



# Memorandum

**Date:** March 6, 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 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**.
4. HBM employees will not be permitted to enter the location until cleared by the Hawaii Department of Health provides documents clearing the area, or the company doing the clean-up provides the HBM executive team with a document stating that the levels are back to a normal level.
5. HBM has partnered with **Interstate Hawaii, MD Restoration, Premier Restoration** and **Belfor** to disinfect and clean after a confirmed COVID-19 case 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](mailto:jason.kohl@hbmhawaii.com)** or **Executive Director of Operations & Customer Service, Paige Onishi at (808) 465-0609 or [paige.onishi@hbmhawaii.com](mailto: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":
  - 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

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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.

### 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>

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](#)*

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