

# MEMORANDUM

**DATE:** August 7, 2020

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**TO:** Valued HBM Customer

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**FROM:** Hawaiian Building Maintenance

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**RE:** HBM COVID-19 Procedures

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## **HBM Topics of the Week**

HBM has acquired electrostatic, sanitizing sprayers and foggers, all of which have been trained to specific staff performing the specialized disinfecting services. HBM can perform disinfecting services in offices, workspaces, or assigned areas in a safe and efficient manner. We are also equipped with all the proper personal protective equipment (PPE) needed to safely conduct a higher level of cleaning. The electrostatic sprayers use a specialized solution (using EPA certified antimicrobial products) that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. This combined with a proven virucide provides a great way to kill the coronavirus. Other applicators dispense EPA certified antimicrobial products in a fine mist pattern and cover areas in an efficient manner.

Should you have a confirmed COVID-19 case in your office we ask that you notify the property manager and the affiliated state and county agencies (see contact information below). We will work directly with you to provide an estimated proposal for the disinfecting service. HBM will provide you with a document stating the method used to clean the area, the product that was used, and the kill time was followed per the product instructions.

HBM is currently doing safety checks daily with all staff at every location. This includes a wellness check questionnaire and temperature check at the beginning of every shift. We also started our contact tracing protocol internally with a Standard Operating Procedure (SOP) and questionnaire for our employees. This information has been communicated with all managers and on site supervisors to help reduce the spread of COVID-19.

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

### **Contact Tracing**

Contact tracing is the process of identifying persons who may have come into contact with an infected person and subsequent collection of further information about these contacts.

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

As an essential business, HBM has been actively working to prepare for the safe return of businesses to reopen. We continually communicate with 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 allowed 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 receive 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**

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 prioritize these staff to place at other sites (that have increased or maintained service 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 eliminating any benefits, including medical insurance, during this time.

### **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 is 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. Feel free to also contact us directly:
    - i. **Safety Manager, Jason Kohl at (808) 282-2002, [jason.kohl@hbmhawaii.com](mailto:jason.kohl@hbmhawaii.com)**
    - ii. **Executive Director of Operations and Customer Service, Paige Onishi at (808) 465-0609, [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 documentation stating the method(s) used to clean the area and product(s) used to sanitize the affected area(s).
5. If any HBM employee(s) is exposed to COVID-19 or is showing symptoms, they will be placed on a 14-day quarantine (minimum), along with all other HBM employees that had been in contact with that employee.

### **Other Resources**

- a. **The Aloha United Way:**
  - 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)
- b. **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)
- c. **The Queen's Health Systems Info Line:**
  - i. Call (808) 691-2619

### **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 to maintain adequate inventory as well as large quantities including 55-gallon drums of antimicrobial/virucide to supply all sites on Oahu, Maui, and Kauai locations.

We consistently remind 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 mindful of maintaining sufficient stock of paper towels, soap and toilet paper.

### **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. Per the CDC guidelines, everyday preventive actions should be followed:

- 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](#)

