

# MEMORANDUM

**DATE:** June 15, 2020

---

**TO:** Valued HBM Customer

---

**FROM:** Hawaiian Building Maintenance

---

**RE:** HBM COVID-19 Procedures

---

## **HBM Topics of the Week**

HBM has been conducting weekly phone calls with our executive team, safety committee, safety manager, and account managers. The purpose of this call is to keep all members of the HBM team up to date with the latest information and to answer any questions or concerns that our employees are seeing out in the field. This has allowed us to be tapped into what our customers are asking and needing at their sites. Even though we have this weekly call, we also have a safety committee meeting weekly to ensure that we have all the PPE, chemicals, and site-specific items needed based on recommendations from our account managers and customers. These meetings and open dialog allow us to make sure that we are working safe and providing excellent customer service.

## **COVID-19 Definition of the Week**

Asymptomatic

a-symp-to-mat-ic

Adjective (medicine)

(of a condition or a person) producing or showing no symptoms. "infection is usually asymptomatic"

## **HBM's Plan as State Reopens Businesses**

HBM has been actively working to prepare for the safe return of businesses to reopen. We've continually communicated with tenants, property managers and our employees on our policies, procedures and best practices in response to the COVID-19 pandemic. We have enhanced our cleaning & safety measures while also increasing our inventory of cleaning products, supplies and personal protective equipment (PPE). HBM will remain vigilant in keeping up with CDC, WHO and EPA guidelines and standards so that we may continue to service our customers safely and efficiently. Processes and procedures have been put into place, as explained in more detail in this memo. Should you require more detailed information please feel free to contact us.

### **HBM COVID-19 Executive Team**

We currently have our Manager of Safety and Procurement, Jason Kohl, as the point person for all COVID-19-related news and updates. Jason is actively researching approved chemicals by the EPA and supply chains for chemicals and PPE. Our executive team, Jarrett Walters (President/COO), Paige Onishi (Executive Director of Operations and Customer Service), and Dawn Eyman (Director of HR and Safety), communicate daily regarding COVID-19 updates, policies, and procedures. We also have a weekly conference call with all of HBM's managers and supervisors.

Our executive team reviews all cases and questions immediately to provide quick and timely communication with our customers and employees. This includes having to come up with policies and responses on a case-by-case basis.

### **HBM Best Practices**

Employees are not to come to work if they:

- Display any cold or flu-like symptoms (to include fever/chills, cough, sore throat, respiratory illness, difficulty breathing/shortness of breath).
- Have been in close contact with a suspected or confirmed COVID-19 case for a prolonged period of time (caring for, living with, visiting or sharing an office/area or room with a positive COVID-19 case; or coming into direct contact with infectious secretions of a suspected or confirmed COVID-19 case).
- Or a household member returned from travel (domestic, including neighbor islands, or international) within the last 14 days.

### **Field Training**

All of our employees get regular training on safety data sheets (SDS), chemicals, hazardous communication, and personal protective equipment (PPE). During this time, additional refresher training sessions have taken place on each site as we have increased our sanitation duties.

We work closely with employees to ensure proper use of PPE and adhere to chemical instructions, as well as, maintain safety guidelines while staff are on the front line to prevent the spread of this virus.

### **Employee Benefits**

During this time, HBM has communicated to our employees that they may use any available paid time off to cover COVID-19-related lost work hours. We have also provided them with unemployment and temporary disability insurance information should those apply. If there are lost hours at a site, we are doing our best to find other sites that may be ramping up their hours so that our employees are still able to work. We are currently not terminating any employees at this time should they have a reduction in hours due to the COVID-19 situation. We are also not cutting any benefits, including medical insurance, during this time. Once get through this current situation and we and our customers are

able to get back to business as usual, we are looking to provide those jobs back to our employees to start working again.

