



CORONAVIRUS (COVID-19) MEDICAL CONTINGENCY PLAN

**A step-by-step guide for managing
coronavirus concern on-site of your event**

Developed as a joint collaboration between HPN Global & Emergency Concierge International.

Medical treatment and evaluation should only be conducted by trained medical professionals. This plan is designed to provide information on identifying and minimizing potential risk, not to treat or evaluate potential patients. If at any point you feel uncomfortable with the situation immediately notify the appropriate authorities.

Remember, your personal safety is the number one priority.

Additionally, this plan is proprietary information created by Emergency Concierge International, LLC (ECI) specifically for use by the purchasing party. Any reproduction, adaptation, replication or plagiarism without the express written consent of ECI is strictly forbidden.

CORONAVIRUS (COVID-19) PREPARATION & RESPONSE ACTION LIST

1. Communicate Organizational Preparation to Attendees
2. Educate Self & Staff on Factual COVID-19 Information
3. Gather Local Resource Information
4. Discuss Response Strategy with Venue & Staff
5. Gather Necessary Supplies
6. Implement Mitigation Techniques
7. Monitor Crowd Health and Dynamics
8. Respond to Suspected Incidents
9. Manage Communications
10. Complete After-Action Review

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STEP 1: PREPARATION COMMUNICATION FOR ATTENDEES

It is important to put your attendees' minds at ease by informing them that you are taking steps to prepare for and respond to any suspected issues. A significant mistake you can make, from a crisis communication standpoint, is to be dismissive of attendee concerns. The goal here is to acknowledge and inform without further instigating any panic or concern.

SAMPLE COMMUNICATION...

Good Day (GROUP),

We have begun to receive questions regarding the coronavirus as it relates to our upcoming event. We expected these questions to come and have been focused on making sure that we have the appropriate pieces in place to make the event go off without issue or concern. We have been in communication with HPN Global and Emergency Concierge International (ECI) regarding this topic to ensure we are taking the proper steps to mitigate risk, prepare for and respond to any suspected issues. ECI is an all-hazards emergency consultant specializing in meetings and events.

We have worked with our partners to provide an on-site contingency plan specific to the current areas of concern. In addition, we are taking countless proactive steps to make sure that the spread of germs, in general, is significantly minimized. Coronavirus aside, we always want to focus on our attendees being happy and healthy. With that in mind, we ask, for the benefit of your fellow attendees, that you stay home if you are currently experiencing flu-like symptoms. Your contributions will certainly be missed but we feel it is better safe than sorry at this point.

We know that the information in the media can be scary, especially when you are about to embark on a trip. We can assure you that we are actively engaged in tracking this event, putting the necessary steps into place to promote a safe event and remain vigilant in safeguarding your well-being.

Sincerely,

(GROUP REPRESENTATIVE)

STEP 2: BACKGROUND INFORMATION

According to the CDC, there is an ongoing outbreak of respiratory illness that originated in Wuhan, China caused by a new type of coronavirus (SARS-CoV-2). There are a number of cases globally including the United States. On February 26th, the CDC confirmed a possible instance of 'community spread' in the United States meaning it was spread without known contact to someone from the affected region.

Coronaviruses are a large family of viruses, some causing respiratory illness in people. Signs and symptoms, similar to the common cold or the flu, include a runny nose, cough, sore throat, fever, and general feeling of being unwell. The current version of coronavirus is named COVID-19 both of which are often used interchangeably. According to the CDC, [The risk of getting the coronavirus disease 2019 is currently low](#) in the U.S. due in part to quick action from health authorities.

HOW IT SPREADS

- The virus spreads mainly through person-to-person contact
- The virus is also thought to spread through aerosolized droplets when an infected person coughs or sneezes.
- Additionally, the virus is expectedly able to be spread through contact with contaminated surfaces. This form of transmission requires the person to then touch their own nose, mouth and potentially eyes.

SYMPTOMS

Symptoms of the 2019 (COVID-19) range in severity from mild to severe and in some cases result in death. Often showing similar signs and symptoms to Influenza (Flu), coronavirus is primarily a respiratory illness.

