



The organization will make every effort to ensure the workplace is safe and healthy for all employees. In this effort we are establishing a protocol for action and who to contact in the event of a health crisis.

## 1.0 Prevention

### 1.0 Wash your hands

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

### 2.0 Using Alcohol-Based Hand Sanitizer

Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based [hand sanitizer](#) that contains at least 60% alcohol. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

**Sanitizers can quickly reduce the number of germs on hands in many situations. However,**

- Sanitizers do **not** get rid of all types of germs.
- Hand sanitizers may not be as effective when hands are visibly dirty or greasy.
- Hand sanitizers might not remove harmful chemicals from hands like pesticides and heavy metals.

#### ***How to use hand sanitizer***

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

## 2.0 Response

### 1.0 Containment and Preparation Readiness

1.1 Manage all local health-related activities under the direction of the local health authorities' mandates, as well as under the direction of ASC leadership.

1.1.1 Set up prominent notices at all entry points to the facility, advising staff and visitors not to enter buildings if they have any symptoms of a pandemic infection.

- 1.1.2 Set up key general infection control notices (basic hygiene and hand hygiene) around the workplace, including at entrances, notice boards, meeting rooms, and restrooms.
- 1.1.3 Ensure that there are adequate supplies of tissues, hand hygiene products, cleaning supplies, and masks for people who become ill at work.
- 1.1.4 Ensure that employee communications include:
  - Influenza / Infection prevention
  - Containing coughs and sneezes notices
  - Hand washing notices
  - Home preparedness
  - General influenza information.

## 2.0 Protecting Staff and Visitors from Getting Sick

- 2.1 In addition to identifying the core people and skills needed to maintain operations, the pandemic plan should also minimize illness among staff and visitors.
- 2.2 The main strategies include:
  - 2.2.1 Restricting workplace entry of people with infection symptoms
  - 2.2.2 Practicing good personal hygiene and workplace cleaning habits
  - 2.2.3 Increasing social distancing
  - 2.2.4 Managing staff who become ill at work
  - 2.2.5 Managing staff who travel overseas

## 3.0 Restricting Workplace Entry of People with Influenza/Infection Symptoms

- 3.1 Instruct employees not to come to work when they are feeling ill, especially if they have any influenza symptoms. Inform staff of the differences in symptoms between influenza and the common cold.  
<https://www.whs.mil/Portals/75/Coronavirus/COVID-19%20vs%20Cold%20vs%20Flu.jpg?ver=2020-03-10-105044-380>
- 3.2 Employees who are ill should be advised to see a doctor and to stay at home until the symptoms are gone. Use normal communication methods to ensure that all staff members receive the notice. At the same time, you may provide staff with information about how to stay well during an influenza pandemic. For example, you could distribute information from the following web sites:
  - 3.2.1 Center for Disease Control and Prevention (CDC):  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - 3.2.2 World Health Organization (WHO):  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- 3.3 Establish a process to ensure that ill employees have completed any required quarantine or treatment period and are healthy before they are permitted to return to work.
- 3.4 Note that staff members who have recovered from the pandemic influenza are unlikely to be re-infected, since they will have natural immunity, and should be encouraged to return to work as soon as they are well.

## 4.0 Using a Screening Tool

- 4.1 Use an Access Screening Tool to determine if individuals should be excluded from the workplace due to an influenza-like illness. Trained personnel or Emergency response personnel may administer this screening tool.
  - 4.1.1 EG: hand-held, infra-red, digital thermometer.
  - 4.1.2 Additional steps & tools as indicated by each situation.

## 5.0 Emphasizing Personal Hygiene

- 5.1 Basic personal hygiene measures should be reinforced, and employees should be encouraged to practice them to minimize potential influenza/infection transmission. Remind employees and visitors to:
  - 5.1.1 Cover nose and mouth when sneezing and coughing (preferably with a disposable, single use tissue).

- 5.1.2 Dispose of used tissues immediately.
  - 5.1.3 Adopt good hand washing and hand hygiene practices, particularly after coughing, sneezing, or using tissues.
  - 5.1.4 Keep hands away from the mucous membranes of the eyes, mouth, and nose.
  - 5.1.5 Ensure that adequate supplies of hand hygiene products are available. Make this a high planning priority since there may be interruption to the supply or shortages of soap and hand towels as a pandemic enters an area.
- 5.2 Communicate hand and personal hygiene information to staff and visitors. Hygiene notices should be posted in all workplace entrances, washrooms, hand-washing stations, and public areas.
- 5.3 Use brochures, newsletters, global emails, and employee notice boards, to inform your employees of the importance of hand hygiene and environmental cleaning during a pandemic.