### **HBM Policy on a confirmed case of Coronavirus at a managed property**

1. **DO NOT ENTER** the location. Call your direct supervisor immediately and report the incident. The supervisor will notify and escalate to HBM executive management.
2. An HBM executive manager will contact the property manager about our policy.
3. It's the property manager's responsibility to notify or contact the following:
  - a. The Hawaii Department of Health, Disease Outbreak Control Division at **(808) 586-4586**
  - b. The Aloha United Way, for information or questions about COVID-19:
    - i. Call 2-1-1 from any location in the state daily 7a.m. – 10p.m.
    - ii. Text 877-275-6569
    - iii. Email [info211@auw.org](mailto:info211@auw.org)
    - iv. Visit [health.hawaii.gov/covid19](http://health.hawaii.gov/covid19) or [coronavirus.gov](http://coronavirus.gov)
  - c. The City and County of Honolulu:
    - i. Call (808) 768-2489
    - ii. Email [covidresponse@honolulu.gov](mailto:covidresponse@honolulu.gov)
    - iii. Visit [oneoahu.org](http://oneoahu.org)
  - d. Feel free to also contact us directly:
    - i. **Safety Manager, Jason Kohl at (808) 282-2002** or [jason.kohl@hbmhawaii.com](mailto:jason.kohl@hbmhawaii.com)
    - ii. **Executive Director of Operations and Customer Service, Paige Onishi at (808) 465-0609** or [paige.onishi@hbmhawaii.com](mailto:paige.onishi@hbmhawaii.com)
4. HBM employees will not be permitted to enter the location until the company doing the clean-up provides the HBM executive team with a document stating the method used to clean the area, the product that was used, and that the kill time was followed on the product used.
5. HBM has partnered **with Interstate Hawaii (808-484-4095), Premier Restoration (808-201-2140), MD Restoration (808-528-3434), and BioX Hawaii (808-468-7321)** to clean and disinfect after a confirmed case of COVID-19 has been reported. Feel free to contact the restoration company directly to contract with them to sanitize areas with confirmed cases.
6. If an HBM employee is exposed to COVID-19 or is showing symptoms, they will be placed in a 14-day quarantine (minimum), along with all other HBM employees that had been in contact with that employee.

### **HBM Preventative Policy**

HBM continues to perform industry approved cleaning practices to address preventative concerns of COVID-19. Our current cleaning methods adhere to best practices with the intent of applying a disinfectant cleaning agent throughout properties in common areas, and within tenant spaces, as applicable. Antimicrobial products can also be used, upon request and billed back, on "high touch common areas":

- Restroom doors (interior and exterior)
- All restroom equipment (soap and paper towel dispensers, feminine dispensers, toilet and urinal wall partitions, and all partition hardware)
- Sinks
- Counters
- Toilets and toilet handles

The antimicrobial product may reduce the likelihood of infection, but does not guarantee the elimination or spread of the virus. Please contact us for more information or to purchase the antimicrobial product for your property. Note: antimicrobial products may include chemicals that may damage or affect surface areas. HBM will not be liable for damaged surfaces.

HBM is currently working with local and mainland companies to purchase PPE and antimicrobial/virucides to protect our employees and customers against COVID-19. Bulk orders have been placed with mainland distributors for large quantities like 55-gallon drums of antimicrobial/virucide to ship to Oahu, Maui, and Kauai locations, in addition to ensuring we maintain adequate inventory to supply all sites.

We are reminding staff to be diligent about continuing our high level of cleaning standards when it comes to wiping down "high touch" point areas. We're also being mindful of keeping paper towels, soap and toilet paper stocked.

### **Prevention per the CDC**

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.

- CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial
- for [health workers](#) and [people who are taking care of someone in close settings](#) (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

#### **Steps to get tested for COVID-19 in Hawaii per the DOH:**

- First, contact your healthcare provider in advance to determine if you need to have an in-person visit with your provider.
- Your provider will determine over the phone whether you meet the criteria for COVID-19 testing.
- If your provider directs you to come in for a screening, bring a photo ID and insurance card.
- Your provider will take a swab for testing.
- The specimen will be sent to a private or state lab for the results. During this time, you are expected to self-quarantine at home until the test results are available, which could be up to 3 to 4 days.
- If you are healthy or experiencing mild to moderate flu-like symptoms, DOH urges you to stay at home and avoid an unnecessary visit to a screening site. The screening sites are only for those who are severely ill with COVID-19 symptoms.

#### **Definitions:**

**Confirmed:** Meets CDC criteria and positive test result received from a certified laboratory such as the DOH State Laboratories Division.

\*The CDC has advised states that respiratory samples positive for SARS-CoV2 in a state and public-health laboratory will be considered “positive” with no need for further testing.

**Presumptive Positive:** Positive test results from a private laboratory requiring confirmation by a state public health laboratory.

**Persons Under Investigation (PUI):** Meets CDC criteria for investigation and testing pending.

**Monitoring:** Individuals voluntarily remain at home and refrain from work, school, gathering places, and public transit. They communicate daily with Department of Health staff.