Coronavirus (COVID-19)	Influenza (Flu)
<ul style="list-style-type: none">• fever*• cough• shortness of breath <p><i>*Fever may not be present in all cases</i></p>	<ul style="list-style-type: none">• fever* or feeling feverish/chills• cough• sore throat• runny or stuffy nose• muscle or body aches• headaches• fatigue (tiredness)• vomiting & diarrhea in some cases <p><i>*Fever may not be present in all cases</i></p>

TRAVEL GUIDANCE AS OF MARCH 1, 2020.

Check the CDC's website for the latest information.

CDC has issued the following travel guidance related to COVID-19:

- [China – Level 3, Avoid Nonessential Travel](#) – updated February 22;
- [Hong Kong – Level 1, Practice Usual Precautions](#) – issued February 19;
- [Iran – Level 3, Avoid Nonessential Travel](#) – updated February 28;
- [Italy – Level 3, Avoid Nonessential Travel](#) – updated February 28;
- [Japan – Level 2, Practice Enhanced Precautions](#) – updated February 22;
- [South Korea – Level 3, Avoid Nonessential Travel](#) – updated February 24.

PREVENTION AND TREATMENT

Currently no vaccine exists for prevention of coronavirus infection. The only known definitive prevention measure is avoidance of exposure. The CDC recommends the following general respiratory disease spread precautions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

No treatment for coronavirus currently exists. Treatment protocols for infected individuals focus on symptom management; fever reduction, hydration, and vital organ health management.

STIGMA & OVERREACTION

One of the biggest issues to be faced by meeting and event planners on-site is overreaction to individuals presenting with flu-like symptoms. The flu is very common, and although severe in many cases, is typically not life threatening to adults of average health. Unfortunately, in the current environment attendees presenting with flu-like symptoms may be ostracized by fellow attendees. Staff should consider requesting that attendees not feeling well not attend and offering refunds to attendees on-site who present with flu-like symptoms as the spread of the flu is also not a desirable event outcome.

Additionally, the potential exists for Asian individuals to be stigmatized due to overreactive attendees unfairly associating a population or nationality with a disease originating from that region. [Promoting the facts](#), not allowing intolerant environments and providing support for impacted individuals can all serve to alleviate potentially negative situations.

STEP 3: LOCAL RESOURCE INFORMATION

We recommend having an All-Hazards Emergency Operations Plan (EOP) for each event. The Medical Plan is the component in the EOP that provides the location and description of the available emergency medical services within a prescribed area of response to your event. (For more information on All-Hazards EOP development [CLICK HERE](#)).

Having this knowledge allows your team to make an informed decision with regards to appropriate facilities, treatment, and transportation. Information in the Medical Plan includes but is not limited to;

- Location/distance of local hospital(s)
- Level of care provided
 - Emergency Room, Burn Treatment Capabilities, Trauma Level
- 911 system (or international equivalent)
- First Responders
 - Fire, EMT, Paramedic
- Venue – On-site medical capabilities

At a minimum complete APPENDIX A (page 13) to establish baseline information for local resources and contact procedures.

STEP 4: DISCUSS RESPONSE STRATEGY WITH VENUE & STAFF

Either on-site, or prior to arrival, it is vital that response and evaluation procedures are coordinated with venue staff in the event of an attendee presenting with flu-like symptoms. If the venue is not providing on-site medical professionals, it is important to establish common notification practices to ensure everyone is on the same page.

If the venue is providing on-site medical professionals, while it is appropriate to defer patient treatment to a higher level of medical authority, it is crucial that staff are engaged in the process to remain aware of situation status, 'control the narrative' and better prepare for any potential fallout from the incident.

SAMPLE QUESTIONS TO ASK...

- How to notify each other of a potential issue?
- Who is going to take the lead on dealing with potential patients?
- Who will make notification to local emergency services where appropriate?
- How will we coordinate any crisis communication, both internally and externally in the unlikely event of an incident?

