Coronavirus:
The view from China and Canada
April 8th, 2020
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
COVID19 Back to Work Preparation for Commercial Buildings

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

a. In addition to daily cleaning, building's public areas, restrooms, parking lots and other locations is disinfected every hour during office hour;

b. 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.

c. 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
- 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.
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.
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.
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
07 Communication

- Personal protection during an outbreak
● How to wash your hands?
Thank you
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
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...

<table>
<thead>
<tr>
<th></th>
<th>April 1, 2020</th>
<th>April 8, 2020</th>
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<tbody>
<tr>
<td>Total confirmed cases in Canada</td>
<td>9,017</td>
<td>17,897</td>
</tr>
<tr>
<td>Total number of deaths in Canada</td>
<td>108</td>
<td>380</td>
</tr>
</tbody>
</table>

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

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

Source: Centers for Disease Control & Prevention, Reported cases, April 8, 2020; John Hopkins University, April 8/20
COVID-19 Cases (7-day average)

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

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<tr>
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<th>April 8, 2020</th>
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</thead>
<tbody>
<tr>
<td>Total global confirmed cases</td>
<td>883,225</td>
<td>1,446,242</td>
</tr>
<tr>
<td>Total global number of deaths</td>
<td>44,155</td>
<td>84,424</td>
</tr>
</tbody>
</table>

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

Countries, areas or territories with COVID-19 cases reported in the last 7 days
(From 01 April 2020, 10:00AM to 07 April 2020, 10:00AM (CET))


Number of cases of Serbia and Kosovo (UNSCR 1244, 1999) have been aggregated for visualization purposes.

Cases reported in the last 7 days
1 - 100
101 - 1000
1001 - 10000
10001 - 50000
>50000
Country, area or territory with no cases reported in the last 7 days
Country, area or territory without cases
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
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>
<thead>
<tr>
<th>Age group (years)</th>
<th>Reported cases</th>
<th>Proportion of cases</th>
</tr>
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<tbody>
<tr>
<td>≤ 19</td>
<td>391</td>
<td>4.4%</td>
</tr>
<tr>
<td>20-29</td>
<td>1,136</td>
<td>12.8%</td>
</tr>
<tr>
<td>30-39</td>
<td>1,335</td>
<td>15.0%</td>
</tr>
<tr>
<td>40-49</td>
<td>1,424</td>
<td>16.0%</td>
</tr>
<tr>
<td>50-59</td>
<td>1,704</td>
<td>19.2%</td>
</tr>
<tr>
<td>60-69</td>
<td>1,365</td>
<td>15.4%</td>
</tr>
<tr>
<td>70-79</td>
<td>789</td>
<td>8.9%</td>
</tr>
<tr>
<td>80+</td>
<td>736</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

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

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

• Commonly reported symptoms include:
  o cough
  o headaches
  o weakness & fatigue
  o fever
  o muscle aches

• WHO: virus can spread about 1-3 days before symptoms start

Sources: Health Canada, Epidemiological Summary of COVID-19 Cases in Canada, April 7, 2020; WHO, April 6, 2020
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)
  o announced Monday, April 5; almost 1 million Canadians have applied for CERB, as of April 7
  o 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

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

1. Be First: Quick sharing of information about a disease outbreak can help stop the spread of disease and prevent and reduce illness and even death. People often require that key information is clear and accessible. Information should come from health experts.

   - Even if the cause of the outbreak or specific disease is unknown, share facts that are available. This will help you stay ahead of possible rumors.
   - If a specific cause is identified or a disease is not well understood, training staff and patients on disease prevention and care options, and when to seek medical care.

2. 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.

   - If evidence-based messages and medical guidance must complement each other, for example, public health officials should not easily encourage people to go to the doctor if doctors are turning people away and sorting out of medicine for them.
   - Always fact checks with subject matter experts. One incorrect message can cause harmful behaviors and may result in people being treated in future messages.

3. Be Credits: Honesty, timeliness, and scientific evidence encourage the public to trust your message. It is clear that many people do not have enough information to answer a question and then they reach out to 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.
   - Always provide an opportunity for people to ask questions, if possible, through your website or community events to answer medical questions.

4. Express Empathy: Disease outbreaks can cause fear and disrupt daily lives. Lesser-known or emerging diseases cause more uncertainty and anxiety. Acknowledging that people are feeling and sharing their negative emotions allows them to move forward with the information you provide for quarantine or exposure to a new disease for which there may be limited information.

   - For example, during a pandemic, the use of masks in public to prevent the transmission of COVID-19 was recommended. Currently, being powerless to prevent transmission is a daunting task. Knowing that people are doing everything they can to prevent transmission is key to keeping up with the science of the virus and the recommendations that will be made in the future.

5. 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 understand.
   - Promote action messages in different ways to make sure they reach those with disabilities, limited English proficiency, and varying access to information.

6. Sport Respect: Respectful communication is particularly important when people are vulnerable and resistant. Actively listen to the issues and solutions brought up by local communities and social media.

   - Acknowledge different cultural beliefs and practices about diseases, and work with community leaders to adapt messages and promote understanding.

   - Do not dismiss or ignore concerns. Give people a chance to talk and ask questions.
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: 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

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

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?

Bazak Consulting
learn, plan, prepare

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