

Coronavirus: The view from China and Canada

April 8th, 2020

BOMA

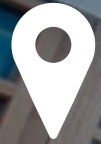
Canada





Please contact relevant public health authorities for medical/public health advice. Neither BOMA Canada nor the individuals presenting herein are providing such advice.





Welcome from BOMA Canada



Benjamin Shinewald
President and CEO
BOMA Canada





bomacanada.ca/coronavirus





COVID19 Back to Work Preparation for Commercial Buildings



Dominic Lau
Executive Director
BOMA China

广州越秀城建仲量联行物业服务有限公司



新型冠状病毒医疗卫生应急处置预案

广州国际金融中心
Guangzhou International Finance Center

2020年1月编制



COVID19 Back to Work Preparation for Commercial Buildings

Guangzhou International Finance Center





Guangzhou International Finance Center

Guangzhou International Finance Center is a 103-story, 438.6 m (1,439 ft) skyscraper, completed in 2010. Total office floor area is 2,692,000 sq. ft.

Daily occupants 7,000 and 1,800 visitors

01 Personnel

Emergency COVID19 taskforce to provide pandemic plan training to all personnel.

- Taskforce will review latest information on COVID19 status and condition, for material and resource allocation.
- All contract personnel must report their travel record and health declaration to their company. The company must provide this report to IFC management office 24 hours in advance for verification.
- All personnel must go through temperature check (max 37.2 C), disinfection procedure and wear proper PPE before each shift.



01 Personnel

Any person returned from Wuhan/Hubei must isolate for 14 days, and submit their health declaration and proof of health to IFC management for approval before resume work.

- 7 entrances will be opened and equipped with body temperature scanner
- All people entering the building are required to wear facemask and body temperature check.



①大厦首层大堂北门1#

② 国金天地负一层花城
汇通道口

③国金天地负一层北门



④友谊商店北门

⑤友谊商店西门 (西侧员工通道)

⑥ 1号车道 (卸货区)

⑦ 2号车道

01 Personnel

7 Entrances to IFC includes parking entrances - 3 main entrances are equipped with infrared temperature scanner to handle higher traffic volume, while other entrances are equipped with handheld temperature scanner for security.



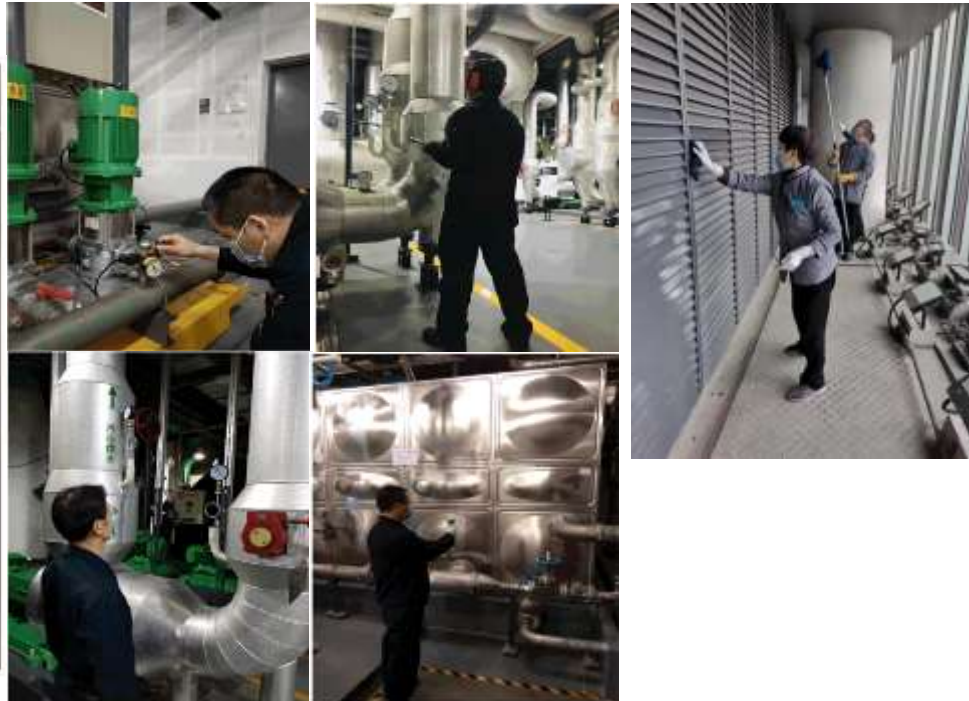
01 Personnel

- All entrances have disinfectant floor mat



02 HVAC

- ① Increase fresh air circulation 2X, and start ventilation system 2 hours early
- ② Disinfect ventilation system weekly
- ③ Additional ultraviolet disinfection equipment to ventilation system, and monitor IAQ continuously.
- ④ Make contingency plans in advance. As soon as there are suspected cases, immediately shut down the air-conditioning air cabinet, fresh air and exhaust valve, retain the toilet exhaust, start the fire exhaust fan, so that the floor can maintain negative pressure, to prevent the spread of viruses and germs. Lock the elevator button to this floor to prevent people from straying in.



03 Environment

Guangzhou IFC uses German import brand Depei wash 3000 multi-functional disinfection liquid, concentration is automatically dispensed through MSDS chemical dispenser.

- In addition to daily cleaning, building's public areas, restrooms, parking lots and other locations is disinfected every hour during office hour;
- Disinfection during peak hours - lobby front desk, security gates, escalator handrails, elevator lobbies and buttons, tearoom, garbage cans, nursing room, floor restrooms and other high-frequency contact points. Also disinfection spray will be applied twice daily in common area.
- During weekend and holiday, disinfection frequency will be adjusted to once every 2 hours, and the disinfection spray will be once a day.



03 Environment

- Health and safety message posting at front desk, elevator car, public area screen and other locations. Hand sanitizer are placed at the front desk and elevator hall.



- In addition, Guangzhou IFC provides customers with a free spray disinfection service.



03 Environment

- Used facemask disposal container is placed at entrances and elevator lobbies. The containers are disinfected twice daily. Used facemasks are collected and disinfected before disposal.



04 Elevator

- Keep the number of people per elevator to a maximum of 10

**05 Food and courier deliveries**

- Designated area for food and courier deliveries



IFC ventilation system

- **Fresh air and return air are separate vent, there is no return air circulation between floors to avoid cross contamination.**
- **VAV system filters and sterilizes - The air entering the building through G4 crude filtration, electrostatic dust removal, F7 medium filtration, dehumidification and other multiple processing, effective filtration diameter of about 0.08 microns of the coronavirus, 2.5 micron diameter sprigs of PM2.5 and diameter of more than 5 microns of droplets, and the use of photocatalytic devices to kill more than 90% of the virus and bacteria, before being sent to the customer unit.**

06 Tenant

In order to better serve the building occupants, IFC implemented online work resumption declaration, personal health declaration, "temporary access card" and other initiatives to ensure safety and orderly operation of buildings.

1、Tenant declaration

All tenant must complete the "business resumption" application for resumption of work, complete the company filing procedures required by authority.



06 Tenant

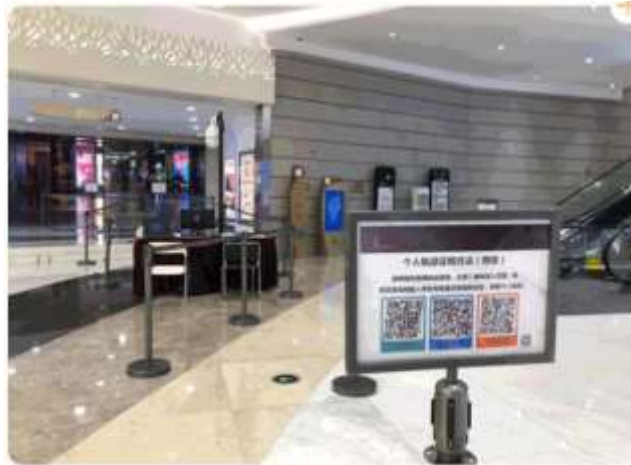
2、Personnel Health Control

- Guangzhou IFC asked tenant to urge all staff to provide 14 days of personal trajectory record, health declaration and daily body temperature check, the establishment of staff "one person one file" system.
- Employee will be issued a temporary access card to the building upon review of the trajectory and health declaration.
- For employees who are asymptomatic after 14-day home isolation, IFC requires approval and consent to resume work by the tenant company, at least one day in advance before returning to the building to resume work.



06 Tenant**3、 Visitor Control**

IFC strongly recommend the use of video conferencing, remote collaboration to reduce visitor traffic to the building. If necessary, visitors are required to provide health declaration and personal trajectory proof one day in advance, and to show to the front desk, check and register before entering the building.



07 Communication

● Personal protection during an outbreak

个人防护指南

01 出门前 上班要准备什么?

一次性医用口罩，75%酒精消毒液或免洗手液，护手霜（洗手液较多，仅供参考）



02 上班路上 通勤途中如何做?

疫情期间应避免乘坐公共交通工具，如必须乘坐，应佩戴口罩，保持社交距离，避免拥挤，下车后及时洗手，回家后进行消毒。

坐地铁公交要怎么做?

尽量选择人少的车厢，佩戴口罩，保持社交距离，避免拥挤，下车后及时洗手，回家后进行消毒。



坐出租车、网约车要怎么做?