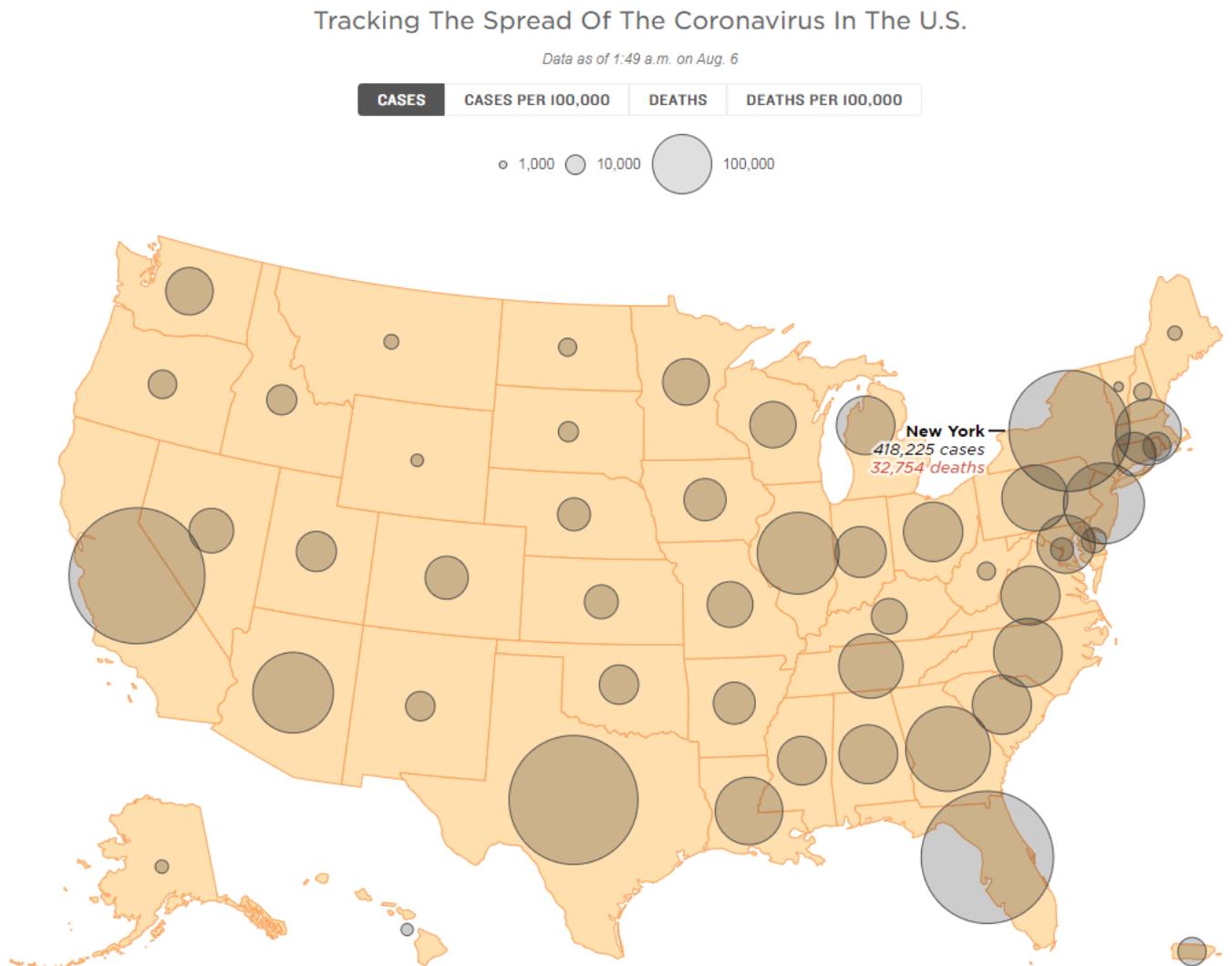
[National Center for Immunization and Respiratory Diseases \(NCIRD\), Division of Viral Diseases](#)

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

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

**Map: Tracking the Spread of the Coronavirus in the United States:**  
**Updated on August 6<sup>th</sup>, 2020 at 1:49 a.m. ET**

