



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

March 9, 2020

MEMORANDUM:

TO: Providers/Vendors/Contractors

FROM: Joseph Campos
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SUBJECT: COVID-19 – Plan and Prepare

To prepare for possible community transmission of the Novel Coronavirus Disease 2019 (COVID-19), the most important thing for Providers to do now is plan and prepare. As the global outbreak evolves, Providers should prepare for the possibility of community-level outbreaks.

Providers can take steps to help stop or slow the spread of respiratory infectious diseases, including COVID-19:

- Review, update and implement emergency operations plans. Focus on the components, or annexes, of the plans that address infectious disease outbreaks.
 - Ensure the plan includes strategies to reduce the spread of a wide variety of infectious diseases (e.g., seasonal flu, chicken pox, HIV). Effective strategies build on everyday policies and procedures.
 - Ensure the plan emphasizes common-sense preventative actions for clients and staff. For example, emphasize actions such as appropriately covering coughs and sneezes; cleaning frequently touched surfaces; and washing hands often.
- Ensure handwashing strategies include washing with soap and water for at least 20 seconds or using a hand sanitizer that contains at least 60% alcohol, if soap and water is not available.
- Perform routine environmental cleaning.
 - Routinely clean frequently touched surfaces (e.g., doorknobs, light switches, countertops) with cleaners typically used. Use all cleaning products according to the directions on the label.

- Provide disposable wipes, when practical, so that commonly used surfaces (e.g., keyboards, desks, remote controls) can be wiped down by clients and staff before each use.

Available resources:

- CDC has interim guidance for Businesses and Employers to plan and respond to COVID-19, which can be found at the following link:
https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html

Information about COVID-19 can be found at the following links:

- For health information and updates:
 - Hawaii Department of Health: <https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>
 - Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- For emergency response information:
 - Federal Emergency Management Agency (FEMA): <https://www.fema.gov/>
 - Hawaii Emergency Management Agency (HIEMA): <https://dod.hawaii.gov/hiema/>