建议选择网约车，上车后佩戴口罩，保持社交距离，下车后及时洗手，回家后进行消毒。



没有一次性手套等防护工具怎么办?

疫情期间应避免乘坐公共交通工具，如必须乘坐，应佩戴口罩，保持社交距离，避免拥挤，下车后及时洗手，回家后进行消毒。

在外不方便洗手，消毒湿巾、喷雾有用吗?

出门前应做好个人防护，勤洗手，保持社交距离，佩戴口罩，避免拥挤，下车后及时洗手，回家后进行消毒。

03 到办公室 进入办公楼 如何做?

进入办公楼前应接受体温检测，体温正常方可进入工作，第一时间佩戴口罩。



哪些是办公室高危区域?

电梯、楼梯间、会议室、茶水间、卫生间、公共区域等。



04 工作中 参加会议如何做?

会议中佩戴口罩，保持社交距离，避免拥挤，会议结束后及时洗手，回家后进行消毒。



传阅文件如何做?

传阅文件时应佩戴口罩，保持社交距离，避免拥挤，传阅结束后及时洗手，回家后进行消毒。



工作中与同事、外来人员接触，要紧吗?

工作中应避免与同事、外来人员密切接触，保持社交距离，佩戴口罩，避免拥挤，下班后及时洗手，回家后进行消毒。



05 吃饭时 怎么喝水吃饭?

吃饭时应佩戴口罩，保持社交距离，避免拥挤，吃饭结束后及时洗手，回家后进行消毒。



06 回到家 回家第一件事是什么?

回家后应立即佩戴口罩，保持社交距离，避免拥挤，回家后立即洗手，进行消毒。



如何给手机消毒?

使用75%酒精消毒液擦拭手机表面，或使用免洗手液消毒。

口罩什么时候要换?

口罩使用4-6小时后应更换，或出现潮湿、脏污、变形等情况时应立即更换。

口罩消毒后可重复使用吗?

普通口罩不可重复使用，医用口罩在符合使用条件的情况下可重复使用。

衣服、鞋包怎么处理?

衣服、鞋包应单独存放，避免与他人共用，回家后应及时清洗、消毒。

07 Communication

- Personal protection during an outbreak



07 Communication

- How to wash your hands ?



Thank you



Building Owners and Managers Association China
国际建筑业主与管理者协会 (中国)

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Website: www.bomachina.org

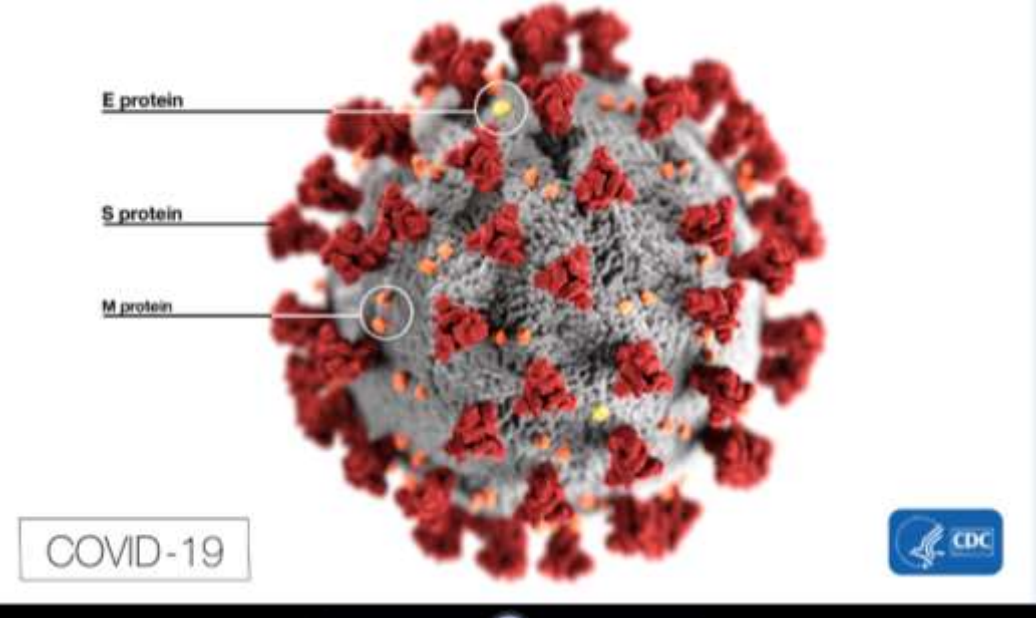
BOMA中国官方微信



COVID-19 in Canada



Susan Bazak
Emergency Manager
Bazak Consulting



COVID-19 in Canada

SITUATION REPORT FOR

COMMERCIAL REAL ESTATE: **APRIL 8, 2020**

“You’ve got to understand...
you don’t make the timeline,
the virus makes the timeline.”

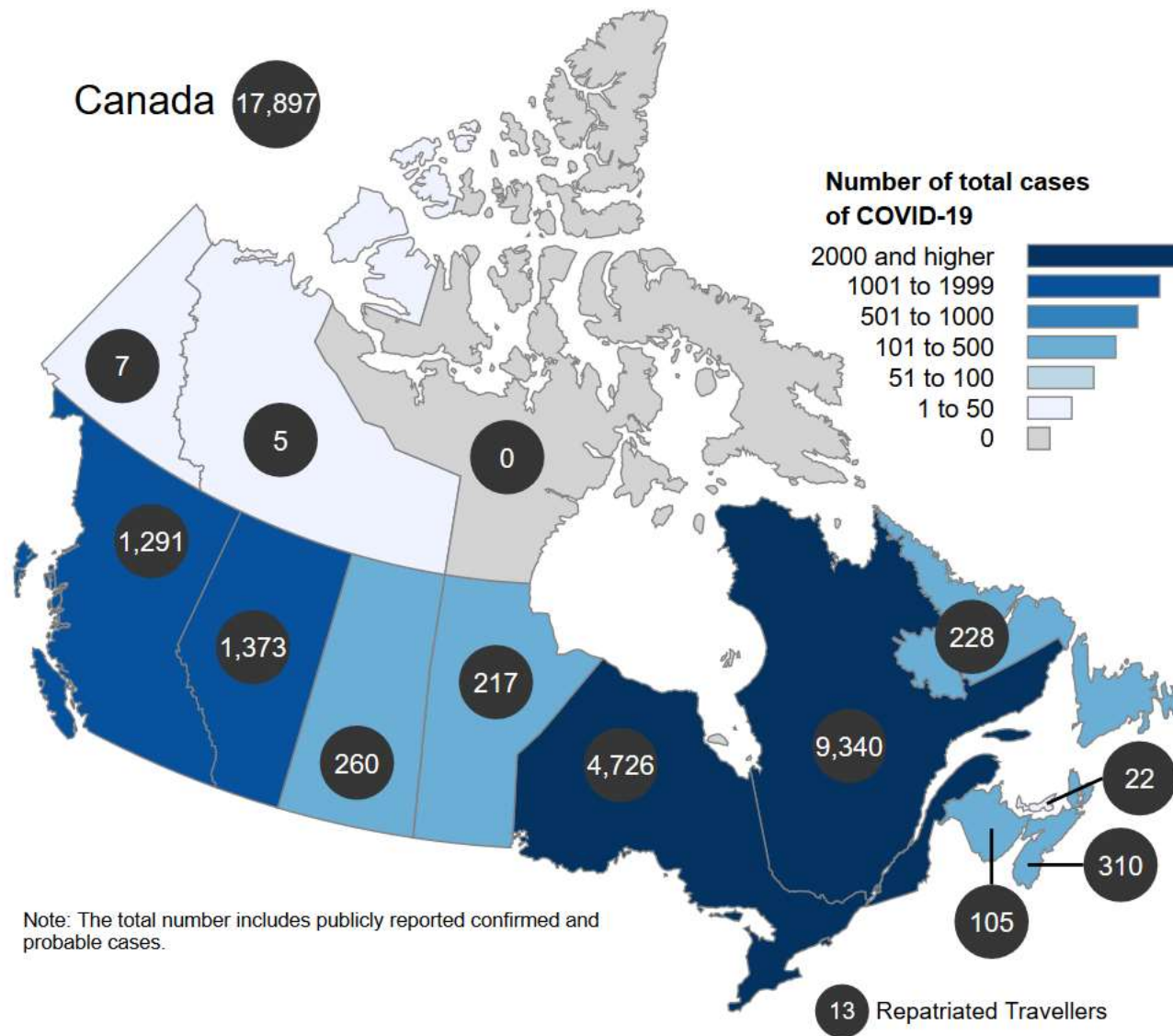
DR. ANTHONY FAUCI

HEAD, U.S. NATIONAL INSTITUTE OF ALLERGY AND INFECTIOUS DISEASES

HUFFPOST, MARCH 26, 2020

Overview

1. Current situation
2. Summary of what we know about COVID-19
3. Impacts, challenges, key concerns
4. Resources
5. Anticipating what's ahead



Note: The total number includes publicly reported confirmed and probable cases.