## 6.0 Increase Social Distancing

- 6.1 Social distancing is another strategy to protect staff by minimizing their contact with other people. Avoid crowded places and large gatherings, both internal and external to the business facility.
- 6.2 Maintain a distance of at least 6 feet between individuals wherever it is practical. Greater distances are more effective in reducing the spread of germs. Avoid contact with those who are ill.
- 6.3 Below are suggestions on how to minimize contact in your business environment:
- 6.3.1 Avoid meeting people face-to-face. Use the telephone, video conferencing, and the Internet to conduct business as much as possible, even when participants are in the same building.
  - 6.3.2 Avoid any unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops, and training sessions.
  - 6.3.3 If possible, arrange for employees to work from home or work variable hours to avoid crowding at the workplace.
  - 6.3.4 Practice “ghost” shift changes wherever possible, where the shift going off duty leaves the workplace before the new shift enters.
  - 6.3.5 Avoid public transportation: walk, cycle, drive a car, or travel early or late, to avoid rush hour crowding on public transportation.
  - 6.3.6 Bring lunch and practice social distancing in eating areas.
  - 6.3.7 Introduce staggered lunchtimes for your employees to reduce number of people in the lunchroom.
  - 6.3.8 Do not congregate in areas where people socialize. Do what needs to be done and then leave the area.
  - 6.3.9 If a face-to-face meeting with people is unavoidable, minimize the meeting time, choose a large meeting room, and sit at least 6 feet away from each other.
  - 6.3.10 If possible, avoid shaking hands or hugging.
  - 6.3.11 Consider holding meetings in the open air.
  - 6.3.12 Encourage staff to avoid recreational or other leisure activities where they might come into contact with infectious people.

## 7.0 Cleaning and Decontaminating

- 7.1 Increase office cleaning during the pandemic period. Give particular attention to:
- 7.1.1 Cleaning air conditioning system including filters and treating or replacing with special filters as the situation requires.
  - 7.1.2 Cleaning telephone sets in common areas daily.
  - 7.1.3 Cleaning and applying anti-bacterial solutions daily to all common areas, counters, railings, washbasins, toilet bowls, urinals.
  - 7.1.4 Providing disinfectant wipes for employees to clean desks, telephones, and keyboards. surfaces, tabletops and other surfaces on which bleach cannot be used.

## 8.0 Managing Fear and Psychological Aspects

- 8.1 Anxiety is possible regarding the pandemic situation, which may contribute to increased work absence and distress to staff. Some ways to manage anxiety include:
  - 8.1.1 Communicate to employees the possibility of a pandemic and the facilities level of preparedness to manage it in the early stages
  - 8.1.2 Have a comprehensive management plan in place that is clearly communicated to staff
  - 8.1.3 Provide clear, timely, and proactive communications to staff when the situation changes
  - 8.1.4 Provide clear communications on how the facility is handling the situation if the pandemic does occur
  - 8.1.5 Provide back-up assistance for counseling staff through the EAP offered by Lincoln Financial EMPLOYEE CONNECT program, visit [www.GuidanceResources.com](http://www.GuidanceResources.com), user name = LFGsupport, password = LFGsupport1 or talk to a specialist at 1-888-628-4824
  - 8.1.6 Discuss with an EAP provider 1-888-628-4824 ways to reduce stress and panic during a pandemic

## 9.0 Managing Staff Who Become Sick

- 9.1 Local Management will monitor the latest information from the local health authorities regarding managing staff who become ill at work.
- 9.2 Put up posters providing:
  - 9.2.1 Information on what to do if people get sick at work

## 10.0 Procedure for Infectious Staff Members

- 10.1 Employees should be instructed to notify their supervisor immediately they feel ill, or if they exhibit symptoms of influenza at work.
- 10.2 Avoid visiting the person, if possible, and manage the process over the telephone or video conference.
  - 10.2.1 If face-to-face contact is unavoidable, maintain a distance of at least 6 feet from the potentially afflicted employee.
- 10.3 Determine if the employee has any of the symptoms listed.
- 10.4 If the employee does not have any of the symptoms listed, it is unlikely that this is a case of influenza. Advise the employee to see their personal physician if there is any concern.
- 10.5 If the employee does have symptoms that match some of those listed, treat this as a suspected case of influenza and follow this procedure:
  - 10.5.1 Instruct the employee to leave work and immediately contact a health professional in the manner advised by local health authorities. This may involve phoning the person's personal doctor or nurse, or a specially designated center, to seek further advice.
  - 10.5.2 Instruct the employee to avoid contact with other staff members when exiting the facility.
  - 10.5.3 If a protective face mask is available, have the employee don the mask immediately to help protect other staff.
  - 10.5.4 Inform Human Resources that the employee has left work due to symptoms of influenza.
  - 10.5.5 Ask the employee to avoid public transportation, if possible, when leaving work.
  - 10.5.6 Clean and disinfect the employee's workstation.

