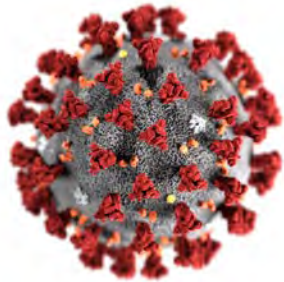


COVID-19 & YOUR BUSINESS WEBINAR SERIES - PART I

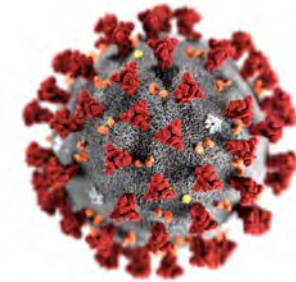




catawba county
MAKING. LIVING. BETTER.



CORONAVIRUS DISEASE (COVID-19)



WELCOME

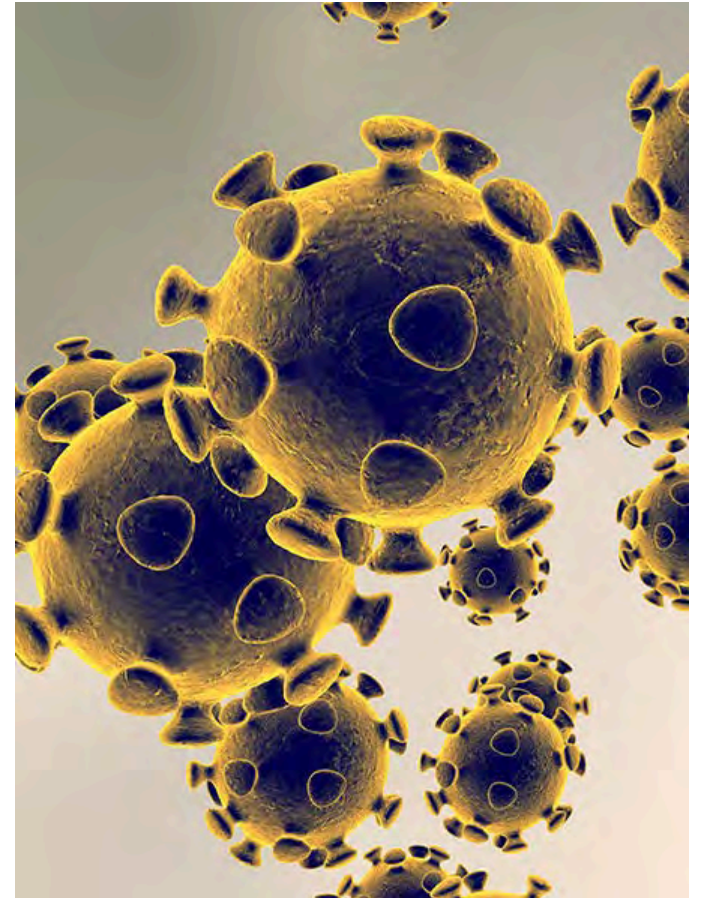
LINDSAY KEISLER
PRESIDENT/CEO
THE CHAMBER OF CATAWBA COUNTY

OVERVIEW

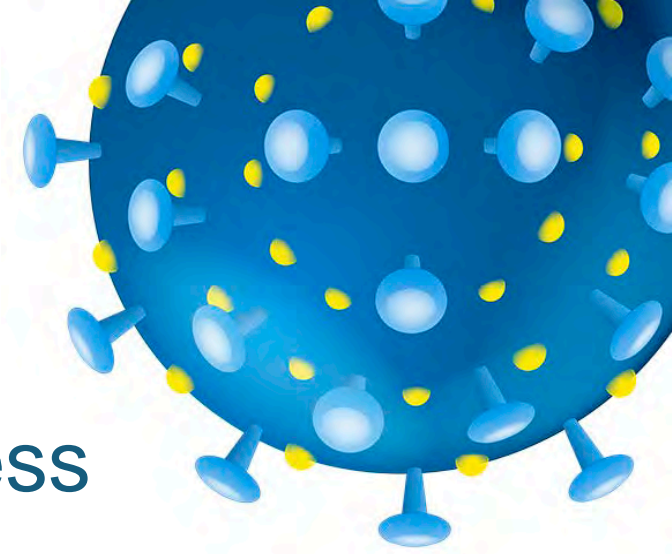
JENNIFER MCCRACKEN
INTERIM HEALTH DIRECTOR

WHAT IS 2019 NOVEL CORONAVIRUS (COVID-19)?