Total COVID-19 Cases in Canada as of April 8, 2020

Source: Health Canada. Number of COVID-19 Cases, April 8, 2020

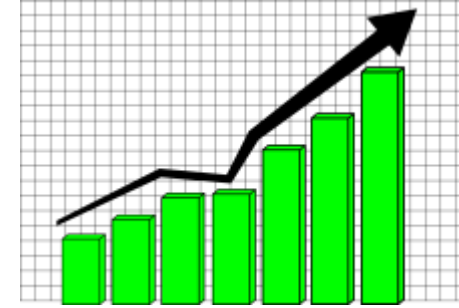
Compared to one week ago...



	April 1, 2020	April 8, 2020
Total confirmed cases in Canada	9,017	17,897
Total number of deaths in Canada	108	380

Source: Government of Canada. *Number of COVID-19 Cases, April 1 & 8, 2020*

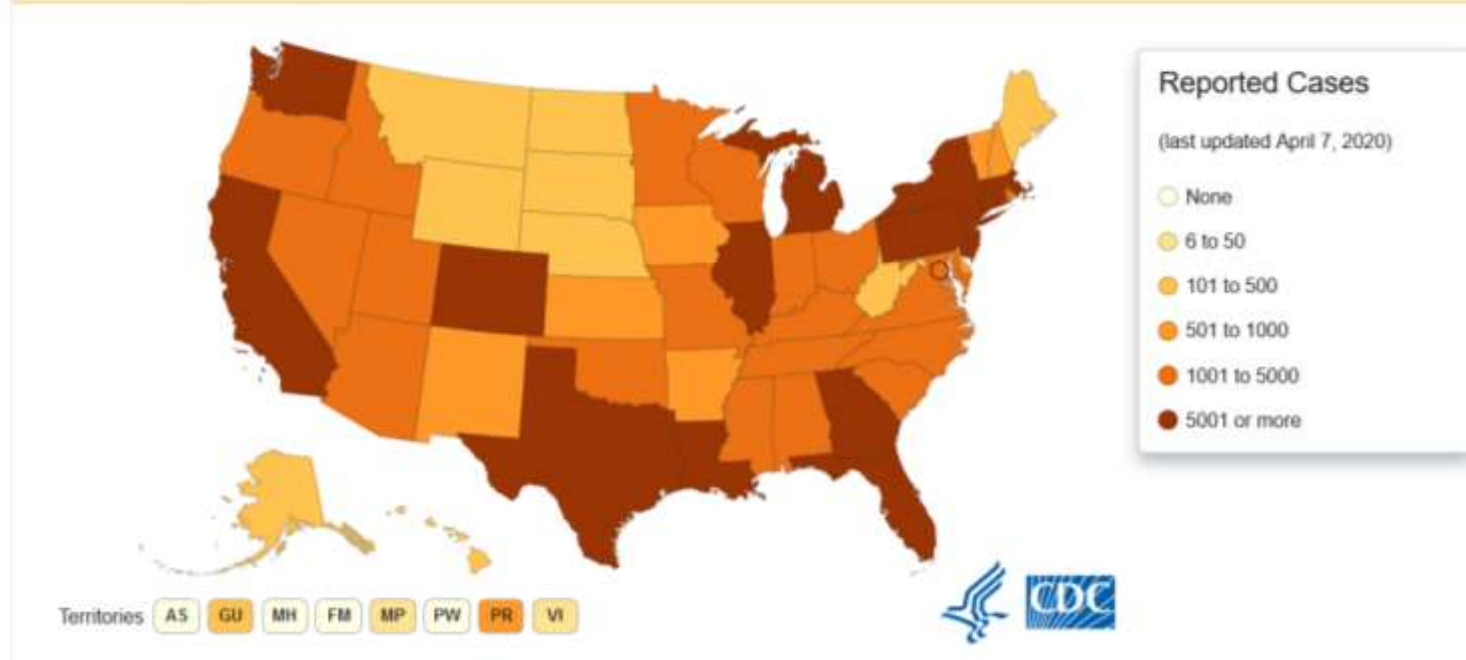
Model forecasting



- Ontario, British Columbia, Alberta and Quebec have revealed their best and worst case scenario modeling
- **Saskatchewan's** modeling expected later today
- **Ontario** expects that 1,600 people will die by the end of this month, with 80,000 cases
- **Alberta's** projections of 400 – 3,100 people dead by the end of summer; peak expected by mid-May
- **Quebec's** cases to peak mid month; projecting 1,263 – 8,860 deaths by end of this month
- **Premiers reiterate that these numbers can be reduced if people physically isolate**

What's happening in the U.S.

States Reporting Cases of COVID-19 to CDC*



The U.S. ranks #1 globally for number of Covid-19 cases

Total U.S. cases = 399,929

Total U.S. deaths = 12,064

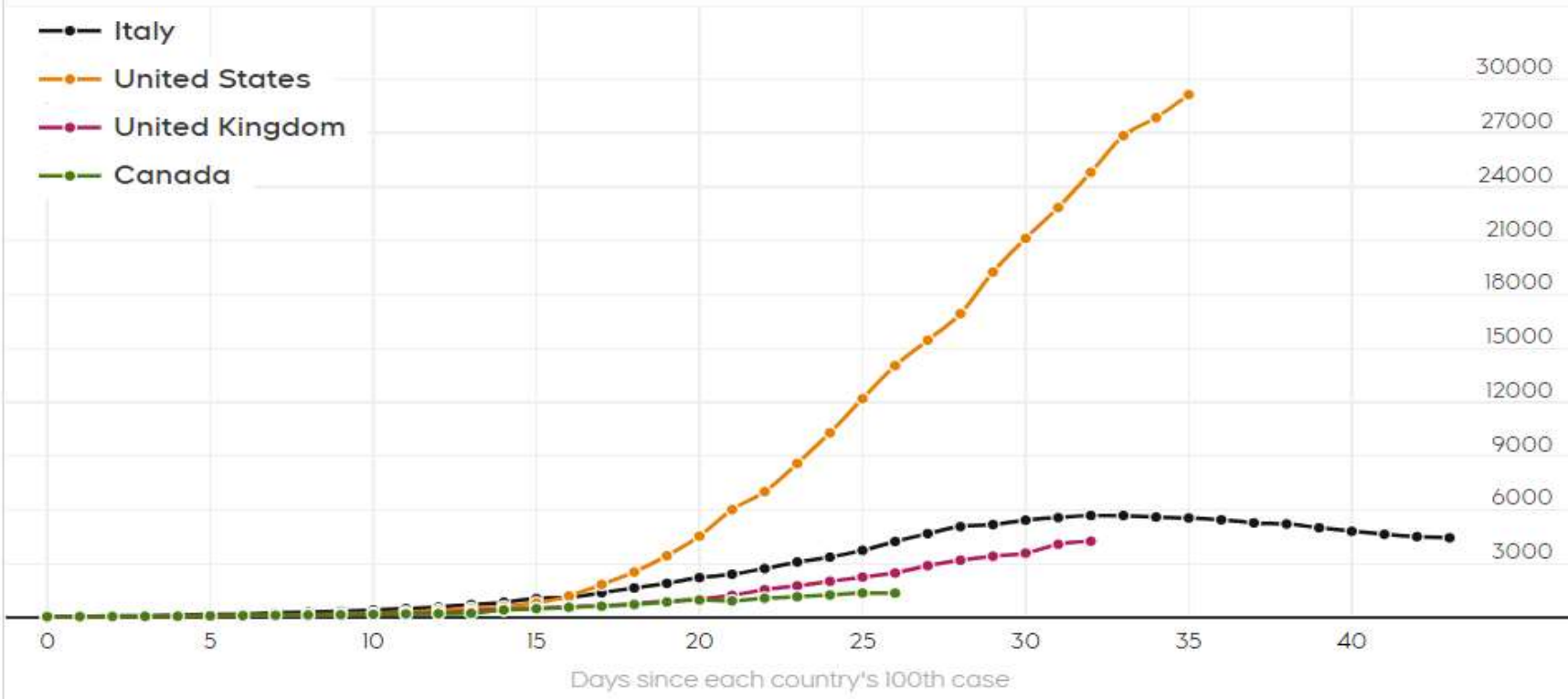
NYC cases = 140,386

deaths = 4,009

COVID-19 Cases (7-day average)

Cases Deaths Total Daily 7-Day

Italy
United States
United Kingdom
Canada



Choose countries

Italy United States United Kingdom Canada

Source: European Center for Disease Control and Prevention (ECDC) via Our World in Data