STEP 5: GATHER SUPPLIES

The following is a list of commonly utilized bodily substance isolation (BSI) personal protective equipment (PPE) used to help protect staff that may come into contact with a potentially infected attendee;

- Gloves (medical grade with body substance isolation)
- Masks (N95)
- Medical gowns
- Eye protection

Additionally, the following supplies can be used to attempt to minimize the overall risk of contamination and promote positive general hygiene and housekeeping procedures;

- Disposable disinfectant wipes
- Alcohol based hand sanitizer
- Record keeping supplies (for after-action reports)

STEP 6: IMPLEMENT MITIGATION TECHNIQUES

PRE-MITIGATION STEPS

- Good housekeeping with a focus on improving sanitation and cleanliness.
 - Frequent disinfection of highly touched places (elevator buttons, door handles, tabletops, etc.)
- Remind staff of the importance of good general hygiene to include thorough frequent hand washing, covering the nose and mouth when sneezing or coughing.
- Advise staff to reduce physical contact with guests.
- Remind staff to avoid touching their nose, mouth, or eyes without washing their hands.
- Stress to employees to stay home if they are not feeling well.
- Review Emergency Operations Plan and consider executing a tabletop exercise with staff to discuss worst case potential scenarios.
- Reduce attendee risk
 - Notify attendees that the venue has taken available control measures.
 - Educate attendees on how to report any issues through venue staff.
 - Provide hand sanitizing stations in high traffic areas and restrooms.
 - Provide mini-hand sanitizer and tissues at registration.

STEP 7: MONITOR CROWD HEALTH AND DYNAMICS

Pay close attention to overall attendee health and wellness without further inciting concern.

Items to watch for;

- Attendees eliciting signs of illness consistent with flu-like symptoms.
 - Consider offering a refund for attendee to leave event.
- General unsafe hygiene/housekeeping practices.
 - Coordinate with venue to enhance hygiene and housekeeping practices.
 - Consider requesting additional cleaning services/intervals from venue.

Additionally, agendas can be reviewed/modified to decrease personal contact amongst attendees.

Options include;

- Decrease or limit activities that entail personal contact.
 - Consider promoting a no handshake environment.
- Promote activities that get attendees outside or out of confined quarters.
 - Especially effective to accommodate increased cleaning intervals.
- Consider providing immune support products as a pro-active and positive approach to attendee health and wellness.

STEP 8: RESPOND TO SUSPECTED INCIDENTS

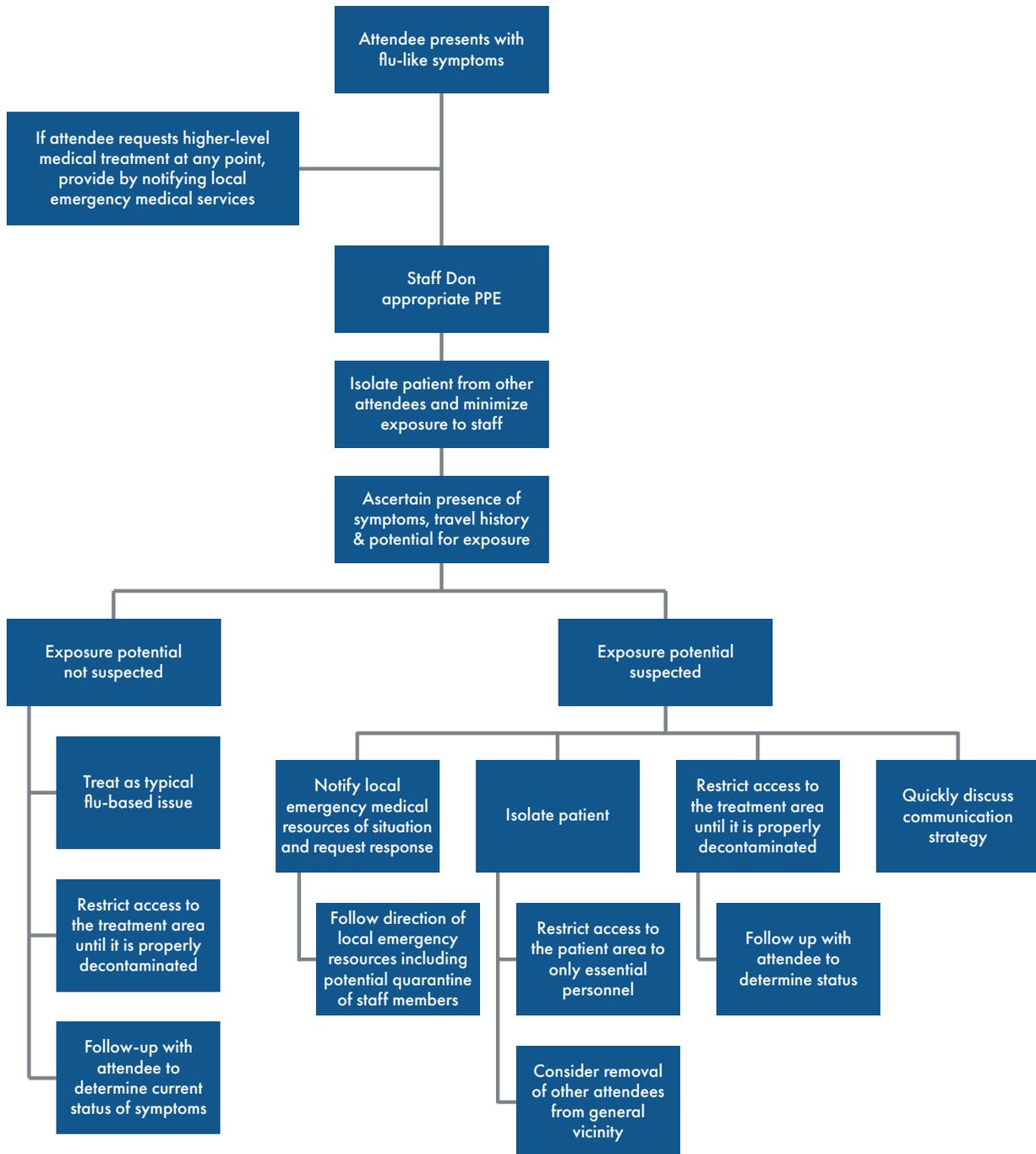
WHAT IF AN ATTENDEE SELF-IDENTIFIES WITH FLU-LIKE SYMPTOMS?