- Expanding outbreak of respiratory illness
- New type of coronavirus (COVID-19)
- Originated in mainland China, but has begun worldwide spread
- Numbers of people affected have continued to climb over the past several weeks



7 TYPES OF CORONAVIRUSES INFECT HUMANS



4 are common and cause **mild to moderate** illness

3 have recently emerged and can cause **severe** illness

- MERS-CoV (Middle East Respiratory Syndrome)
- SARS-CoV (Severe Acute Respiratory Syndrome)
- COVID-19 (Coronavirus Disease)

SYMPTOMS

- Most people affected have mild symptoms
- Respiratory symptoms: **Fever, cough, shortness of breath and breathing difficulties.**
- Severe infection: Pneumonia, Severe Acute Respiratory Syndrome (SARS), kidney failure or death.

CURRENT RISK

- The potential global public health threat posed by this virus is high.
- Right now, the immediate risk to most Americans is low.
- This is **a rapidly evolving situation**, and we anticipate there being more cases in the U.S. in coming weeks.
- 33 confirmed cases in NC
 - 0 deaths
- 1,694 confirmed cases in US
 - 41 deaths

HIGH RISK POPULATIONS

- Adults 65+ and those with underlying health conditions (heart failure, lung disease, compromised immune systems, etc.)
- Increased risk of serious illness
- This may be because:
 - As people age, their immune systems change, making it harder for their body to fight off diseases and infection.
 - Many older adults are also more likely to have underlying health conditions that make it harder to cope with and recover from illness.
- Especially important to use prevention methods

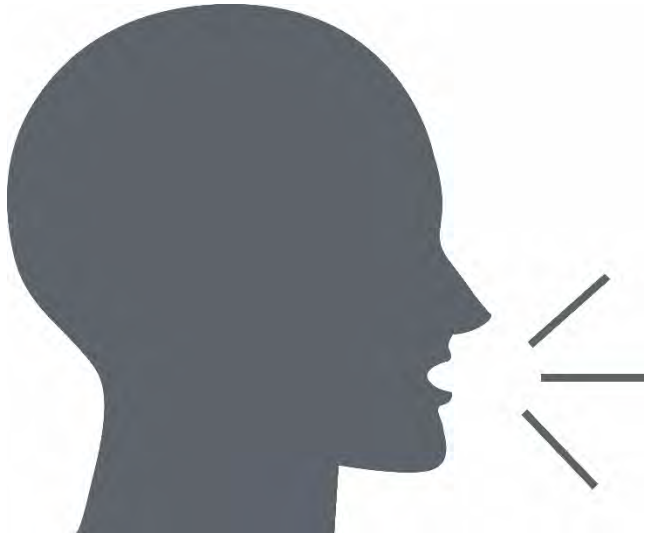
CHILDREN

- COVID-19 is a novel strain of coronavirus, something our immune systems have never seen before.
- Because children are exposed to so many other viruses in the same family on a regular basis, they have some cross-immunity to this strain.
- A healthy immune system recognizes the virus quickly and mounts an immune response quickly because it has something to use as a sort of template.

CHILDREN

- That is the reason why children don't seem to have severe symptoms.
- Although children have minimal symptoms, they can transmit virus to others with weakened immunity or chronic diseases.