Source: CTV News, Plotting the trajectories of every country, April 6, 2020

What's happening around the world



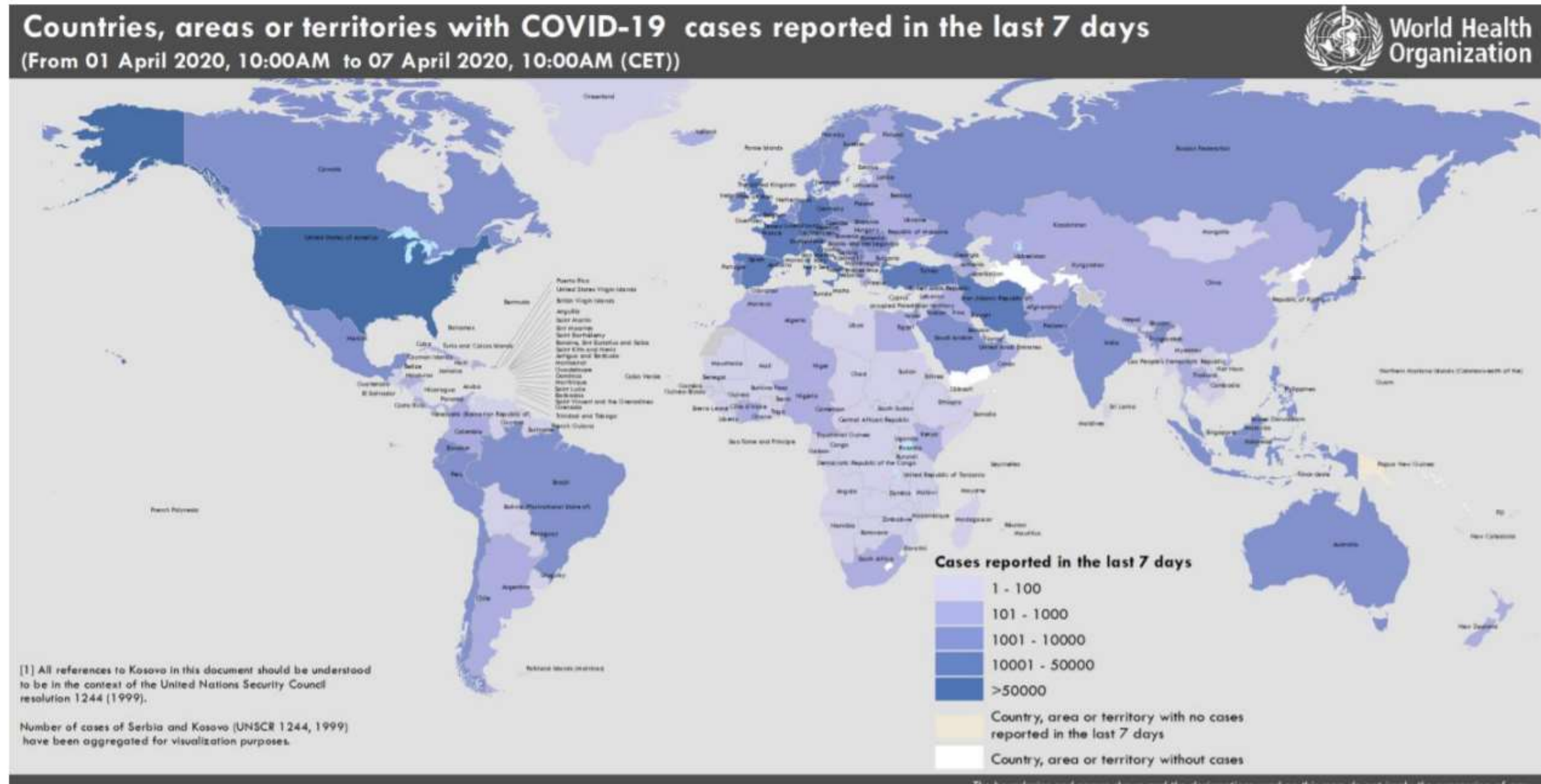
	April 1, 2020	April 8, 2020
Total global confirmed cases	883,225	1,446,242
Total global number of deaths	44,155	84,424

COUNTRIES WITH HIGHEST CASE #s

1. U.S. 399,929
2. Spain 146,690
3. Italy 135,586
4. France 110,070

*Source: John Hopkins University, Global Cases by the Center for Systems Science & Engineering, April 1 & 8, 2020

Figure 1. Countries, territories or areas with reported confirmed cases of COVID-19, 7 April 2020



Canada's pandemic planning approach

GOALS:

1. To minimize serious illness and overall deaths
2. To minimize societal disruption among Canadians.



HEALTH SECTOR OBJECTIVE:

Minimize serious illness and overall deaths through promotion of **individual** and **community** actions to reduce the spread of infection

Canada's pandemic planning approach

1. Containment
2. Preparedness
3. Mitigation



mit·i·ga·tion

/ˌmɪdəˈɡɑːʃ(ə)n/

noun

the action of reducing the severity, seriousness, or painfulness of something.

"the emphasis is on the identification and mitigation of pollution"

synonyms: [alleviation](#), [reduction](#), [diminution](#), lessening, easing, weakening, [lightening](#), assuagement, palliation, cushioning, dulling, [deadening](#); [More](#)



Translations, word origin and more definitions

From Oxford

[Feedback](#)

Canada's mitigation efforts

Individual Measures

- Physical distancing
- Hygiene
- Stay at home
- Go outside to exercise, if...
- Non-medical masks



Photo source: Health Canada, Considerations in the use of homemade masks to protect against COVID-19

Canada's mitigation efforts

Community Measures

- Non-essential workplaces further reduced this past week
- Restrictions on mass gatherings
- School & day care closures
- Travel and border restrictions



Epidemiology: Age distribution

Table 2. Age distribution of COVID-19 cases (n=8,880) in Canada, April 7, 2020, 11 am EDT

Age group (years)	Reported cases	Proportion of cases
≤ 19	391	4.4%
20-29	1,136	12.8%
30-39	1,335	15.0%
40-49	1,424	16.0%
50-59	1,704	19.2%
60-69	1,365	15.4%
70-79	789	8.9%
80+	736	8.3%

Gender

According to Health Canada, approximately half of reported cases (52%) are female

Source: Health Canada, Epidemiological Summary of COVID-19 Cases in Canada, April 7, 2020

Epidemiology: Symptoms

- Commonly reported symptoms include:
 - cough
 - headaches
 - weakness & fatigue
 - fever
 - muscle aches
- **WHO: virus can spread about 1-3 days before symptoms start**

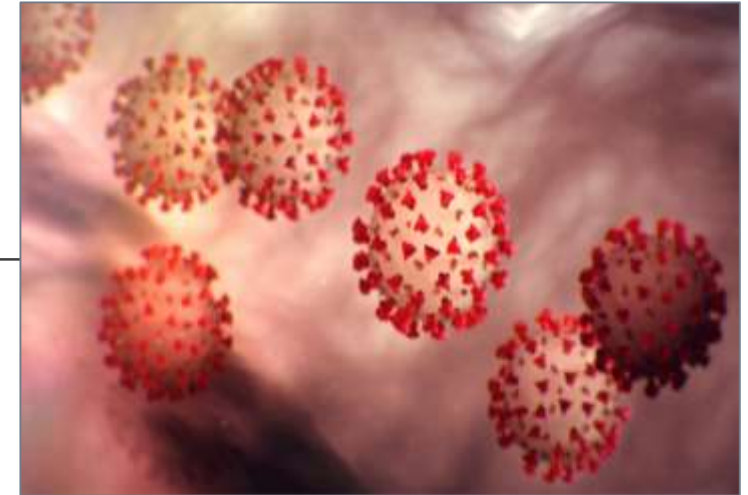
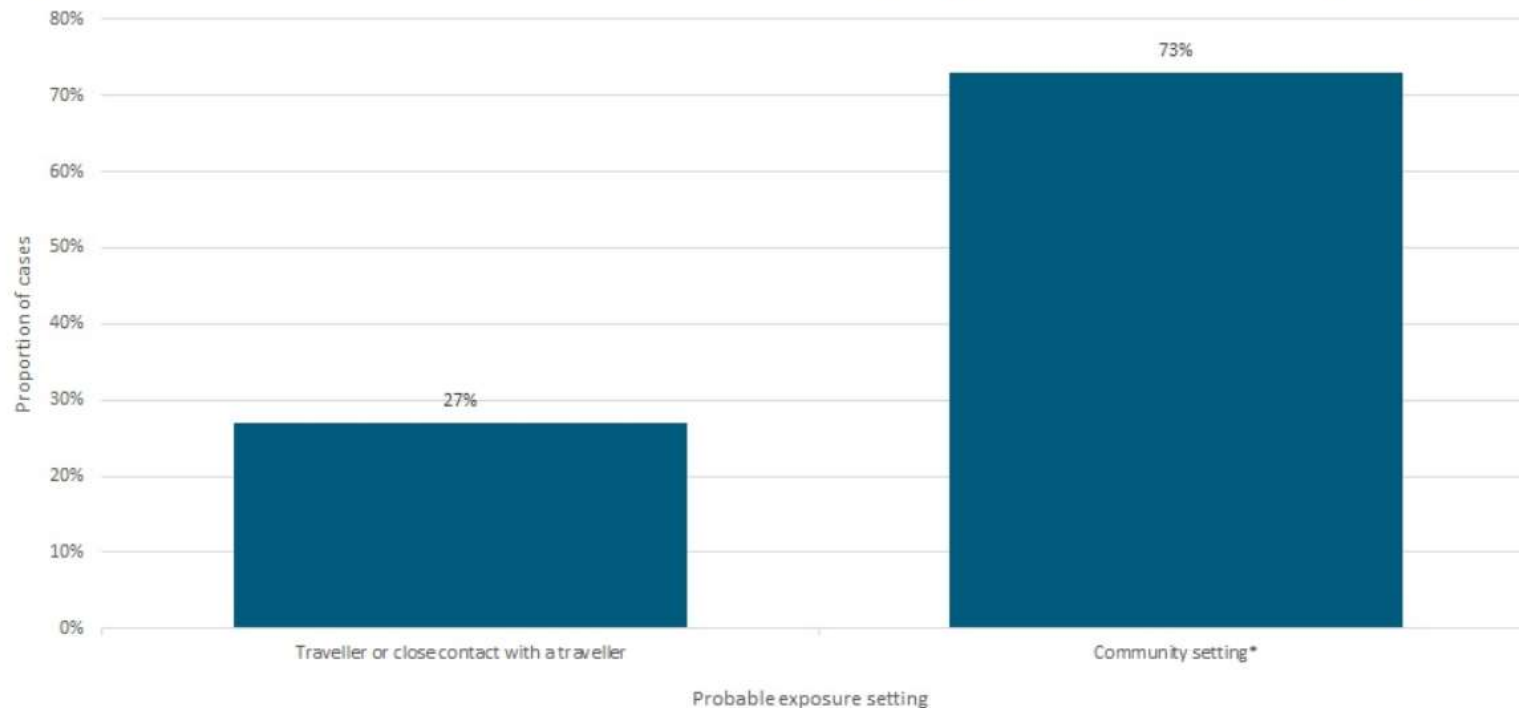


Photo: U.S. Dept. of Health & Human Services, *U.S. Government Covid-19 Response Plan*

Epidemiology: Exposure

Figure 3. Probable exposure setting of COVID-19 cases (n=9,261) in Canada as of April 7, 2020, 11 am EDT.