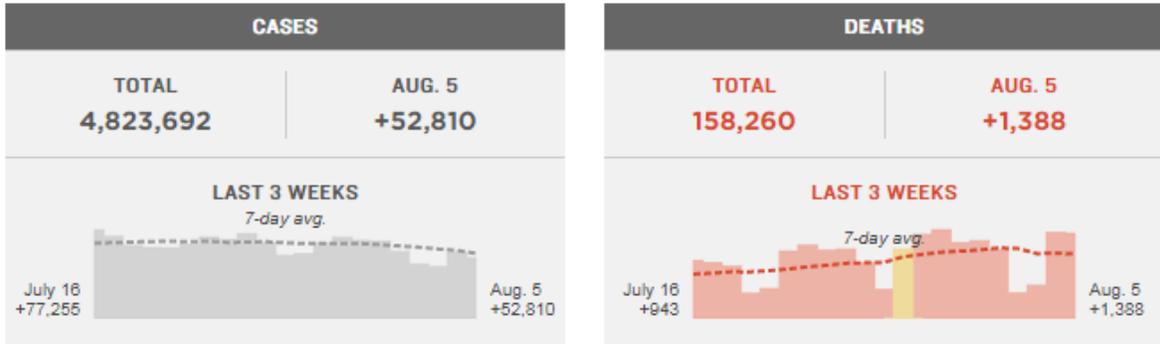
<https://www.npr.org/sections/health-shots/2020/03/16/816707182/map-tracking-the-spread-of-the-coronavirus-in-the-u-s>



