

# MEMORANDUM

**DATE:** May 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**

After distributing out the masks that came in early last week, our team is equipped with reusable masks and we are adhering to the orders put forth by the state of Hawaii. HBM continues to order PPE and supplies to maintain our current stock levels and to ensure that all of our employees are safe while they are working.

## **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](#)

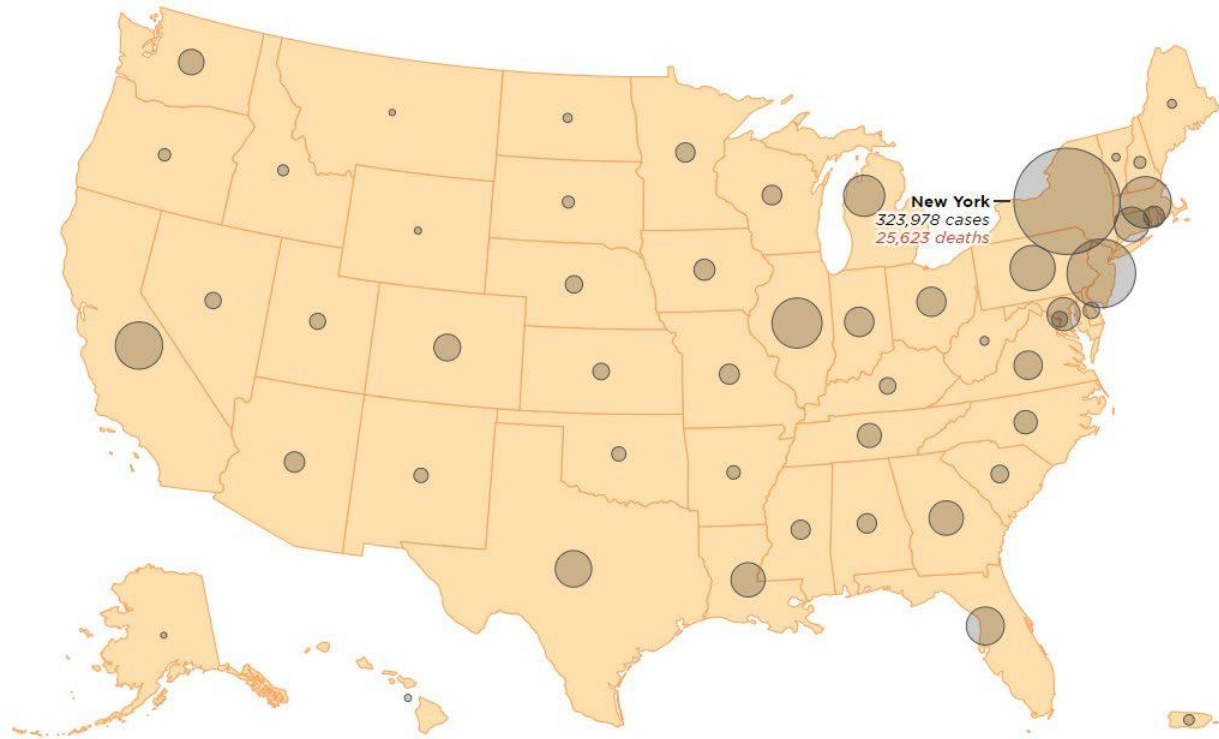
[National Center for Immunization and Respiratory Diseases \(NCIRD\), Division of Viral Diseases](#)

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

OSHA:[http://d31hzlkh6di2h5.cloudfront.net/20200417/88/4d/b3/3a/ffba5da119e0bba25586102a/osha\\_and\\_coronavirus.pdf](http://d31hzlkh6di2h5.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 May 7<sup>th</sup>, 2020 at 1:32 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. Cases on cruise ships are not included.  
Credit: Daniel Wood, Stephanie Adeline, Sean McMinn, Thomas Wilburn and Ruth Talbot/NPR.

## COVID-19 In The United States

Data as of 7:08 a.m. ET, May 7

CASES		DEATHS	
TOTAL	MAY 6	TOTAL	MAY 6
1,228,457	+24,252 (+2%)	73,428	+2,367 (+3%)

Source: Center for Systems Science and Engineering at Johns Hopkins University. Cases on cruise ships are not included.

**NEW CASES IN THE LAST THREE WEEKS**

Data as of 1:32 a.m. on May 7, 2020. Daily heatmap as of 11:59 p.m. ET, May 6.