**Resources:**

<https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>

[https://www.cdc.gov/niosh/emres/2019\\_ncov.html](https://www.cdc.gov/niosh/emres/2019_ncov.html)

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

Handwashing and health care, see [CDC's Handwashing](#) [CDC's Hand Hygiene in Healthcare Settings](#)  
[National Center for Immunization and Respiratory Diseases \(NCIRD\), Division of Viral Diseases](#)

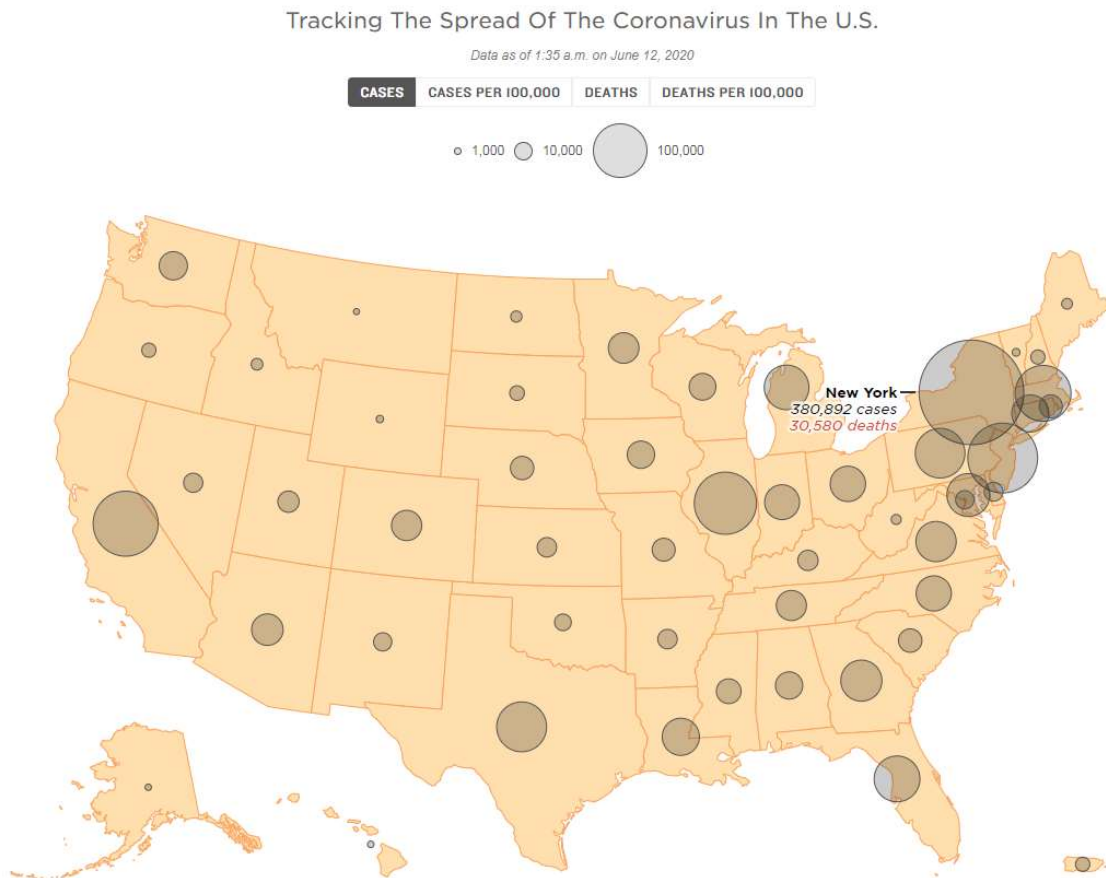
[State of Hawaii Department of Health COVID-19 Daily Update](#)

OSHA:[http://d31hzlhk6di2h5.cloudfront.net/20200417/88/4d/b3/3a/ffba5da119e0bba25586102a/osha\\_and\\_coronavirus.pdf](http://d31hzlhk6di2h5.cloudfront.net/20200417/88/4d/b3/3a/ffba5da119e0bba25586102a/osha_and_coronavirus.pdf)