## 11.0 Process for Contacts

- 11.1 Once you have determined that an employee has influenza, you must determine who may have been exposed to the virus. Follow the procedure outlined below:
  - 11.1.1 Identify contacts.
  - 11.1.2 Advise contacts in person that they have been in contact with a person suspected of having influenza.
  - 11.1.3 Check on the employee during his/her absence from work. This will facilitate treatment, contact tracing, and other information if a contact becomes ill.

- 11.2 Set up a process for ensuring both that employees are healthy before allowing them to return to work and that they are encouraged to return to work once they are well.

## 12.0 Contact Definition

- 12.1 Local health authorities will define who is a pandemic influenza contact.
- 12.2 Most likely the definition will regard contacts as individuals who have had a close physical (less than 3.5 feet) or confined airspace contact with an infected person, within four days of that person developing symptoms.
- 12.3 Contacts are likely to include family members and other living companions, coworkers (if in close contact situations or confined airspace environments), and some recreational companions.
- 12.4 Individuals who have not been in close proximity nor have shared a confined airspace with a sick person within four days of that person developing symptoms may not be considered a contact.

## 13.0 Contact Management

- 13.1 In order to reduce the risk of further infection, contacts will be expected to stay at home and avoid contact with others for a recommended period of time. This period will be determined by health officials.
- 13.2 The role of contact tracing may vary according to the phase of the pandemic. At an early phase, when efforts are directed at keeping the pandemic out of an area or in managing small clusters, contact tracing and quarantining cases and contacts might be vigorous. However, if the pandemic affects larger numbers of people across the country, it will not be an effective strategy and contact tracing may be discontinued.
- 13.3 In any circumstances, employers should urge sick employees with influenza-like symptoms to go home immediately and contact a health professional in the manner advised by the local health authorities. This may involve phoning the person's doctor or nurse, or a specially designated center to seek further advice, rather than the patient calling in without prior notification. If the health professional identifies the patient calling as being a suspected or confirmed case of the flu, then the health professional will trace contacts, according to the current protocols set by local health authorities. This is likely to involve contacting the patient's workplace.
- 13.4 As indicated in the previous section, it is helpful for employers to:
  - 13.4.1 Identify contacts (once an employee is suspected to be infected).
  - 13.4.2 Advise contacts that they have been in contact with a person suspected of having influenza.

<b>ASC LEVEL 0 PREPARATORY</b>	<b>ASC LEVEL 1 CAUTIONARY</b>	<b>ASC LEVEL 2 SERIOUS</b>	<b>ASC LEVEL 3 SEVERE</b>	<b>ASC LEVEL 4 CRITICAL</b>
<b>WHO LEVEL 1 &amp; 2</b>	<b>WHO LEVEL 3</b>	<b>WHO LEVEL 4</b>	<b>WHO LEVEL 5</b>	<b>WHO LEVEL 6</b>
<ul style="list-style-type: none"> <li>No significant medical concerns identified.</li> </ul>	<ul style="list-style-type: none"> <li>Medical concern identified in region of a country or other geographical area.</li> <li>Limited human case identification.</li> <li>No documented human to human transmission</li> </ul>	<ul style="list-style-type: none"> <li>Medical concern identified in country or other geographical area.</li> <li>Documented person to person transmission.</li> <li>WHO, CDC, U.S. State Department, and/or other reliable sources recommended travel alerts.</li> <li>Public Health measures implemented or needed to mitigate risk.</li> <li>Minimal healthcare system impact.</li> </ul>	<ul style="list-style-type: none"> <li>Medical crisis in country, continent, or other large geographical area.</li> <li>Widespread person to person transmission.</li> <li>Documented or high likelihood for global distribution of infections.</li> <li>Possible/probable essential infrastructure compromise.</li> <li>WHO, CDC, U.S. State Department, and/or other reliable source issue significant travel restriction/border closing advisories and recommended self-quarantines.</li> </ul>	<ul style="list-style-type: none"> <li>Pandemic (large scale human to human transmission)</li> <li>Global essential infrastructure compromised</li> <li>Healthcare system overwhelmed.</li> <li>Quarantines in effect.</li> </ul>