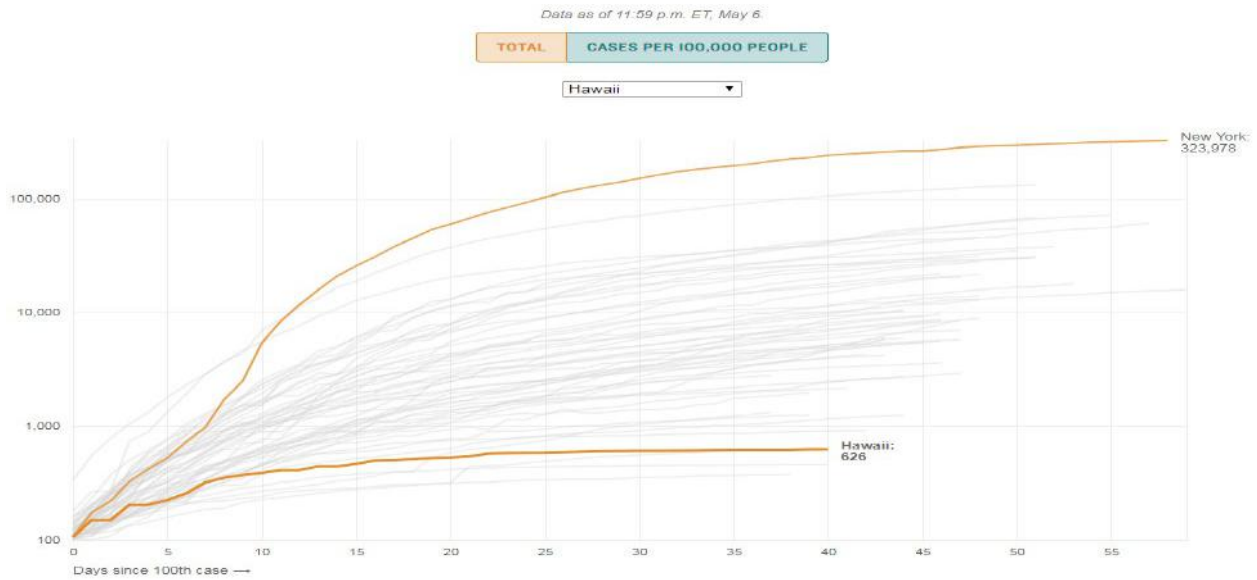


STATE	21 days ago	14	7	CASES	DEATHS
<b>United States</b>				<b>1,228,457</b>	<b>73,428</b>
New York				323,978	25,623
New Jersey				131,890	8,549
Massachusetts				72,025	4,420
Illinois				68,232	2,974
California				60,616	2,464
Pennsylvania				54,800	3,345
Michigan				45,179	4,256
Florida				38,002	1,539
Texas				34,928	954
Connecticut				30,995	2,718
Georgia				30,746	1,327
Louisiana				30,399	2,167
Maryland				28,163	1,437
Indiana				21,870	1,377
Ohio				21,576	1,225
Virginia				20,257	713
Colorado				17,832	919
Washington				15,905	870
Tennessee				13,938	239
North Carolina				13,053	492
Iowa				10,404	219
Rhode Island				10,205	370
Arizona				9,707	426
Missouri				9,323	428
Wisconsin				8,901	362
Alabama				8,691	343
Minnesota				8,579	485
Mississippi				8,424	374
South Carolina				6,936	305
Nebraska				6,689	78
Kansas				5,993	164
Kentucky				5,934	283
Delaware				5,778	193
Nevada				5,744	289
Utah				5,595	58
District of Columbia				5,461	277

New Mexico		4,291	169
Oklahoma		4,202	253
Arkansas		3,611	87
Oregon		2,916	115
South Dakota		2,780	29
New Hampshire		2,741	92
Idaho		2,158	66
Puerto Rico		1,968	99
North Dakota		1,323	31
Maine		1,254	62
West Virginia		1,242	50
Vermont		908	52
Wyoming		631	7
Hawaii		626	17
Montana		456	16
Alaska		372	10
Guam		149	5
Virgin Islands		66	4
Northern Marianas		15	2
American Samoa		0	0

Source: Center for Systems Science and Engineering at Johns Hopkins University. Cases on cruise ships are not included.

Credit: Daniel Wood, Stephanie Adeline, Sean McMinn, Thomas Wilburn and Ruth Talbot/NPR



Notes

A logarithmic scale is meant to emphasize rate of change and allows for the display of a wide range of numbers.

Source: Center for Systems Science and Engineering at Johns Hopkins University. Cases on cruise ships are not included.  
 Credit: Connie Hanzhang Jin/NPR