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INTELLIGENT CROWD SOLUTIONS

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# Agenda


- Covid-19: The Current Threat Level
- Top Eight Things To Address Now
- Personal and Family Preparedness
- Next Steps

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# CoronaVirus 2019 (COVID-19)

- Large family of viruses that are common in many different species of animals such as camels, cattle, cats and bats.
- Causes most of the common colds in Humans
- Most likely came from bats. Studies show it to be 96% similar to a bat strain on corona virus. Need an intermediate host:



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## Seven Types of Coronaviruses That Affect Humans

- ❖ Human Coronavirus 229E
  - ❖ Human Coronavirus NL63
  - ❖ Human Coronavirus OC43
  - ❖ Human Coronavirus HKU1
  - Severe Acute Respiratory Syndrome SARS-CoV (2002)
    - 37 countries, 8,096 cases reported, 774 deaths (9.5%)
  - Middle Eastern Respiratory Syndrome MERS-CoV (2012-present)
    - 26 countries, 2,494 cases, 858 deaths (34%)
  - Severe Acute Respiratory Syndrome SARS-CoV-2 virus
    - 94,250 confirmed cases in 70+ countries and ships, 3,214 deaths
- For comparison: Influenza = 0.1% - 0.5%, Pandemic 1918 had 2% mortality

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## Current Threat Status

- Dec 2019 – cluster of sick patients with respiratory illness in Wuhan City, Hubei Province, China was detected
- Initially most patients had a link to the Wuhan seafood and live animal market



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## Current Threat Status

- Few weeks later in January, many people did not have a link to animal market and Person-to-Person spread confirmed
- 96% similar to a Bat coronavirus but lacking specific mechanisms to infect humans. Must be animal intermediate host (pangolin?)



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## Current Threat Status The SARS CoV-2 virus

- Incubation up to 14 days, usually 5-7 days
- Spread:
  - Between people who are close to each other (within 6 feet)
    - Via respiratory droplets when sick person sneezes or coughs
  - From contact with infected surfaces and then touching mouth, nose or eyes
    - one study, college students touched face 23x/hour
  - Mostly when person is sickest, but can be prior to symptoms
  - Spreads easily and sustainably ( $R_0 = \sim 2$ )
  - Mortality rate: calculated 3.4%, likely 2% or lower



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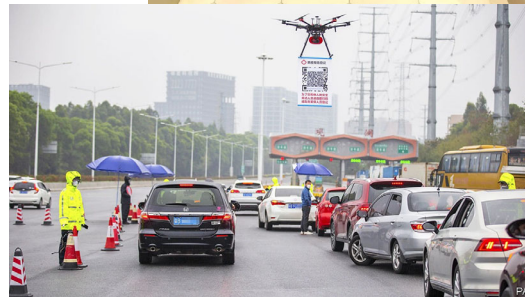
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## Current Statistics (as of 3/4)

- Cases (80+ countries, all continents except Antarctica)
  - 94,250 cases worldwide
  - 80,270 in China
  - 5,621 in South Korea
  - 2,922 Iran
  - 2,502 Italy
  - 706 Others
  - 304 Japan
  - 244 Germany
  - 212 France
  - 193 Spain
  - 128 USA



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## Current Statistics (as of 3/4)

- Deaths
  - 3,214 deaths worldwide
  - 2,981 in China
  - 92 Iran
  - 79 Italy
  - 28 South Korea
  - 9 USA
  - 6 Japan
  - 6 Diamond Princess Cruise Ship
  - 2 Hong Kong
  - 4France

