



Memorandum

Date: March 18, 2020

To: Valued HBM Customer

From: Hawaiian Building Maintenance

RE: HBM COVID-19 Procedures

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 the Hawaii Department of Health, Disease Outbreak Control Division at **(808) 586-4586** or The Aloha United Way call center is open daily between 7 a.m. – 10 p.m. For information or questions about COVID-19:
 - Call 2-1-1 from any location in the state
 - Text 877-275-6569
 - Email info211@auw.org
 - Visit health.hawaii.gov/covid19 or coronavirus.gov
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)**, **MD Restoration (808-528-3434)**, **Premier Restoration (808-201-2140)**, and **BioX Hawaii (808-468-7321)** to clean and disinfect after a confirmed case of COVID-19 has been reported. For more information on sanitizing areas with confirmed cases please contact **Safety Manager, Jason Kohl at (808) 282-2002** or jason.kohl@hbmhawaii.com or **Executive Director of Operations and Customer Service, Paige Onishi at (808) 465-0609** or paige.onishi@hbmhawaii.com.

HBM Preventative Policy

- HBM, where requested, will respond and address with industry approved cleaning practices to address preventative concerns of Coronavirus. Our current cleaning methods adhere to best practices with the intent of applying a neutral cleaning agent that is designated as a disinfectant. However, we can purchase and billback for an antimicrobial product to apply on "high touch areas":

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- 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 that there is no possibility of infection. A high touch cleaning program may reduce the likelihood of infection, but does not guarantee that there is no possibility of infection. 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.

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.who.int/emergencies/diseases/novel-coronavirus-2019>

For information about handwashing, see [CDC’s Handwashing](#) website

For information specific to healthcare, see [CDC’s Hand Hygiene in Healthcare Settings](#)

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

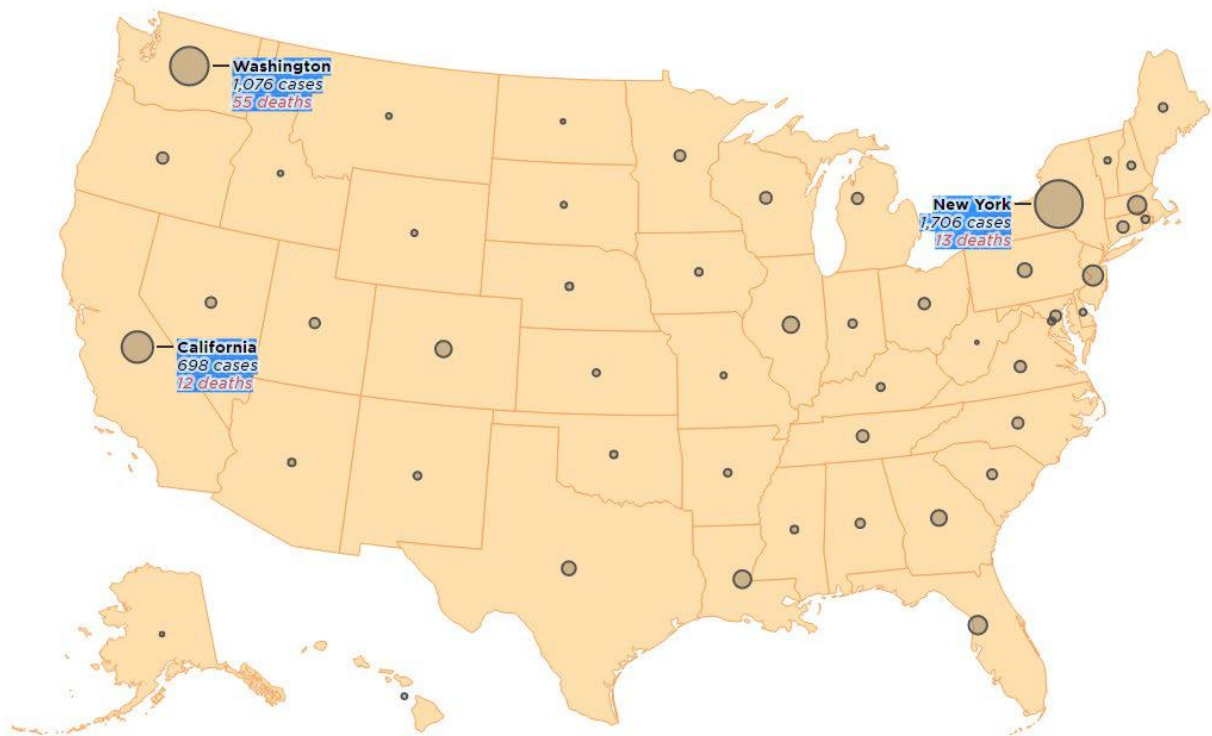
State of Hawaii Department of Health COVID-19 Daily Update



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

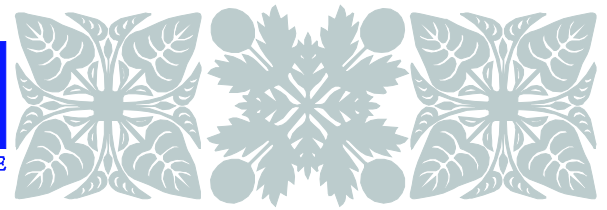
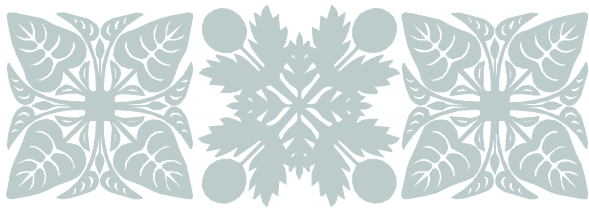
Updated on March 17 at 8:54 p.m. ET

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



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STATE	CASES	DEATHS	STATE	CASES	DEATHS
New York	1,706	13	Iowa	23	0
Washington	1,076	55	New Mexico	23	0
California	698	12	Rhode Island	23	0
New Jersey	267	3	Arkansas	22	0
Massachusetts	218	0	District of Columbia	22	0
Florida	216	6	Mississippi	21	0
Louisiana	196	4	Nebraska	21	0
Illinois	161	1	Arizona	20	0
Colorado	160	2	Oklahoma	19	0
Georgia	146	1	Kansas	18	1
Pennsylvania	112	0	Delaware	16	0
Texas	110	1	Vermont	12	0
Tennessee	74	0	Missouri	11	0
Wisconsin	72	0	South Dakota	11	1
Connecticut	68	0	Wyoming	11	0
Ohio	67	0	Hawaii	10	0
Virginia	67	2	Montana	9	0
Oregon	66	1	Idaho	8	0
Michigan	65	0	Puerto Rico	5	0
North Carolina	64	0	Alaska	3	0
Maryland	60	0	Guam	3	0
Minnesota	60	0	North Dakota	3	0
Nevada	56	1	Virgin Islands	2	0
Utah	51	0	West Virginia	1	0
South Carolina	47	1	American Samoa	0	0
Alabama	39	0	Marshall Islands	0	0
Maine	32	0	Micronesia	0	0
Indiana	30	2	Northern Marianas	0	0
Kentucky	26	1	Palau	0	0
New Hampshire	26	0	U.S. total	6,353	108

Source: Center for Systems Science and Engineering at Johns Hopkins University, state and local health departments, and NPR member station reporting.

Credit: Daniel Wood, Elena Renken and Stephanie Adeline/NPR