

# **CORONAVIRUS DISEASE 2019 (COVID-19)**

## **Pinchin Services for Property and Facility Managers**

Pinchin has prepared the following document to discuss the ongoing COVID-19 pandemic, to summarize best industry practices for facility and property managers, and to outline possible solutions and how we are prepared to assist our clients.

### **Introduction**

The COVID-19 strain is part of a larger Coronavirus family that originates in animals. This family of viruses cause illnesses ranging in symptoms from those normally found in the common cold to more severe respiratory infections. These symptoms are of particular danger to at-risk groups such as the elderly, those with weakened immune systems or those with other underlying health issues.

The COVID-19 strain, believed to have originated in Wuhan, China, currently has no vaccine. The primary route of transmission is via the inhalation of respiratory droplets generated by the coughing or sneezing of an infected individual. Reports also indicate that it may be possible for a person to contract the virus after coming into contact with a virus-contaminated surface (i.e. a table or doorknob) and then touching their mouth, nose, or eyes, however this is not the primary method of transmission.

The COVID-19 strain presents the possibility of transmission and serious illness. We must all be diligent in preventing the spread of this virus as it continues to infect populations worldwide. It is essential that Canadian entities pay close attention to expert advice regarding the prevention of an epidemic in the country.

### **Recommended Personal Hygiene Practices to Minimize Risk of Exposure**

Strategies used to prevent the spread of common illnesses like the flu or common cold can also be applied to protect against COVID-19.

- Practice good hand hygiene by washing your hands thoroughly and often, including after every sneeze, cough, blowing of the nose, and / or close contact with others. If a sink or soap are not on hand, use an alcohol-based hand sanitizer with an alcohol level of at least 60%. Refer to the World Health Organization (WHO) Hand Hygiene Brochure for further details regarding proper hand hygiene.
- Avoid close contact with people that appear to be sick.
- Avoid touching the eyes, nose, and mouth.
- Stay home when experiencing symptoms of illness, no matter the severity.
- Cover sneezes and coughs with a tissue, then throw the tissue into a closed bin immediately after use. If a tissue is not available, cough or sneeze into your elbow.
- Clean and disinfect frequently touched objects and surfaces.
- If you are experiencing a fever, cough, or difficulty breathing, contact your doctor immediately.

Even with all these precautions, there is still the potential to experience symptoms associated with the virus. This may include a fever, cough, and/or difficulty breathing. If you are concerned about your symptoms or have recently traveled to a high-risk area, we recommend you consult your health care provider for guidance.

## How Pinchin Can Help

As the infection continues to spread around the world, building owners, managers and tenants need to respond to these rapidly changing conditions. Pinchin has assembled a highly qualified team of experienced professionals including Certified Risk Assessors, Certified Industrial Hygienists (CIHs), Registered Occupational Hygienists (ROHs), Engineers (mechanical and chemical), Toxicologists, and Medical Professionals to help our clients with both proactive and demand-driven solutions. Having been engaged in supporting the real estate sector during the SARS and H1N1 outbreaks, Pinchin is well positioned to provide incident response, proactive measures to minimize transmission, training, and communication to building occupants. Summarized below is a list of specific services that we can provide:

### Incident Response

Pinchin will assist with getting your workplace operational. This includes:

- Development of sanitization and disinfection protocols to ensure a targeted and comprehensive approach; and
- Monitoring and documenting sanitization and disinfection work, as well as evaluating the completed work against our protocols. Pinchin will apply our comprehensive knowledge in infection control, unsanitary water events, micro-biology, and health & safety in the workplace to ensure that the cleaning is performed to the standards in our protocol.

### Management Plans for Buildings

- Review existing building management protocols and provide recommendations on best practices based on experience and recognized Canadian and International standards (i.e. BOMA, World Health Organization, ASHRAE, etc.);
  - i. Regular cleaning frequency,
  - ii. Types of disinfectant to use,
  - iii. Surfaces to clean,
  - iv. Specific HVAC Maintenance and Operation,
  - v. Communication with tenants (what, how and when),
  - vi. Supplies,
  - vii. Security, etc.
- If Clients do not have access to an existing program, Pinchin can assist in program development.

### Communication to Building Occupants

- Support building management with pre- and post-incident communication
- Conduct information seminars for management and tenants on the risks associated with exposure and how to mitigate

### Training

- Work procedure training for building operations, vendors and tenants
- Respirator fit testing for public facing staff or for vendors involved in incident response

We are closely tracking updates on the status of COVID-19 through the WHO, Health Canada, CDC, and other reputable agencies. We will continue to update our clients to provide the latest information and guidance as the situation progresses