**Map: Tracking the Spread of the Coronavirus in the United States:**

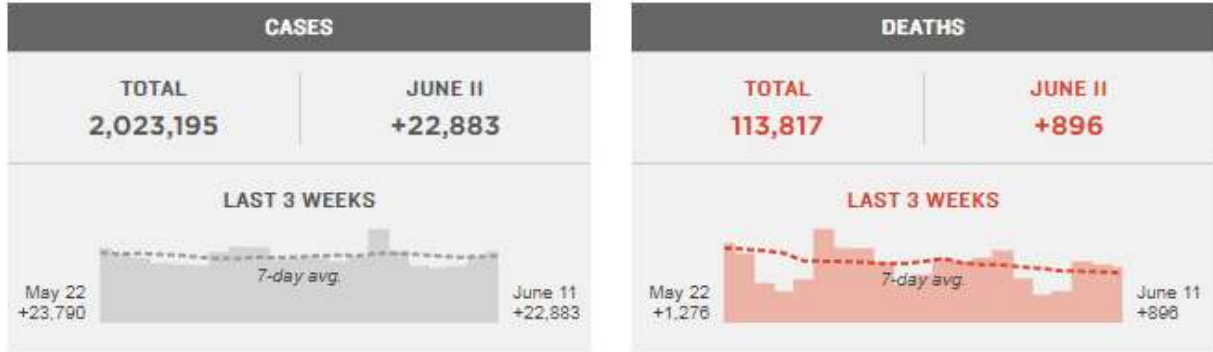
Updated on June 12<sup>th</sup>, 2020 at 1:35 a.m. ET

<https://www.npr.org/sections/health-shots/2020/03/16/816707182/map-tracking-the-spread-of-the-coronavirus-in-the-u-s>



# COVID-19 In The United States

Data as of 8:18 a.m. ET, June 12



Source: Center for Systems Science and Engineering at Johns Hopkins University

## Where New Cases Are Going Up, Leveling Off, Or Going Down

Data as of 11:59 p.m. ET, June 11



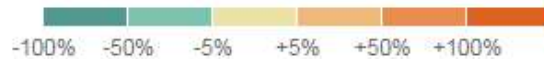
New daily cases are rising in 27 places, including:



## New And Total Cases, By State And Territory

Data as of 1:35 a.m. on June 12, 2020. Daily heatmap as of 11:59 p.m. ET, June 11.

### PERCENT CHANGE VS. PREVIOUS WEEK



STATE	AVG. NEW CASES/DAY				TOTALS SINCE JANUARY	
	3 weeks ago	2 weeks ago	Last week	This week	CASES	DEATHS
<b>United States</b>	<b>22,768</b>	<b>20,658</b>	<b>21,558</b>	<b>21,527</b>	<b>2,023,195</b>	<b>113,817</b>
New York	1,915	1,468	1,200	823	380,892	30,580
New Jersey	1,269	800	764	469	165,816	12,443
California	1,880	2,255	2,622	3,030	143,377	4,934
Illinois	2,107	1,878	1,275	835	130,603	6,185
Massachusetts	1,129	687	1,024	372	104,667	7,492
Texas	1,225	1,049	1,451	1,729	82,658	1,930
Pennsylvania	878	710	588	502	81,848	6,113
Florida	781	659	985	1,269	69,069	2,848
Michigan*	561	358	318	1,030	65,449	5,985
Maryland	1,090	883	878	620	60,197	2,875
Georgia	669	658	656	731	54,973	2,375
Virginia	903	1,038	922	684	52,647	1,520
Louisiana	431	328	394	416	44,472	2,987
Connecticut	535	336	240	175	44,461	4,146
Ohio	544	535	481	389	40,004	2,492
North Carolina	506	755	896	1,073	39,584	1,106
Indiana	555	447	433	379	38,748	2,380
Arizona	382	361	716	1,197	31,267	1,135
Minnesota	681	678	475	435	29,316	1,280
Colorado	336	274	320	184	28,632	1,582
Tennessee	323	388	502	450	28,340	441
Washington	192	235	281	293	24,779	1,194
Iowa	356	345	317	310	22,973	640
Alabama	312	463	363	539	22,845	755
Wisconsin	373	441	417	291	21,926	682
Mississippi	248	307	313	275	18,483	868
South Carolina	170	201	232	575	16,441	588
Nebraska	310	260	270	168	16,315	212
Rhode Island	222	132	119	77	15,862	823
Missouri	156	185	208	180	15,699	862
Utah	161	150	270	348	13,252	131
Kentucky	152	128	217	177	11,945	493



