

# Recommended Practices

1. Practical Advice
2. Information Briefing – make sure everyone starts out with the facts, use material from the World Health Organization (WHO)
3. Provide a Briefing Pack
  - a. [Basic Information video on what the Virus is](#)
  - b. WHO Handout – [“Advice on the use of masks in the community, during home care and in health care settings in the context of the novel coronavirus \(2019 - nCov\) outbreak”](#)
  - c. [WHO Myth Busters Graphic Handouts](#)
4. Consider scheduled updates, refer to the WHO Situational Reports – most current report as of today is Coronavirus disease 2019 (COVID 2019) Situation Report-23, (12 February 2020)
5. Suggested Changes in Operations
  - a. Provide shift employees with daily update / prevention cheat sheet and 24-hour contact number (in the absence of clear guidance, people will often go to the worst-case scenario and overreaction is possible)
  - b. Validate / Ensure cleaning / janitorial services are using correct surface cleaners – alcohol / diluted bleach (chlorine)
  - c. Provide alcohol-based hand wipes for employees and customers using your facilities that have multiple large contact services – airplanes, vessels, public greeting areas
  - d. Provide employees with bleach wipes to periodically wipe up common-use areas (such as reception desks, handles, shared phones) and provide to wipe down an area after potential contamination
  - e. Have face masks and tissue packs available to provide to people who may suddenly suspect they have an infection, who start coughing / sneezing

- f. For meal / beverage service, have replacement items if someone, while eating, has uncontained coughing / sneezing fit
  - g. Briefing employees who travel to less developed areas on
    - i. improved hygiene
    - ii. avoidance of live animal food markets
    - iii. eating only thoroughly cooked animal products
    - iv. Proper handwashing techniques, correct cleaning products
  - h. Establish a small team within your human resource department / operations to monitor reports of sick employees or customers – this should also be a single point of contact for authorities if an infection is detected. The KEY here is early detection and coordination
  - i. Establish contacts, protocols and information needed – what will / can be shared with health authorities at ports of entry or local level for other businesses – know what to expect
6. Plans when you have a person suspected of having the virus (not life-saving tips)
- a. Provide immediate comfort care, if medical evacuation is not immediately available
  - b. Isolate person, provide mask (make sure it does not impede breathing)
  - c. Wipe down the surrounding area with bleach wipes
  - d. Map / note the location of the person who was sick and those in close proximity
  - e. If those in close proximity may disperse – collect contact information, and provide them with a contact number
  - f. Handle any blankets, trays, objects that may have come into contact carefully (but not as if it will burn you)
  - g. For aircraft, maintain continuous operation of the aircraft air recirculation system (presuming it is a HEPA system)
  - h. Have your emergency response planners work out a departure / arrival plan immediately upon notification of person being ill and suspected of having the Coronavirus 2019