*Community setting is defined as a case that had no known contact with a travel-related case and had not travelled outside of Canada in the 14 days prior to illness onset.

Source: Health Canada, Epidemiological Summary of COVID-19 Cases in Canada, April 7, 2020

Impacts: Financial

Government of Canada's response

For Individuals:

- Canada Emergency Response Benefit (CERB)
 - announced Monday, April 5; almost 1 million Canadians have applied for CERB, as of April 7
 - since March 15, 3.67 million Canadians have applied for EI

For Businesses:

- Canada Emergency Wage Subsidy - 75 per cent wage subsidy to businesses that have lost 30% revenue
- Extended Work-Sharing Program - to help employers and employees avoid layoffs by sharing available work



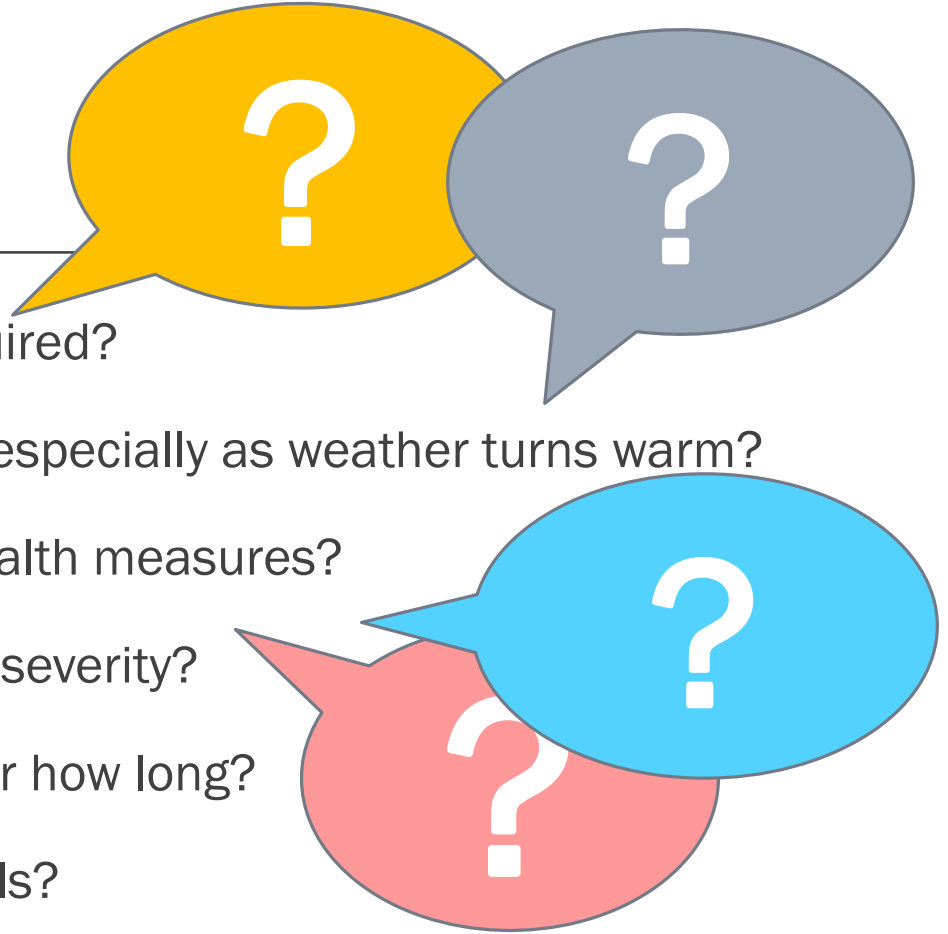
Health care system



- Covid-19 testing continues to be challenge – testing kit shortages
- Rapid blood tests (already being used elsewhere) are not yet approved in Canada
- Personal protective equipment (PPE) and ventilators – now produced in Canada
- Strain on Canada's health care system is expected at the peak of the pandemic; a system already under stress before Covid-19; ICU beds filling up

Known unknowns

- How long will strict physical distancing measures be required?
- Will the public cooperate with a lengthy shelter-in-place, especially as weather turns warm?
- How long can the economy withstand stringent public health measures?
- Will we indeed have multiple waves of the virus? At what severity?
- Will people who have had COVID-19 be immune? If so, for how long?
- When will a vaccine be available for the public? Anti-virals?
- What is the long-term strategy for Canada? What are the planning models Canada is using?



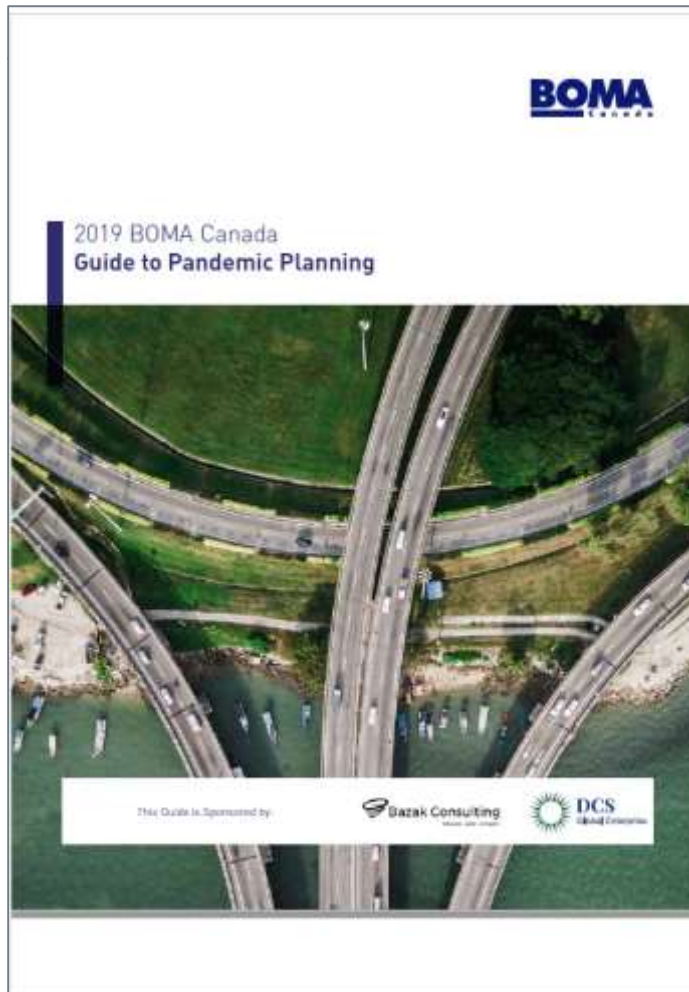
Critical business considerations

1. Protecting your stakeholders' health and safety
2. Communicating effectively
3. Ensuring essential business continues



Source: CDC, *Pandemic Flu Checklist: Workplace Administrators*

Resources



BOMA
CANADA

2019 BOMA Canada
Guide to Pandemic Planning

This Guide is Sponsored by:

- Bazak Consulting
- DCS
Risk Consulting



World Health Organization

19 March 2020

Getting your workplace ready for COVID-19

How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects, such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects, and then touching their eyes, nose, or mouth. If they are standing within 1 meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

This document gives advice on:

1. Simple ways to prevent the spread of COVID-19 in your workplace
2. How to manage COVID-19 risks when organizing meetings and events
3. Things to consider when you and your employees travel
4. Getting your workplace ready in case COVID-19 arrives in your community.

1. Simple ways to prevent the spread of COVID-19 in your workplace

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors, and employees.

Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate. These measures can reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces.

- Make sure your workplaces are clean and hygienic
 - Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
 - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads.