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

## COVID-19 In The United States

Data as of 2:35 a.m. ET, Aug 6

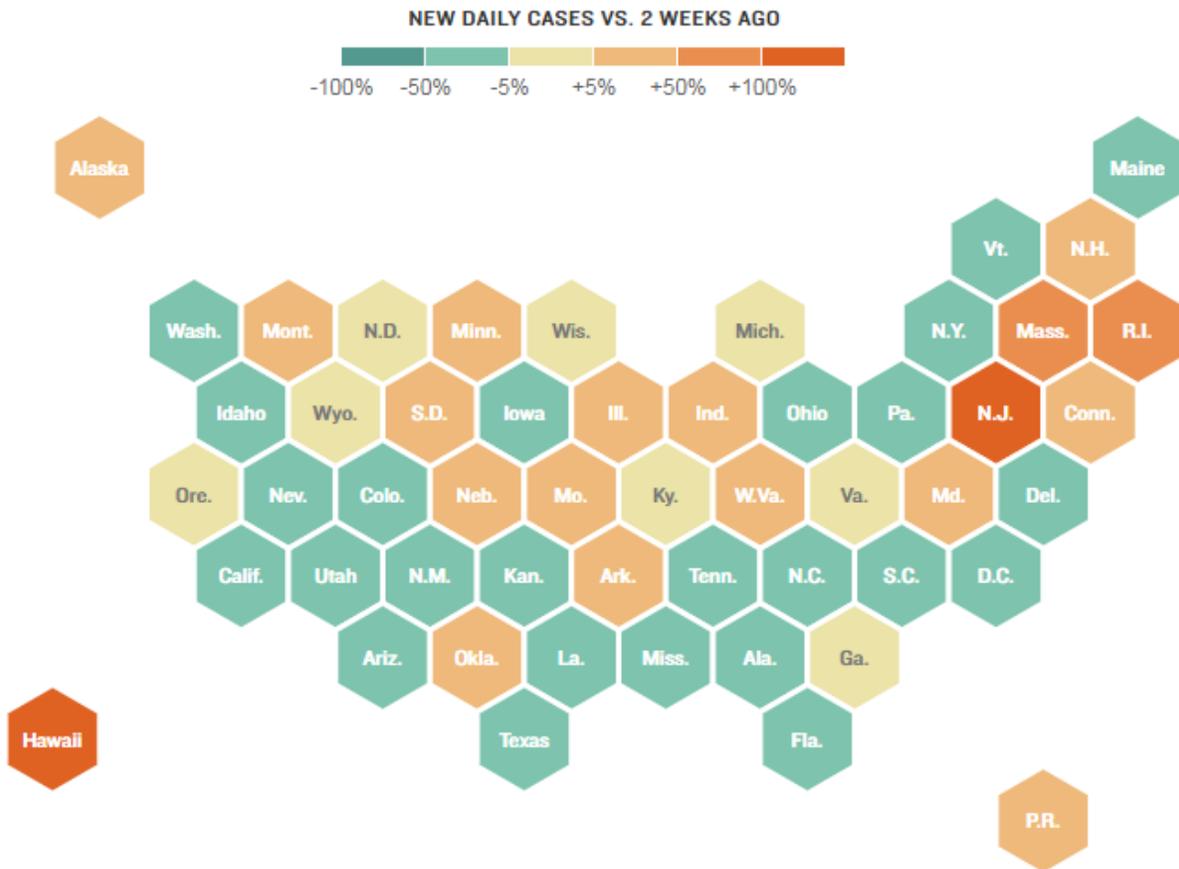


■ Indicates a day when data is irregular (On July 27, Texas announced a change in the way it counts deaths.)

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, August 5



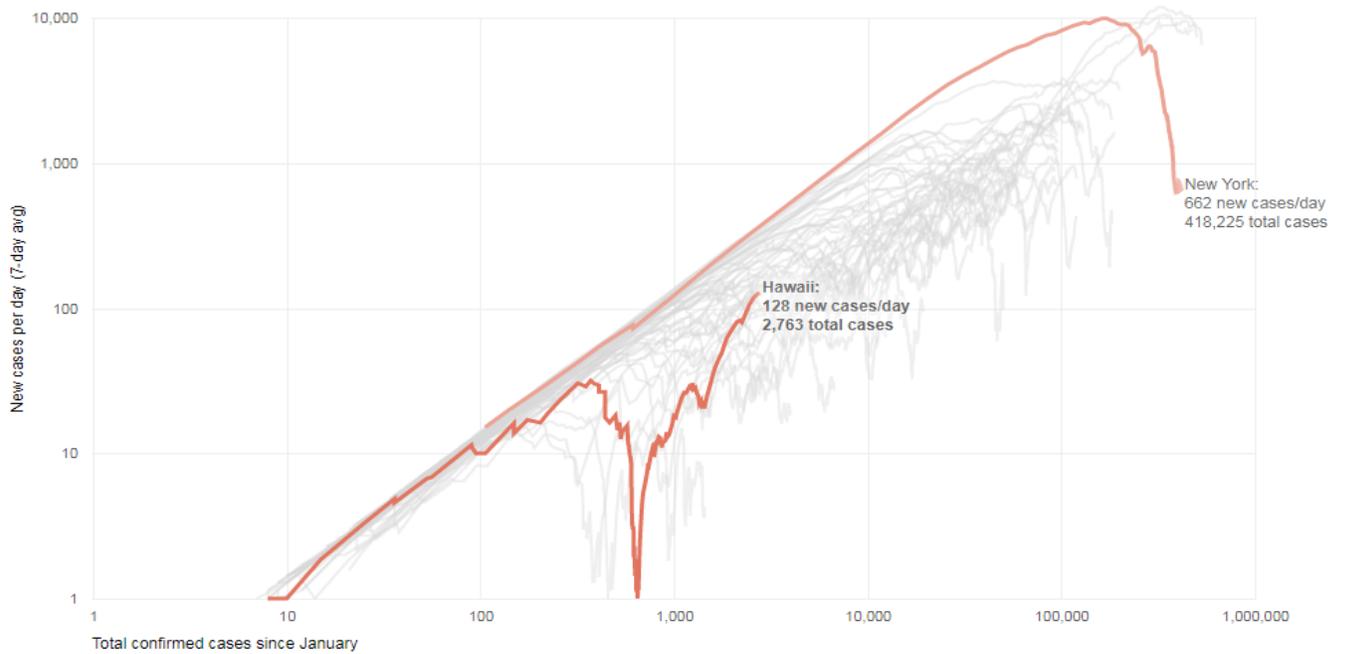
## Are New Cases Still Growing In Your State?