TRANSMISSION



Droplets in the air from coughing, sneezing or talking

- COVID-19 might also be through the **airborne** route
- Incubation period (time of exposure to symptom onset) is 2-14 days
- **May be contagious before symptoms begin**

TREATMENT

- Symptom relief only
- No antibiotics
- No specific anti-virals
- Hospitalization, supportive care (mechanical ventilation)

UNKNOWNNS

- Unclear how easily or sustainably this virus is spreading between people
- **Community transmission** is being studied
- Possible vaccine in the works
- Unknown how long virus can live on surfaces – hours to days at the minimum
- Severity of illness or how many people will fall ill is unknown at this time
- Death rate is hard to pinpoint

STATE GUIDANCE

- March 14th – Governor Cooper issued an Executive Order closing K-12 public schools for a minimum of 2 weeks
- Education and Nutrition Working Group to develop a plan to ensure that children and families are supported while schools are closed
- Cancel or reduce large events and gatherings
- Use telework technologies to the greatest extent possible
- Stagger work schedules

STATE GUIDANCE

- Arrange workspace to optimize distance between employees, at least 6 feet
- Review absenteeism policies to make sure employees are not being encouraged to come to work if they are sick
- Work to make sure fear and anxiety don't lead to social stigma toward any employees
- Make sure you are getting reliable information from sources like the CDC and NC DHHS

STATE GUIDANCE

- March 17th – Governor Cooper issued an Executive Order to close restaurants and bars for dine-in service, takeout and delivery only
- Grocery stores and pharmacies will continue to remain open
- Additional guidance regarding unemployment benefits forthcoming (requirements will be relaxed, no negative repercussions)

WHAT PUBLIC HEALTH IS DOING

- Communicate with area physicians on disease; screening, testing procedures; mandatory state reporting order
- Communicate with nursing homes and others who work with vulnerable populations
- Inform first responders of screening, infection control procedures
- Convened our in-house Epi Team
- Weekly state-led conference calls
- Communication with business community
- Provided information to our Local Information Team

WHAT PUBLIC HEALTH IS DOING

- Ongoing communication with the media
- Pushing out education to the public
- Convened a meeting of healthcare partners to work on planning and coordinating efforts in advance of there being cases in Catawba County in the future
- Convening meetings of community partners for information sharing, planning and coordinating efforts

INFECTION PREVENTION
CHANTAE LAIL
MEDICAL LAB MANAGER


CLINICAL & INFECTION PREVENTION GUIDANCE



Coronavirus Disease 2019 (COVID-19)

CDC > Coronavirus Disease 2019 (COVID-19) > Schools, Workplaces & Community Locations > Work



 Coronavirus Disease 2019
(COVID-19)

How to Prepare



Symptoms & Testing



If You Are at Higher Risk

Interim Guidance for Businesses and Employers

Plan, Prepare and Respond to Coronavirus Disease 2019

Older adults and people who have severe underlying chronic medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

[Find more information here.](#)

CLINICAL & INFECTION PREVENTION GUIDANCE



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

**Division of Public Health
Communicable Disease Branch**

Interim Guidance for Environmental Cleaning for Non-Healthcare Settings Following Exposure to a Patient with Confirmed or Suspected 2019 Novel Coronavirus (COVID-19) Infection

March 9, 2020 (replaces version dated January 30)

BASIC INFECTION PREVENTION

- Review & re-education employees on sick leave policies
- Encourage employees to stay at home when they are sick
- Use teleworking technologies as much as possible
- Consider canceling non-essential travel

BASIC INFECTION PREVENTION

Consider reducing larger congregate groups of employees at you business:

- Stagger work schedules
- Have virtual meetings
- Arrange workspaces to increase distance between employees- 6 feet is ideal

PREVENTION:

Perform hand hygiene OFTEN



PREVENTION:

Don't touch your face – specifically your eyes, nose and mouth



PREVENTION:

**Cover your cough or sneeze with a tissue
& then throw it in the trash**



PREVENTION:

Clean and Disinfect.

Clean frequently touched objects and surfaces using a regular household cleaning spray or wipe.