3



World Health Organization

Coping with stress during the 2019-nCoV outbreak

It is normal to feel sad, stressed, confused, scared or angry during a crisis.
Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

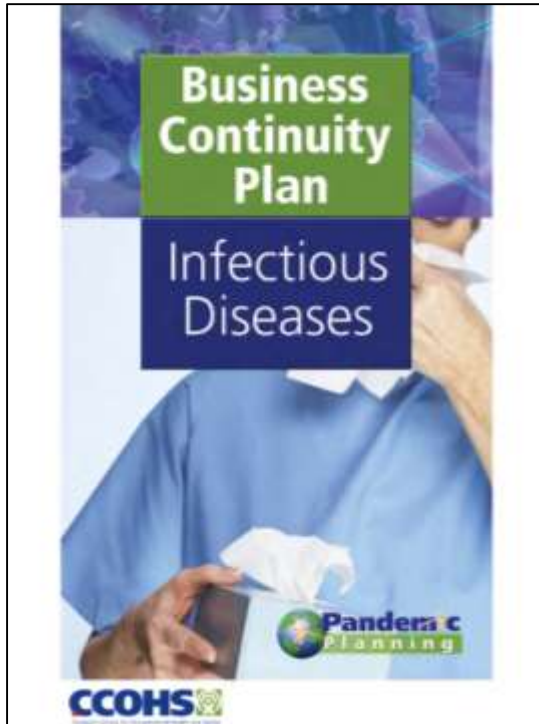
Don't use smoking, alcohol or other drugs to deal with your emotions.
If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

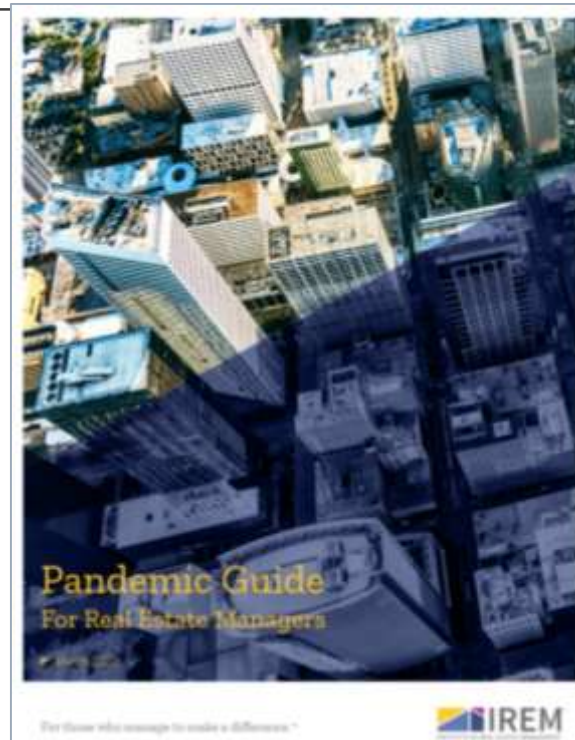
Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.

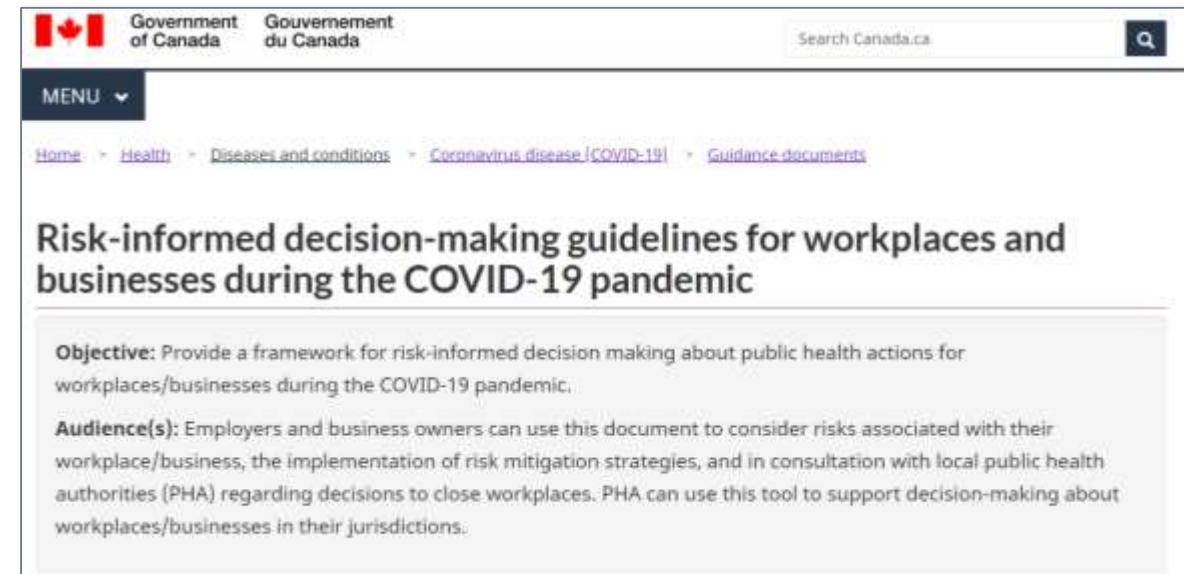
Resources



Canadian Centre for Occupational Health & Safety



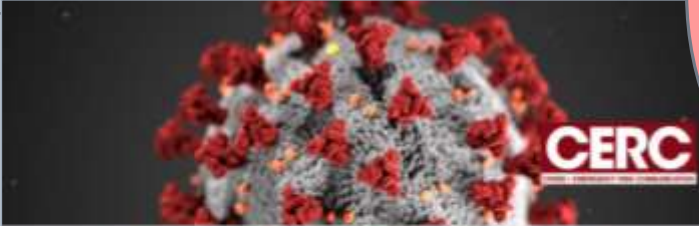
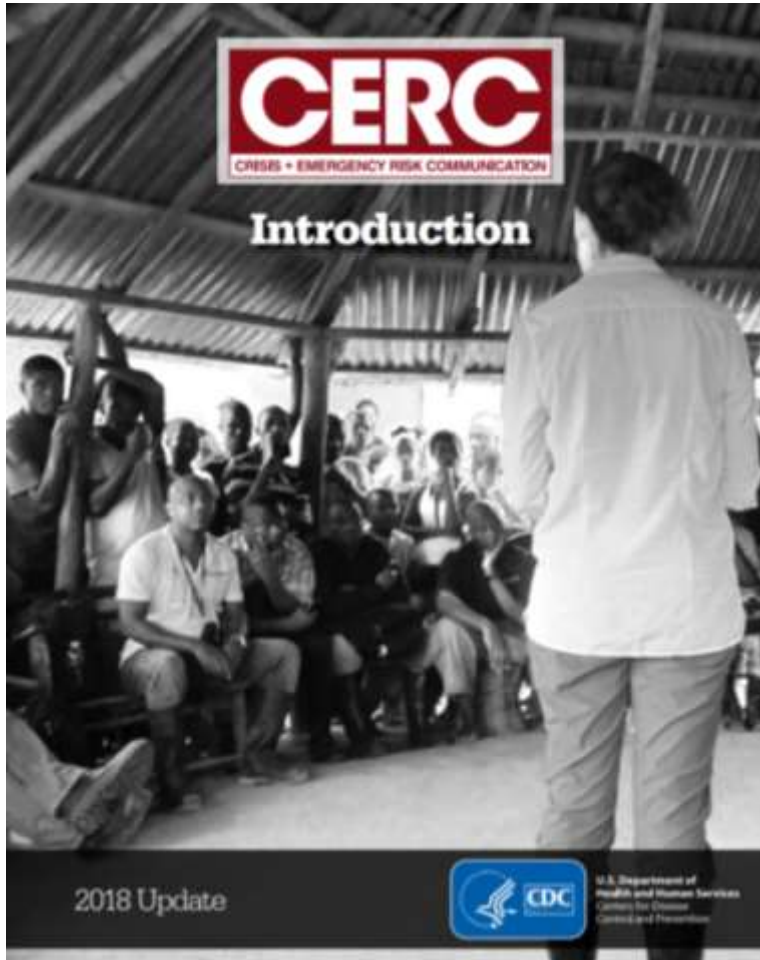
Institute for Real Estate Management



Government of Canada, *Risk-Informed decision-making guidelines for workplaces & businesses during the COVID-19 pandemic*


Resources

CDC, Crisis & Emergency Risk Communication




CERC in an Infectious Disease Outbreak

- Be First:** Quickly sharing information about a disease outbreak can help stop the spread of disease, and prevent and reduce illness and even death. People often remember the first information they hear in an emergency, so the first information they receive should come from health experts.
 - Even if the cause of the outbreak or specific disease is unknown, share facts that are available. This can help you stay ahead of possible rumors.
 - Share information about the signs and symptoms of disease, who is at risk, treatment and care options, and when to seek medical care.
- Be Right:** Accuracy establishes credibility. Information should include what is known, what is not known, and what is being done to fill in the information gaps.
 - Public health messages and medical guidance must complement each other. For example, public health officials should not widely encourage people to go to the doctors if doctors are turning people away and running out of medicine for critically ill people.
 - Always fact check with subject-matter experts. One incorrect message can cause harmful behaviors and may result in people losing trust in future messages.
- Be Credible:** Honesty, timeliness, and scientific evidence encourage the public to trust your information and guidance. Acknowledge when you do not have enough information to answer a question and then work with the appropriate experts to get an answer.
 - Do not make promises about anything that is not yet certain, such as distribution of vaccines or medications without confirmed availability.
 - Clinicians should be present at press or community events to answer medical questions.
- Express Empathy:** Disease outbreaks can cause fear and disrupt daily lives. Lesser-known or emerging diseases cause more uncertainty and anxiety. Acknowledging what people are feeling and their challenges shows that you are considering their perspectives when you give recommendations.
 - For example, during a telebriefing for the coronavirus disease 2019 response: "Being quarantined can be disruptive, frustrating, and feel scary. Especially when the reason for quarantine is exposure to a new disease for which there may be limited information."
- Promote Action:** In an infectious disease outbreak, public understanding of and action on disease prevention is key to stopping the spread.
 - Keep action messages simple, short, and easy to remember, like "lower your cough."
 - Promote action messages in different ways to make sure they reach those with disabilities, limited English proficiency, and varying access to information.
- Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport. Actively listen to the issues and solutions brought up by local communities and local leadership.
 - Acknowledge different cultural beliefs and practices about diseases, and work with communities to adapt behaviors and promote understanding.
 - Do not dismiss fears or concerns. Give people a chance to talk and ask questions.