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

Data as of 11:59 p.m. ET, August 5

**NEW DAILY CASES** TOTAL CASES PER 100,000 PEOPLE

Hawaii



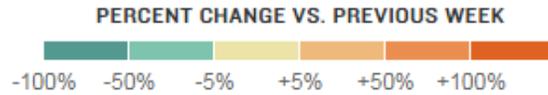
### Notes

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

## New And Total Cases, By State And Territory

Data as of 1:49 a.m. on Aug. 6. Daily heatmap as of 11:59 p.m. ET, August 5.



STATE	AVG. NEW CASES/DAY				TOTALS SINCE JANUARY	
	3 weeks ago	2 weeks ago	Last week	This week	CASES	DEATHS
<b>United States</b>	63,458	67,317	65,266	56,701	4,824,023	158,265
California	8,904	9,486	9,090	6,528	530,606	9,808
Florida	11,147	11,116	10,258	7,331	502,739	7,627
Texas	9,423	10,389	7,911	8,286	476,999	7,706
New York	725	697	672	662	418,225	32,754
Georgia	3,421	3,495	3,717	3,341	201,713	3,984
Illinois	1,039	1,236	1,413	1,627	187,752	7,770
New Jersey	320	195	422	390	183,327	15,842
Arizona	3,249	2,751	2,523	1,990	182,203	3,932
North Carolina	2,021	1,920	1,873	1,621	129,733	2,085
Louisiana	1,997	2,175	1,917	1,881	125,943	4,096
Pennsylvania	792	851	959	787	120,446	7,254
Massachusetts	249	282	338	423	119,643	8,659
Tennessee	1,868	2,194	2,344	1,897	114,098	1,144
Ohio	1,304	1,347	1,307	1,202	96,305	3,596
South Carolina	1,905	1,828	1,543	1,375	95,472	1,894
Virginia	879	981	1,086	1,008	95,049	2,274
Alabama	1,729	1,821	1,710	1,553	94,654	1,695
Michigan	623	688	749	703	93,893	6,478
Maryland	594	737	873	877	92,426	3,536
Indiana	615	758	804	811	69,975	3,007
Mississippi	811	1,215	1,248	1,091	63,444	1,804
Washington	729	886	820	728	60,084	1,624
Minnesota	593	603	712	690	57,779	1,670
Wisconsin	796	874	886	842	56,940	970
Missouri	638	920	1,492	1,239	55,614	1,297
Nevada	881	1,170	1,021	1,003	52,828	890
Connecticut	75	84	188	98	50,225	4,437
Colorado	434	506	585	456	48,970	1,851
Iowa	559	525	488	459	46,837	906
Arkansas	722	707	817	761	46,293	508
Utah	591	670	517	448	42,328	327

Oklahoma	703	641	1,046	849	40,564	583
Kentucky	394	552	598	573	32,741	752
Kansas	431	447	444	381	29,256	372
Nebraska	222	215	277	295	27,489	340
Idaho	497	553	479	433	22,708	217
New Mexico	261	284	330	204	21,566	667
Oregon	323	330	333	322	19,978	338
Puerto Rico	233	380	432	513	19,934	258
Rhode Island	62	60	105	97	19,481	1,012
Delaware	84	106	116	99	15,296	587
District of Columbia	55	72	67	63	12,443	587
South Dakota	59	61	81	75	9,168	137
West Virginia	121	94	152	126	7,162	124
North Dakota	85	115	123	119	7,057	108
New Hampshire	23	26	31	29	6,719	418
Montana	104	102	123	108	4,429	65
Maine	17	21	21	18	3,994	124
Alaska	58	71	95	93	3,448	25
Wyoming	35	43	49	42	2,923	27
Hawaii	28	20	61	128	2,763	27
Vermont	9	7	6	4	1,436	57
Virgin Islands	17	11	9	14	481	8
Guam	1	2	3	6	397	5
American Samoa	0	0	0	0	0	0
Northern Marianas	1	0	1	1	47	2

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