continents, or in our case worldwide.** “About 1,311 people in the U.S. have been confirmed to have the virus, though many others cases may be undetected. Of those reported cases, 38 people have died, with deaths in Washington (30), California (4), Florida (2), New Jersey (1) and South Dakota (1). (Globally, nearly 128,000 cases have been confirmed, with 4,718 deaths.)”
<https://www.livescience.com/coronavirus-updates-united-states.html>
2. On February 7th U.S. News reported “Influenza has already taken the lives of 10,000 Americans this season, according to the U.S. Centers for Disease Control and Prevention. At least 19 million have caught the flu, and an estimated 180,000 became so ill they landed in the hospital.”
<https://www.usnews.com/news/health-news/articles/2020-02-07/theres-a-virus-spreading-in-us-thats-killed-10-000-the-flu#:~:text=>

KNOW THE SIGNS:

Though many viruses such as COVID-19 can spread for 2-14 days before infected people show symptoms, become aware of the symptoms, which are similar to the flu^[1]
:

- Shortness of breath
- Fever
- Cough

Not sure what symptoms you are experiencing? Check out this Graphic:

CORONAVIRUS SYMPTOMS, OR SOMETHING ELSE?

COLD OR ALLERGIES:

- ITCHY EYES
- STUFFY NOSE
- SNEEZING

FLU OR CORONAVIRUS:

- FEVER
- FATIGUE
- BODY ACHES
- COUGH
- WORSENING SYMPTOMS

CORONAVIRUS:

- SHORTNESS OF BREATH
- HISTORY OF TRAVEL
- EXPOSURE

SYMPTOMS AND RISKS VARY FROM PERSON TO PERSON. ALWAYS CHECK WITH YOUR DOCTOR.

Sources: CDC, Mayo Clinic

WHAT WE NEED YOU TO DO:

Practice good health habits – Flu and COVID-19 are both highly contagious and can spread from one person to another standing within six feet via droplets produced when coughing, sneezing, or talking or by touching contaminated surfaces. Non-pharmaceutical interventions or NPIs will be the most important tools in our response to this virus.

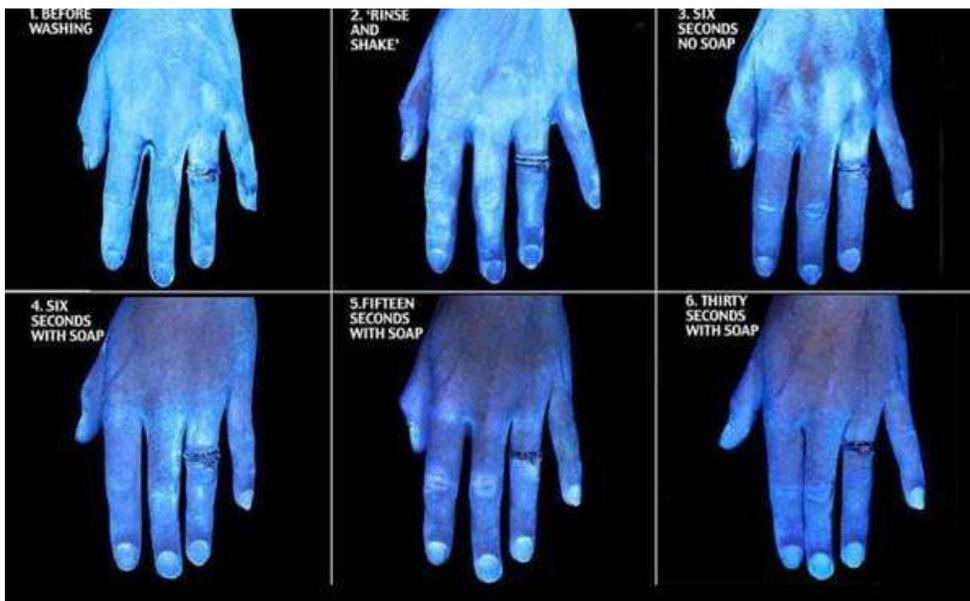
1. **If you are sick, STAY HOME!** Monitor your fever and symptoms, do not spread sickness around the office under any circumstances!
2. **Avoid close contact** with those who are sick or other people if you are sick.
3. **If you have flu-like symptoms,** stay home from work for at least 24 hours after your **fever** has disappeared.
 - **If you feel like you should be tested for the Coronavirus, call your local primary care physician or ER to see if they have a designated**