Centers for Disease Control and Prevention
Office of Public Health Preparedness and Response

University of Minnesota, CIDRAP


 UNIVERSITY OF MINNESOTA

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 **COVID-19 Information for Employers, Business**

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General Resources
Industry Guidance
Respiratory Protection

General Resources

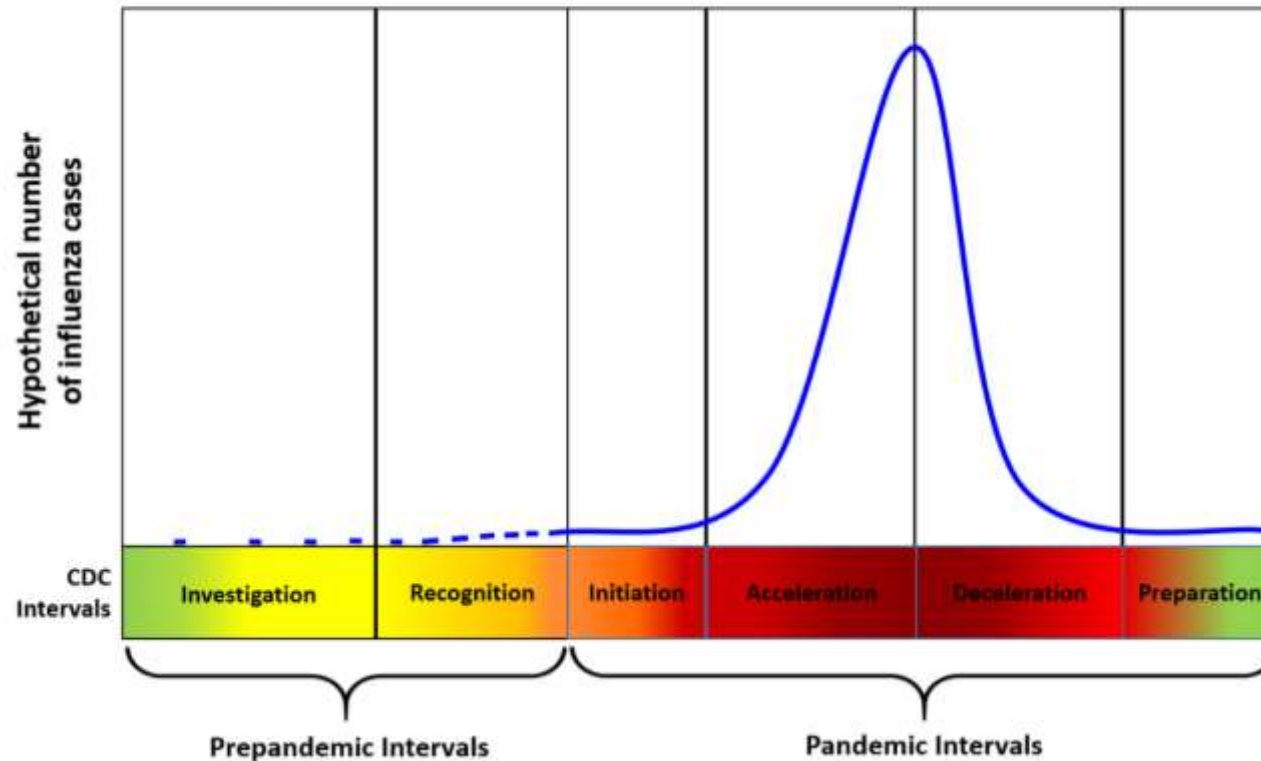
- [Pandemic preparedness resources \(CDC\)](#)

COVID-19 CONTENT

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What's ahead?

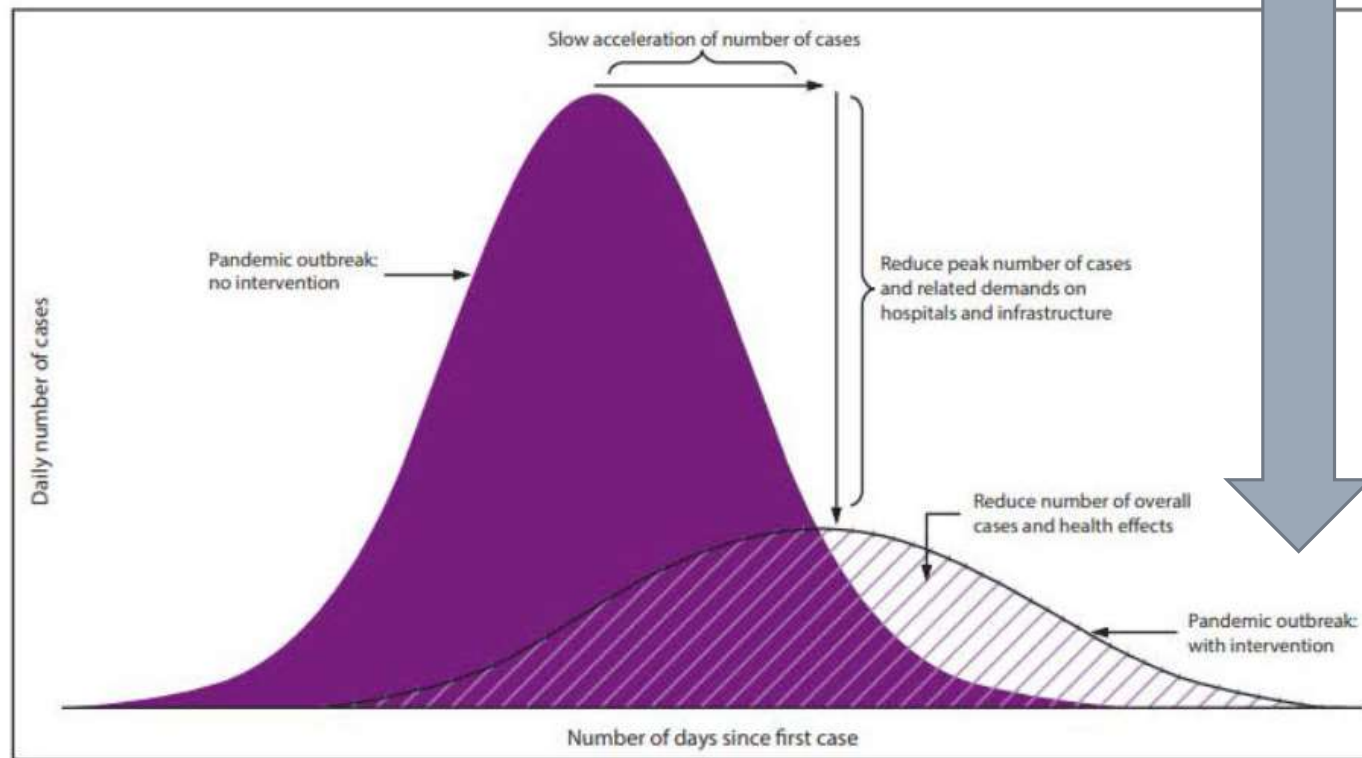
Figure 1. Preparedness and response framework for novel influenza A virus pandemics: CDC intervals