Regardless of suspected coronavirus infection all attendees presenting with flu-like symptoms should be treated the same until potential exposure risk is ruled out. If at any point an attendee requests a higher-level of medical evaluation accommodate accordingly, (typically by notifying local emergency medical services). And remember, your personal safety is always the NUMBER 1 PRIORITY!

- **Mask, Ask & Inform**
 - Ensure any staff interacting with the patient are wearing appropriate personal protective equipment (N95 mask, gloves, gown, eye protection).
 - Relocate the patient to an isolated location.
 - Minimize the number of staff/attendees that come into contact with the patient.
 - Put a N95 medical mask on the patient.
 - Ascertain whether or not the potential for exposure exists.
 - Has traveled to an affected region in the past 14 days
 - Has been in contact with someone who has traveled to an affected region or is currently under monitoring for suspected coronavirus in the past 14 days.
- If patients' answers **ARE** consistent with suspected exposure, or the patient thinks they have been exposed to the virus;
 - Immediately notify emergency medical services and advise them of potential exposure risk.
 - Continue to isolate patient and minimize the number of staff/attendees that come into contact with them.
 - Follow local emergency medical service direction regarding further isolation, decontamination and any other necessary steps.

- If patients' answers are **NOT** consistent with suspected exposure;
 - Recognize that coronavirus cannot be definitively ruled out.
 - Determine if patient requests additional medical evaluation and contact resources accordingly.
 - Suggest patient avoid other attendees for the duration of the event.
 - Remain in full personal protective equipment until done decontaminating area.
 - Decontaminate the area that the patient was evaluated.
 - Remove and dispose of all personal protective equipment.

RESPONSE FLOW CHART...



