



Service Management Group, LLC PANDEMIC FLU – PREPAREDNESS PLAN

Pandemic flu is virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person.

Understanding how the flu is transmitted is the first step in trying to contain it. Transmission occurs mainly by:

- Person to person-where droplets from the coughing or sneezing of an infected person move through the air and make contact with the mouth or nose of another individual.
- Person to environmental surfaces-where droplets from the coughing or sneezing of an infected person make contact with surfaces (such as the tops of tables). The virus can be spread from those surfaces if a person touches them and then touches their mouth, nose or eyes prior to hand washing.
- Person to high touch areas-where an infected person sneezes into their hand and then touches a surface (such as a phone or door handle) prior to washing their hands.
- For the most effective transmission control there needs to be an understanding of expected behavior between Facility Management and their employees of each facility, in coordination with efforts from SMG trained technicians.
- Flu viruses as well as other germs can live 2 hours longer on hard environmental surfaces.
- Surfaces are likely to be touched much more frequently than they can be cleaned and disinfected. So it is imperative that employees:
 - Know where supplies for hand hygiene are located, they keep hands away from their face and are encouraged to hand wash frequently.
 - Keep their immediate work area disinfected.
 - Should be discouraged from using other employees' phones, desks, offices and equipment.
 - Have become familiar with the signs and symptoms of the flu.
 - Are instructed to report sickness of themselves or other individuals to the proper management.
 - Remain home and seek treatment in the event of suspected illness.
- The Center for Disease Control and Prevention (CDC) or the European Centre for Disease Prevention and Control (ECDC) provide detailed information concerning pandemic outbreaks as well as employer preparedness plans.





Corporate Headquarters
25 Controls Drive
Shelton, CT 06484

800.688.1707
www.SvcMgmt.com
info@SvcMgmt.com

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SMG has been researching the pandemic flu and has put together a response plan should an outbreak occur.

SMG utilized the research and recommendations of the following agencies:

- **CDC – Center for Disease Control and Prevention**
- **The U.S. Department of Health and Human Services – Pandemicflu.gov**
- **EPA – Department of Environmental Protection Agency**
- **OSHA – Occupational and Health Administration**



SMG Safety Committee is consistently researching these agencies to stay updated on the topic, so that we may answer questions and provide training on providing a safe environment.

In the event of an outbreak, it is the responsibility of Facility Management to assess and notify local and state authorities. Local and State authorities will notify the public of such events. It is recommended that qualified state and local personnel assess the affected facility prior to cleaning and disinfection. There should be a communication line already in place by Facility Management with these agencies.

SMG has in place a software program that allows for immediate communication between Facility Management and key SMG management personnel. Urgent messages can be sent directly to all key personnel informing them of a possible pandemic outbreak. SMG maintains a team of 10 trained technicians and five equipped vans for such purposes. Once the outbreak has been identified and contained, SMG can respond with their emergency response technicians.

Response teams have vehicles that are fully equipped with proper equipment, proper fungicidal and germicidal cleaning products and PPEs (Personal Protective Equipment). HEPA (High Efficiency Particulate Air) air cleaners, HEPA vacuums and hot water extractors are some of the equipment that is utilized in the cleanup process. SMG will work closely with the proper authorities to ensure that the environment is safe and permissible for use.

continued



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Once a Facility Management facility has been cleaned and disinfected, SMG staff will then maintain a “High Touch” cleaning plan. High touch areas include both common areas and individual work spaces and equipment.

High touch cleaning is defined as supplemental cleaning performed by SMG staff, of areas that employees typically come in contact with during normal business activities.

Cleaning will include wipe downs of surfaces and equipment with disinfecting rags and cleaners, as well as, disinfecting products directly on these surfaces.

High touch cleaning will occur in the following locations:

- Elevator lobbies
- Security stations
- Elevator cabs
- Workstations
- Offices
- Pantries
- Bathrooms
- Cafeteria tables
- Fitness center equipment



Dedicated teams from SMG will be assigned to address specific areas. Teams will seek to address these areas three times per day (morning, afternoon and night). Teams will be supplied with antiseptic cleaning products and sprays and would work systematically through the facility on an assigned round. Owners of private offices would be requested to provide access to cleaning teams during rounds. Teams would be notified of any office occupants that wish to schedule supervised cleaning. Supervised cleaning will be achieved either with the office occupant present or with a security escort.

The disposal of trash and all food items will be collected and disposed of by a qualified containment facility.

Direct communication between Facility Management and key SMG personnel is vital and will be maintained by utilizing our online software program. Specific areas of cleaning will be tracked and reported to both SMG and facility management so that the highest level of efficiency will be maintained. SMG will modify this plan and procedure based upon the level of outbreak or threat. SMG will rely on notification and information of authorized agencies to make that determination.

No fool-proof procedure yet exists that can stop or prevent the spread of the pandemic. An epidemic can be limited in scope with the help of local response agencies, and participation of all parties involved. Proactive steps can also be taken, such as regular and thorough cleaning that follows guidelines established by leading health agencies by a professional service provider such as SMG.