CLEANING & DISINFECTION AFTER KNOWN or SUSPECTED COVID-19

- Restrict access to contaminated areas until thoroughly cleaned
- Minimize the number of people exposed:
If possible, designate one person to clean the area
- Always wear gloves
- Wash your hands immediately after removing gloves

CLEANING & DISINFECTION AFTER COVID-19

NON-POROUS : clean & disinfect that area with products approved by your company

POROUS: remove contamination, cover with paper towels to absorb, clean & disinfect with products approved by your company

LAUNDERABLE: read & follow labels on items & detergent, wash & dry on warmest setting

Place ALL waste inside a plastic bag and tie (single knot) or tape to prevent leaking

CLEANING & DISINFECTION

- Routine cleaning/disinfection of frequently touched surfaces:
 - Doorknobs
 - Light switches
 - Desks
 - Faucets
 - Bedrails, handrails, etc.

**FOLLOW LABEL DIRECTIONS FOR
CONTACT TIME & REQUIRED PPE**

COMMUNICATIONS & RESOURCES
EMILY KILLIAN
PUBLIC INFORMATION OFFICER

PREVENTION:
EVERYDAY.
EVERYONE.
EVERY TIME.

Overall focus on prevention messaging.

The steps to preventing coronavirus transmission are similar to the steps to preventing other respiratory illnesses, like the flu.

EMPHASIZE PREVENTION



- Wash hands often with soap and water for at least 20 seconds
- If soap and water are not available, use an alcohol-based hand sanitizer
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Avoid contact with others who are sick
- Cover your mouth and nose with a tissue or sleeve, not your hands, when coughing or sneezing
- Complete list on Public Health web site's "Coronavirus 19" tab

RECOMMENDATIONS

Be thoughtful about what you read or hear about the virus and make sure you are separating rumor from fact before forwarding information on to your clients, students, parents, caregivers, faculty or staff.

While some may be worried or have concerns about COVID-19, it is important to not let fear and anxiety lead to social stigma toward individuals or groups of individuals.

COMMUNICATIONS

- Encourage communication of prevention measures and other helpful information with staff and stakeholders
- Public communication about cases/potential cases is carefully guided by NC DHHS
 - Includes release of information related to potential and confirmed cases in Catawba County
- Protection of patient privacy

RECOMMENDATIONS

- Let us know if you can't find information you need
- If you see/hear of a weird rumor or something concerning, let us know
- Continue to use credible sources
 - Available tools: Fact sheets, flyers on handwashing, and other public information resources for individuals, families, healthcare providers, businesses, schools, childcare centers, long-term care facilities, etc.

COMMUNICATIONS RESOURCES



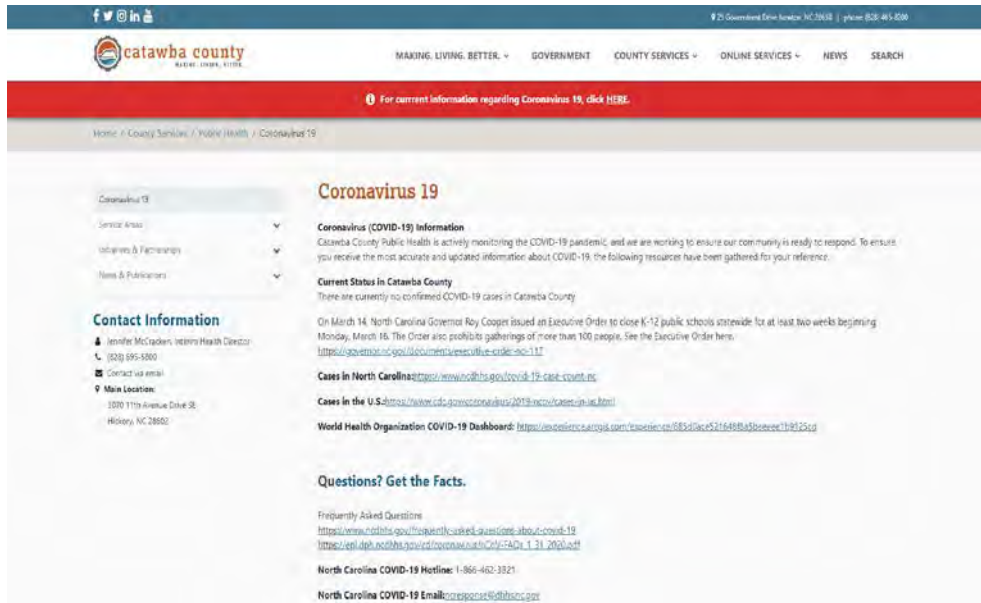
NC DHHS COVID-19 Website:
www.ncdhhs.gov/coronavirus