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<b>Coordination and Management</b>				
<ul style="list-style-type: none"> <li>Establish and maintain a Health Crisis Response Team (same members as disaster recovery team) with defined roles and responsibilities.</li> <li>Create and maintain site Health Crisis Plans.</li> <li>Establish remote computing and telecommunications systems.</li> <li>Communicate general information to employees on how the company is preparing for a health crisis.</li> </ul>	<ul style="list-style-type: none"> <li>Communicate company crisis plans to employees.</li> <li>Monitor travel advisories (e.g., CDC, WHO, U.S. State Department or other designated authorities).</li> <li>Medical information and guidance documents posted on intranet site.</li> </ul>	<ul style="list-style-type: none"> <li>The response team is engaged and on standby to support regional response team(s).</li> <li>Frequent communication (weekly) of general medical information, travel restrictions, evacuation and leave policy guidance to employees.</li> <li>Assess and establish appropriate leave policy for employees (i.e. home residence, sick leave, etc.) and other circumstances (i.e. quarantine)</li> </ul>	<ul style="list-style-type: none"> <li>The response team takes lead role in managing situation.</li> <li>Evaluate evacuation actions of other companies, embassies, etc.</li> <li>Consider placement of non-critical personnel and other high-risk employees.</li> <li>Consider relocation opportunities.</li> <li>Implement protocols relative to customer and employee site visits.</li> <li>Quarantine guidance provided to employees.</li> <li>Implement guidance for work – fitness for duty protocols.</li> <li>Return to work protocol (fitness for duty). Crisis is over and individuals can come back to work – verify with HR</li> </ul>	<ul style="list-style-type: none"> <li>Regular updates to Executive level team.</li> <li>Ongoing communication to assess and support local health care resources.</li> </ul>
<b>Coordination and Management</b>				
<ul style="list-style-type: none"> <li>Monitor World Health Organization, CDC websites for current information.</li> <li>Follow local department of health recommendations. Monitor the Louisiana Department of Health website.</li> </ul>		<ul style="list-style-type: none"> <li>Develop guidance for work – fitness for duty protocols.</li> <li>Quarantine guidance provided as required by the state laws and regulations, federal laws and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Medical guidance provided for general symptom related issues.</li> <li>Ongoing communication to assess local health care resources.</li> <li></li> </ul>	
<b>Travel</b>				
<ul style="list-style-type: none"> <li>Review Business Travel and Cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>Review Business Travel and Cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>Review Business Travel and Cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>Travel ban to, from, and through affected areas.</li> </ul>	<ul style="list-style-type: none"> <li>Business critical travel only under Executive authority.</li> <li>No visitors to facilities.</li> </ul>

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WHO LEVEL 1 & 2	WHO LEVEL 3	WHO LEVEL 4	WHO LEVEL 5	WHO LEVEL 6
	<ul style="list-style-type: none"> <li>Limit elective travel to affected areas.</li> </ul>	<ul style="list-style-type: none"> <li>Business critical travel to affected areas only. Consider management review/approval process.</li> <li>Discourage personal travel within or to affected areas. Consider restricting personal incoming travel.</li> <li>Consider restricting inter-facility meetings to telephone and video conferencing.</li> </ul>	<ul style="list-style-type: none"> <li>All current travelers within affected areas will return to home location at once.</li> <li>Visitors from out-of-country subject to management approval.</li> <li>Consider self-quarantine after travel. (Upon returning from an affected area, employees are required to remain in home quarantine for time recommended by CDC to monitor for flu-like symptoms.)</li> <li>Restrict inter-facility meetings to telephone and video conferencing only.</li> <li>Consider Training</li> </ul>	
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Personnel				
<ul style="list-style-type: none"> <li>Promote annual influenza vaccination of employees.</li> </ul>		<ul style="list-style-type: none"> <li>Prepare facility entry screening procedure and train responsible person(s).</li> <li>Develop alternative work location plan.</li> <li>Obtain PPE equipment and materials (masks, gloves, hand sanitizers, disinfectants, etc.)</li> <li>Develop general hygiene procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Implement facility entry screening procedure.</li> <li>Implement alternative work location plans as needed.</li> <li>Implement PPE/hygiene procedures.</li> <li>Consider restricting vendor site visits as well as employee off-site visits.</li> </ul>	<ul style="list-style-type: none"> <li>Facility entry restricted to essential personnel.</li> <li>Consider temporary relocation of business critical personnel to another location to conduct business.</li> </ul>