location for you to be tested. This keeps others with illnesses and/or weak immune systems away from possibly contracting the virus from you if you show up to the ER.

- Unless you are sick, do not purchase or wear masks, as even N-95 masks are relatively ineffective at preventing illness because of their loose-fitting nature and inability to filter viral particles. Additionally, in the context of COVID-19, shortages of masks needed for healthcare workers, who are the key in pandemic resolution, are already underway. Leave the supply for the key members of the public.[2]

4. Use a tissue to cover your nose and mouth when sneezing and coughing. Dispose of the tissue immediately after use.
5. Regularly wash your hands with soap and water for at least 20 seconds (at least 5 times a day) and an alcohol-based hand sanitizer. Keep hands moisturized with lotion after washing, open wounds in your hands can be an additional source of entry for viruses!

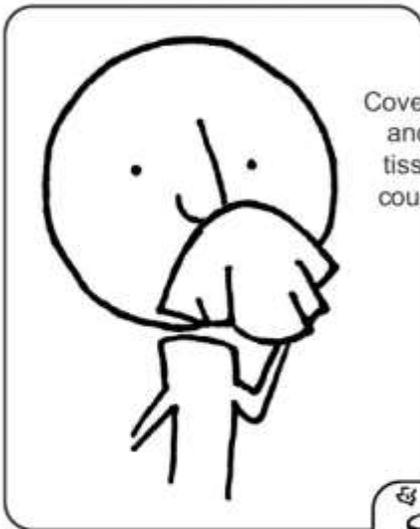
Proper Hand Washing Really Does Make a Difference:



6. **Turn off news app notifications!** The media is causing a lot of panic and fear as well. It has been suggested to turn off notifications to remove some of the obsession and fear from your day-to-day life right now.
7. **Try not to touch your eyes, nose, or mouth** without first washing your hands to ensure they are germ-free. (This is the most common ways of your body coming into contact with viruses.)
8. **Clean and disinfect surfaces** that people come into contact with at work, school, or home. There are Lysol wipes all around the office, wipe your area clean daily. See the PDF attached of a published list from EPA for preventing COVID-19, which includes antimicrobial products to use to clean and protect yourself and those around you).
9. **Maintain your immune system.** You can benefit your whole body, including your immune system, by implementing healthy living strategies, such as consuming a fruit- and vegetable-rich diet, **exercising** frequently, aiming for a healthy BMI, sleeping for 7–9 hours each night and reducing **stress**.
10. **Quitting smoking** could be a useful preventative measure against flu — not only for you but also for your children, family, or anyone else who lives with you. People who smoke have a more exaggerated response to viruses, including the flu. Flu virus symptoms that are often mild in those who do not smoke could have a severe effect on people who do. For example, smokers are more likely to die than non-smokers during flu epidemics.

Stop the spread of germs that make you and others sick!

Cover your Cough



Cover your mouth and nose with a tissue when you cough or sneeze

or cough or sneeze into your upper sleeve, not your hands.



Put your used tissue in the waste basket.



You may be asked to put on a surgical mask to protect others.

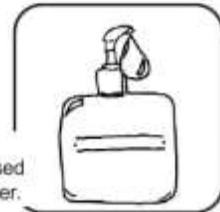
Clean your Hands

after coughing or sneezing.



Wash hands with soap and warm water for 20 seconds

or clean with alcohol-based hand cleaner.