NC Poison Control COVID-19
Hotline: 866-462-3821

CDC COVID-19 Website:
www.cdc.gov/coronavirus



COMMUNICATIONS RESOURCES



Catawba County Public Health Website:
www.catawbacountync.gov/county-services/public-health

Catawba County Public Health Facebook:
[@catawbacountypublichealth](https://www.facebook.com/catawbacountypublichealth)

Emily Killian

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CONTINUITY OF OPERATIONS PLANNING

KARYN YAUSSY

EMERGENCY MANAGEMENT COORDINATOR



Continuity of Operations Planning





Business Disruption Scenarios

- Physical damage to a building or buildings
- Damage to or breakdown of machinery, systems or equipment
- Restricted access to a site or building
- **Interruption of the supply chain including failure of a supplier or disruption of transportation of goods from the supplier.**
- Utility outage (e.g., electrical power outage)
- Damage to, loss or corruption of information technology including voice and data communications, servers, computers, operating systems, applications, and data
- **Absenteeism of essential employees**



Why Continuity Planning?

The focus of continuity planning for a pandemic is on human resources. The expectation is that infrastructure will remain intact, but the workforce will be reduced by up to 40%, possibly for months.

Plans should focus on maintaining essential services while also ensuring the safety of the workforce through implementation of pandemic mitigation strategies such as infection control.



Planning Assumptions

- ***Plan for the worst. Hope for the best.***
- Infection rate may exceed 25% of the affected population
- Mortality rates may be as high as 2 -3 % of those infected
- Workforce absenteeism may be 40% or higher
- A comprehensive strategy will require the involvement of all levels of government, private sector, non-governmental organizations and public
- Local health infrastructure and resources are fully committed to providing the necessary treatment and response



Planning Assumptions

- State and federal resources may be limited or unavailable to support local response in a widespread outbreak
- Non-pharmaceutical interventions will play a significant role in mitigating the impacts of the disease at the local level



Window of Opportunity to Plan

- General impact with recurring episodes
- Plan for 18 to 24 months of disruption
- Key strategies might include: **limited movement**, **reduced or stopped travel**, **social distancing**, or **alternate work locations**
- Rework business flow and financial processes
- How to support alternate worksites (tech, communications, policies)
- Your resource support may be compromised at all levels (facility, vendors, employees, management, outside services, deliveries, transportation, etc.)



Window of Opportunity to Plan

- Critical infrastructure impacted by lack of personnel and maintenance rather than physical damage
- Greater challenges in ensuring worker safety — potentially more severe consequences
- Plan now on “how” you will maintain integrity of facility security, equipment and **critical materials** (e.g. hazardous materials)
- Update **ALL** contact lists: employees, vendors, key partners



Dusting Off Your Plan

- Convene a working group that includes **all levels of your organization**
- Ensure “Essential Functions” identified in your plan are up to date
- Identify cross-training needs – aim for 4 deep
- Find out what your vendors continuity plans are
- Establish clear lines of authority and implement a command system



Dusting Off Your Plan

- Develop delegation of authority and lines of succession
- Consider alternate work arrangements and establish policies
- Discuss closing or consolidating service delivery locations, if necessary
- Develop ways to access plans from outside your facility



MAKING

LIVING

BETTER

Questions?

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