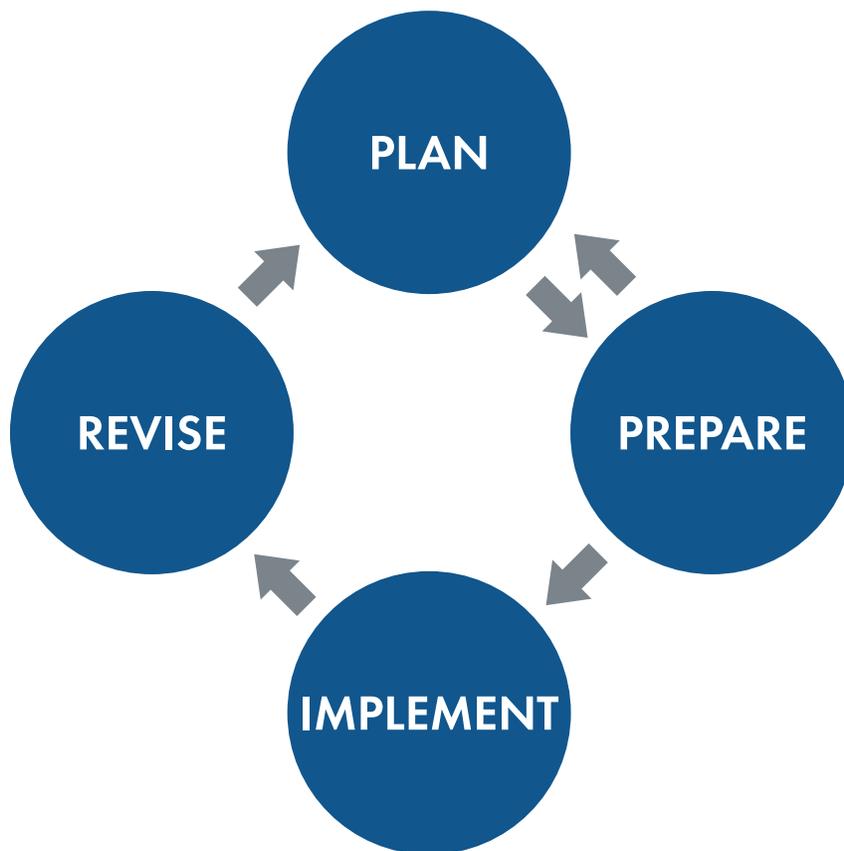
STEP 9: MANAGE COMMUNICATIONS

In the unlikely event of a confirmed case on-site of your event, 'controlling the narrative' e.g. social media, attendees, corporate, local news, is critical. Consider the following;

- Have a pre-established Crisis Communication Team identified (see APPENDIX A).
- Control the Narrative.
 - Advise staff to not post on social media or make any comments to the media.
- Determine what information (if any) is to be shared and on what platforms.
- Never share Personally Identifiable Patient Information.
- Collaborate with local emergency medical services on next steps.

CRISIS COMMUNICATION PLAN LIFE CYCLE

- PLAN:** Carefully determine the elements of the message to be delivered
- PREPARE:** Prepare the message, consider potential negative takeaways and revise, as needed, with the Plan.
- IMPLEMENT:** Deliver message.
- REVISE:** Revise further messaging strategy based on feedback and perception.



STEP 10: COMPLETE AFTER-ACTION REVIEW

Any incident, whether suspected or not, has great learning benefit to the staff and overall process. Any incident that is identified should be reviewed for best practices and areas for improvement. Staff should ask themselves, in a formal collaborative fashion;

- What occurred? (overall incident information)
- What steps were taken?
- Who was notified?
- Who was not notified that should have been?
- What did staff do well?
- What components of the process functioned well?
- What areas exist for improvement?

REAL-TIME SCENARIO BASED CONSULTATION

For information on meeting and event options contact HPN Global at info@hpnglobal.com or your HPN Global Associate.

If you are interested in scenario based, real-time consultation to assist with concerning situations or potential patients during your event [CLICK HERE](#). We are here to help!

The most important thing to remember throughout this process is to remain calm and strategically work the issue. Panic and overreaction will do nothing but complicate and worsen the situation.

**Remain calm,
Pull yourself together,
Manage your team,
Work the problem &
Never hesitate to ask for help.**

APPENDIX A

EMERGENCY CONTACT INFORMATION

Agency Name	Contact Number
In Case of Emergency...	
Venue Emergency Contact Name:	
Local Emergency Medical Services – Non-emergency	
Nearest Emergency Hospital Name:	
Address:	
Special Emergency Contact Instructions:	

CRISIS COMMUNICATION TEAM - CONTACT NUMBERS

Name	Contact Number



REFERENCES & RESOURCES

Centers for Disease Control and Prevention (CDC)
www.cdc.gov/coronavirus/2019-ncov/index.html

Arizona Department of Health Services (AZDHS)
azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology

International Association of Fire Fighters
www.iaff.org/coronavirus/

National Association of EMS Physicians (NAEMSP)
naemsp.org/home/news/ems-considerations-for-coronavirus/

National Highway Traffic Safety Administration (NHTSA): Office of EMS
www.ems.gov