Source: CDC, *Pandemic Intervals Framework*

Our best possible future

Figure 1: Goal of Public Health Measures



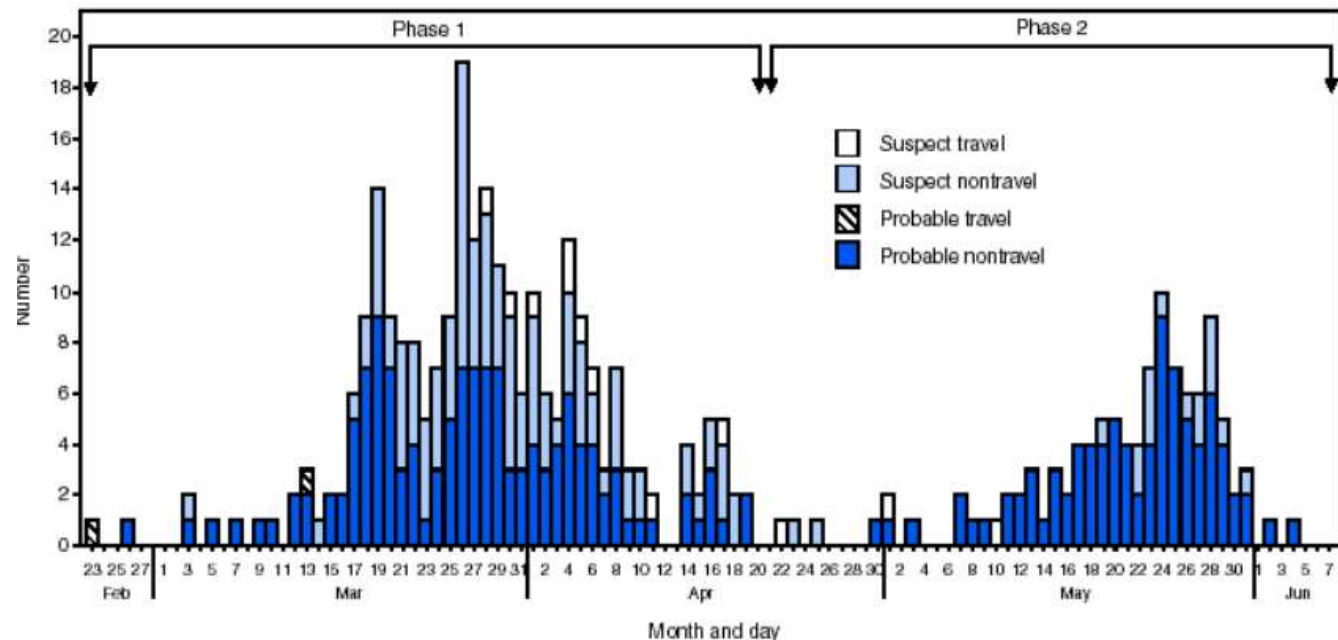
Source: Adapted from: CDC. Interim pre-pandemic planning guidance: community strategy for pandemic influenza mitigation in the United States—early, targeted, layered use of nonpharmaceutical interventions. Atlanta, GA: US Department of Health and Human Services, CDC; 2007. <https://stacks.cdc.gov/view/cdc/11425>.

Source: Health Canada,
*Community-based
measures to mitigate the
spread of Covid-19 in
Canada*, April 3, 2020

Subsequent waves

Expect and plan for subsequent waves, with varying severity levels

FIGURE 1. Number* of reported cases of severe acute respiratory syndrome, by classification and date of illness onset — Ontario, February 23–June 7, 2003

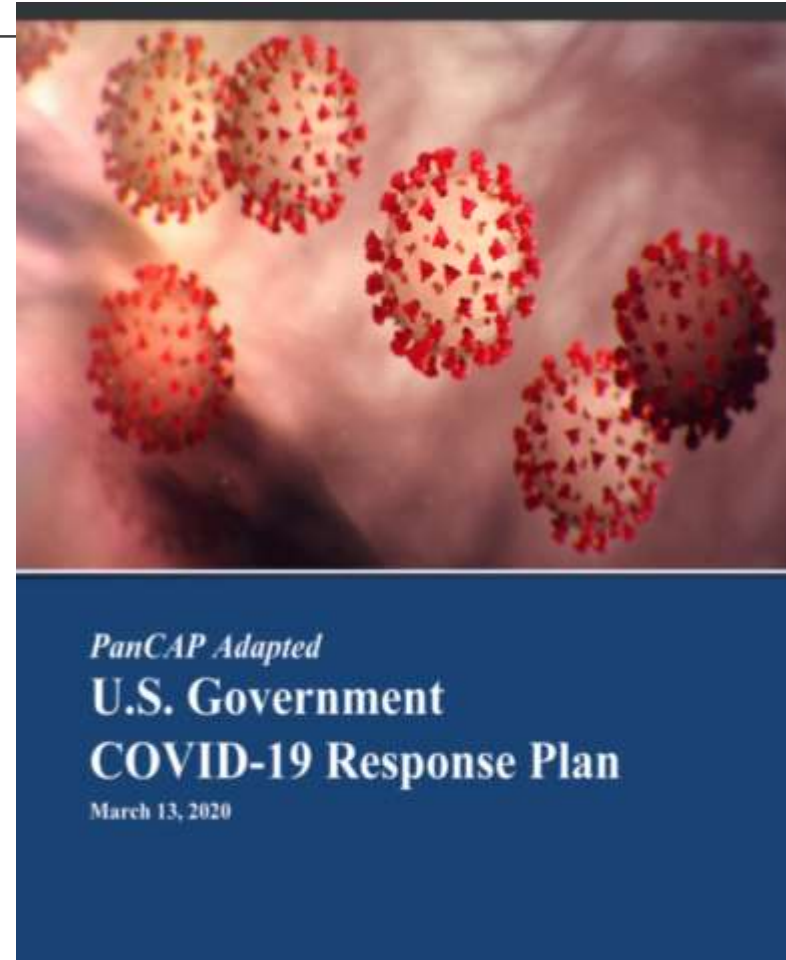


Source: CDC, MMWR Weekly, Update: Severe Acute Respiratory Syndrome Toronto, Canada, 2003

*N = 361.

U.S. Government Planning Assumptions

- Pandemic can last 18 months or longer
- Could include multiple waves of illness
- Supply chain and transportation impacts
- Will likely result in significant shortages for government, private sector, and individual consumers



This could take a while...



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Canadian Pandemic Influenza Preparedness: Planning Guidance for the Health Sector

August 2018

Planning assumption

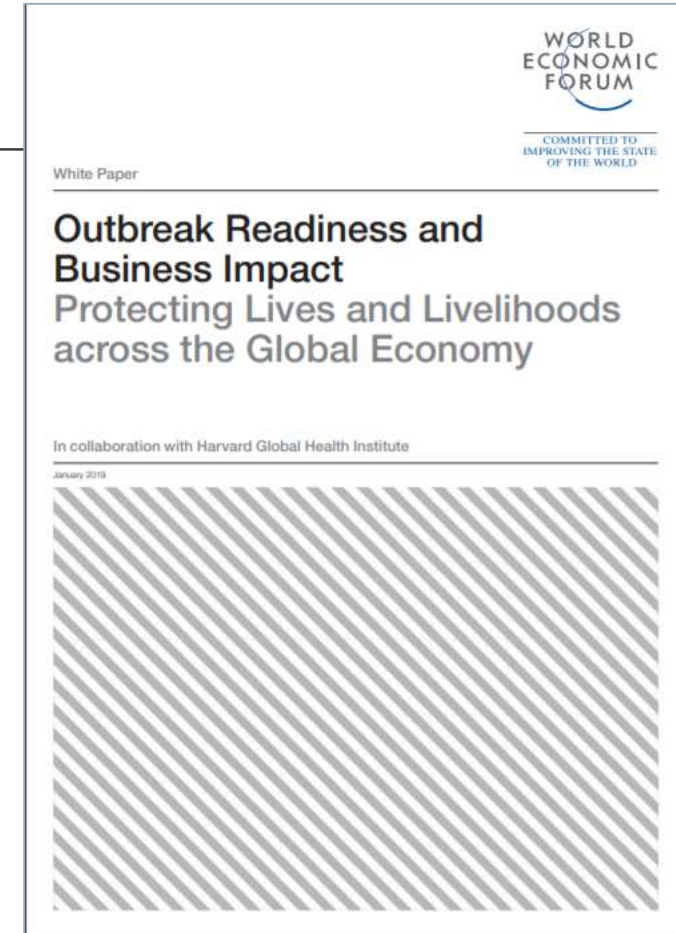
- Vaccine is expected to be available in time to have an impact on the overall pandemic but will not be available for the first wave

Vaccine development

- 15 pharmaceutical companies racing to develop a COVID-19 vaccine
- Previous coronavirus research (SARS, MERS) has laid the foundation; hoping this will enable faster development
- **Estimated availability within 18 months**

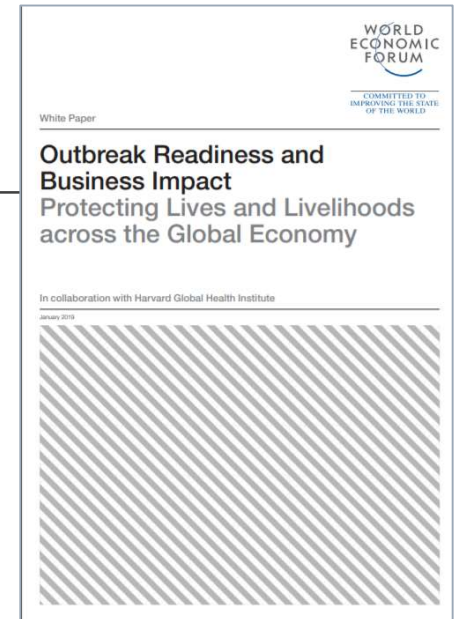
More to follow

- Expect to see **more infectious disease outbreaks** in future
- With increasing trade, travel, population density, human displacement, migration and deforestation, as well as climate change, a new era of the risk of epidemics has begun
- Frequency and diversity of disease outbreaks are expected to grow steadily as they have for past 30 years



Big picture implications

- We need to include the growing risk of infectious diseases in planning to reduce our exposure & improve our resilience
- We need to look for opportunities for enhanced public-private cooperation to strengthen global health security and mitigate the potentially devastating impacts of infectious disease, in both human and economic terms.



Planning Implications

Government Assumptions

- Pandemic can last 18 months or longer
- Could include multiple waves of illness
- Supply chain and transportation impacts
- COVID-19 outbreak will likely result in significant shortages for government, private sector, and individual consumers

Considerations for Business

- How can your business adapt to long-term?
- Need to plan staffing for round 2 of illness
- Have ongoing conversations with suppliers
- What is your plan to cope with expected shortages?

Thank you!

ARE YOU READY?



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