Kansas	131	107	114	94	10,823	243
Arkansas	156	154	270	342	10,816	171
Nevada	128	121	126	192	10,473	459
Delaware	166	112	82	51	10,106	414
District of Columbia	150	101	90	67	9,589	502
New Mexico	138	127	141	145	9,367	420
Oklahoma	102	85	91	103	7,626	358
South Dakota	55	88	65	60	5,665	73
Puerto Rico	69	82	146	121	5,352	144
Oregon	48	38	55	109	5,237	171
New Hampshire	79	65	70	48	5,209	308
Idaho	22	38	31	39	3,260	85
North Dakota	74	36	32	39	2,980	74
Maine	45	45	37	32	2,667	100
West Virginia	24	49	24	16	2,217	86
Vermont	3	3	7	12	1,110	55
Wyoming	14	11	6	13	1,009	18
Hawaii	1	0	1	5	692	17
Alaska	3	3	13	14	609	11
Montana	2	1	8	3	563	18
Guam	2	1	1	1	183	5
Virgin Islands	0	0	0	0	72	6
Northern Marianas	0	0	1	1	30	2
American Samoa	0	0	0	0	0	0

**Notes**

\* As of June 7, Michigan's numbers include both confirmed and probable cases. (Previously, only confirmed case numbers were available.) This is the reason for the June 7 spike in the state's numbers.

Source: *Center for Systems Science and Engineering at Johns Hopkins University*

## Are New Cases Still Growing In Your State?

Click below to toggle between new total cases, total cases and per capita cases.

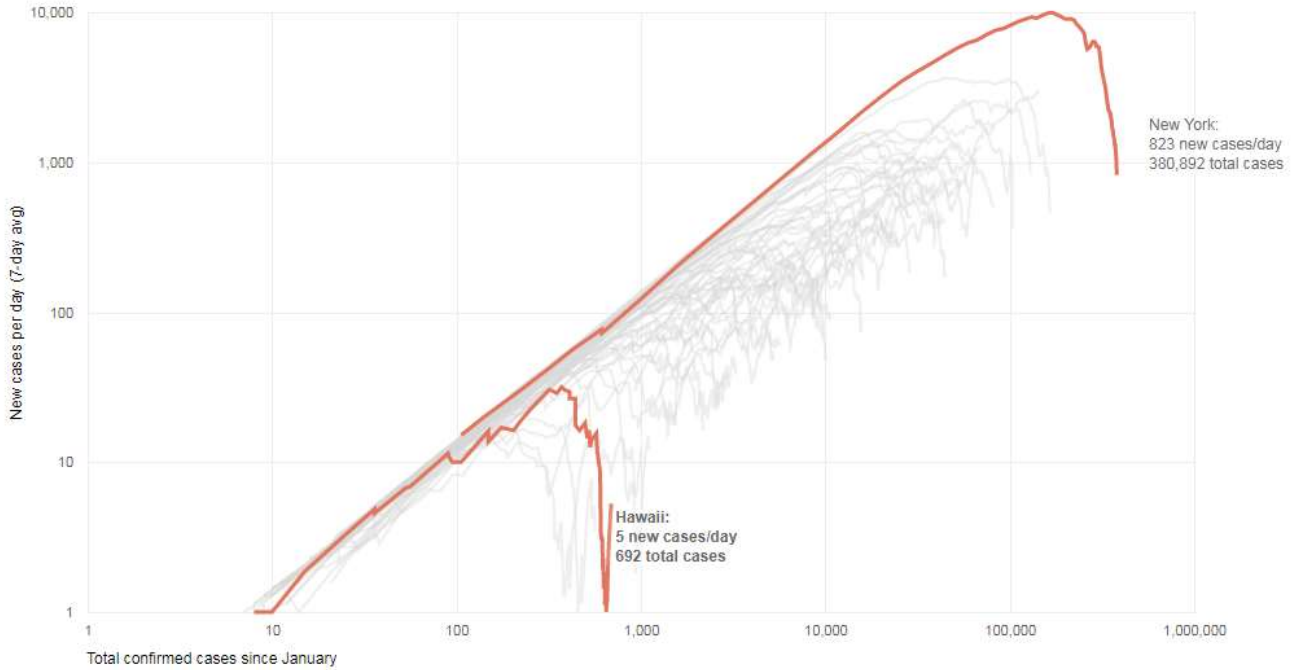
Data as of 11:59 p.m. ET, June 11

**NEW DAILY CASES**

TOTAL

CASES PER 100,000 PEOPLE

Hawaii



### Notes

\* As of June 7, Michigan's numbers include both confirmed and probable cases. (Previously, only confirmed case numbers were available.) This is the reason for the June 7 spike in the state's numbers.

— This chart uses a logarithmic scale, which is meant to emphasize rate of change and allows for the display of a wide range of numbers. Every axis line is 10 times greater than the previous one. In the "new daily cases" chart, the x-axis uses total confirmed cases on a logarithmic scale rather than date to underscore the overall size of a state's outbreak relative to its daily growth.

Source: Center for Systems Science and Engineering at Johns Hopkins University