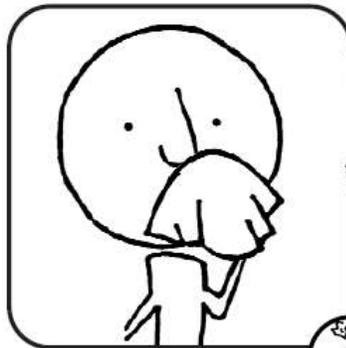
Minnesota Department of Health
717 32 Colfaxe Street
Minnesota, MN 55454
612-619-6434 or 1-877-679-6434
www.health.state.mn.us



APIC
ASSOCIATION FOR PROFESSIONAL INFECTION CONTROL AND EPIDEMIOLOGY

¡Pare la propagación de gérmenes que lo enferman a usted y a otras personas!

Cubra SU tos



Cubra su boca y nariz con un kleenex cuando tosa o estornude

or

tosa o estornude en la manga de su camisa, no en sus manos.

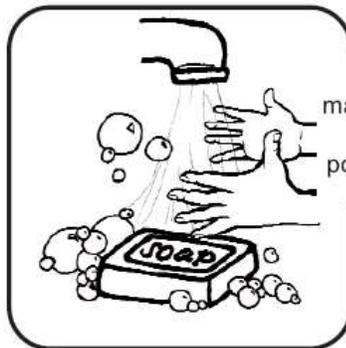


Deseche el kleenex sucio en un basurero.



Lávese las manos

después de toser o estornudar.



Lávese las manos con jabón y agua tibia por 20 segundos

o

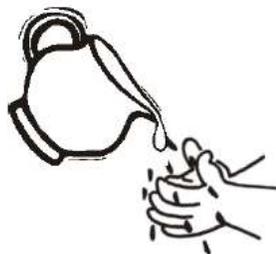
límpielas con un limpiador de manos a base de alcohol.



FLU

Spread the message – Save lives

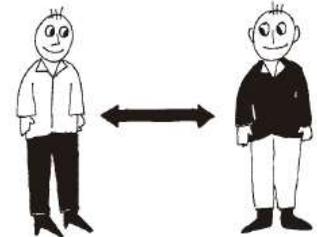
DO...



- ⦿ wash your hands



- ⦿ stay more than one arm's length distance from persons sick with flu



- ⦿ avoid crowded places

- ⦿ eat nutritious food and drink plenty of water



- ⦿ get plenty of sleep and rest

FLU

Spread the message – Save lives

DO NOT...

- ⦿ shake hands or hug
- ⦿ spit in public
- ⦿ take medicines without consulting a physician

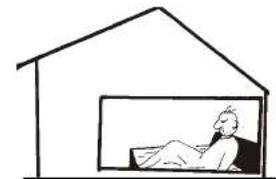


If you are sick, PLEASE



- ⦿ cover your cough or sneeze

- ⦿ stay home and limit contact with others as much as possible



- ⦿ rest and take plenty of liquids

- ⦿ seek medical advice



RESTAURANT TIPS FOR FLU PREVENTION

- Vigilant personal hand hygiene and use of ethyl alcohol hand sanitizers
- Cough etiquette
 - **Do Not** cough or sneeze into hands
 - Wash and sanitize hands after sneezing or coughing
- Avoid touching eyes, nose, and mouth. Wash and sanitize hands if this takes place
- Exclude ill employees, if employees experience any signs of flu after arriving at work, send home and recommend immediate visit to physician
- Wash, rinse and sanitize high use surfaces and equipment frequently
 - Be sure to thoroughly rinse with water after cleaning to avoid inactivating sanitizer with detergent
- Wipe or spray frequent touch points often with approved chlorine sanitizer solution
 - Door handles – entrance, exit, restrooms
 - Playground surfaces
 - Restrooms – faucets, flush levers, sink, dispensers, toilets
 - Counter tops
 - Table tops
 - Chairs
 - Drink station, especially push buttons
- Consider providing hand sanitizer dispensers in playground area, restrooms and dining areas