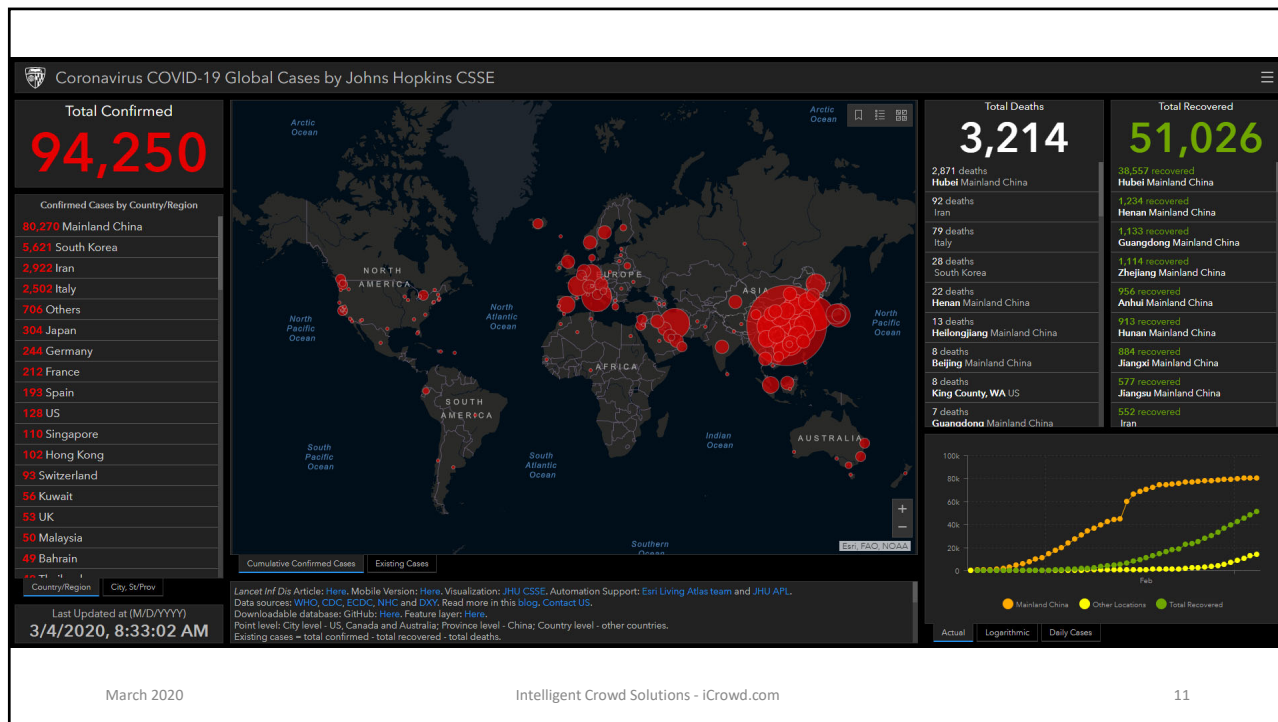
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# Global Situation

- Risk Assessment
  - Virus causes illness resulting in death (Pandemic criterion 1)
  - Virus shows sustained Person-to-Person spread (Pandemic criterion 2)
  - Has worldwide spread (60+ countries) (Pandemic criterion 3) – WHO not declared Pandemic yet
  - No vaccine or treatment medications available
  - Friday WHO raised global threat to “Very High”

**Signpost:** Epidemic / Pandemic

**Footer:** March 2020 | Intelligent Crowd Solutions - iCrowd.com | Slide 12

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NEWS MAPS MARCH 2, 2020 7:06 AM / UPDATED 4 HOURS AGO

**Paris book fair canceled due to coronavirus outbreak**

**Automotive News**  
HOME NEWS OPINION DATA CENTER VIDEO EVENTS & AWARDS JOBS CONTENT STUDIO

**Ford, UAW ban nonessential air travel as coronavirus spreads**  
MICHAEL MARTINEZ

TWITTER SHARE IN SHARE EMAIL PRINT

**Tokyo Marathon Canceled Over Coronavirus Fears; Belmont Woman's World Majors Quest On Hold**


**Facebook cancels global marketing conference due to the coronavirus outbreak**  
There were 4,000 people expected to attend  
By [Julie Perini](#) | [@jperini](#) | Feb 14, 2020, 7:49pm EST

**Facebook backs out of SXSW over coronavirus fears**  
By [FRANK WERTSCH](#), CNN Business  
Updated 5:47 PM ET, Mon March 2, 2020

SCIENCE TECH DEEP


**Twitter pulls out of SXSW conference over coronavirus concerns**  
CEO Jack Dorsey won't headline show after company suspends noncritical employee travel

**Paris' famed Louvre Museum is closed as France deals with at least 100 cases of novel coronavirus**  
By [Holly Yan](#), CNN  
Updated 2:42 PM ET, Sun March 1, 2020



More from CNN  
Trend of 'Lies Day' 1900s...  
Coronavirus case spread on a Monday? Not on...  
Taurus is expected to visit the CDC and WHO this week...  
**Hertz**  
Our best fleet ever has a new pace car.

**APS MARCH MEETING 2020**  
HOME REGISTRATION PROGRAM TRAVEL SERVICES EXHIBITS



**The 2020 APS March Meeting is Canceled**  
Due to rapidly escalating health concerns relating to the spread of the coronavirus disease (COVID-19), the 2020 APS March Meeting in Denver, CO, has been canceled.  
[Learn More](#)

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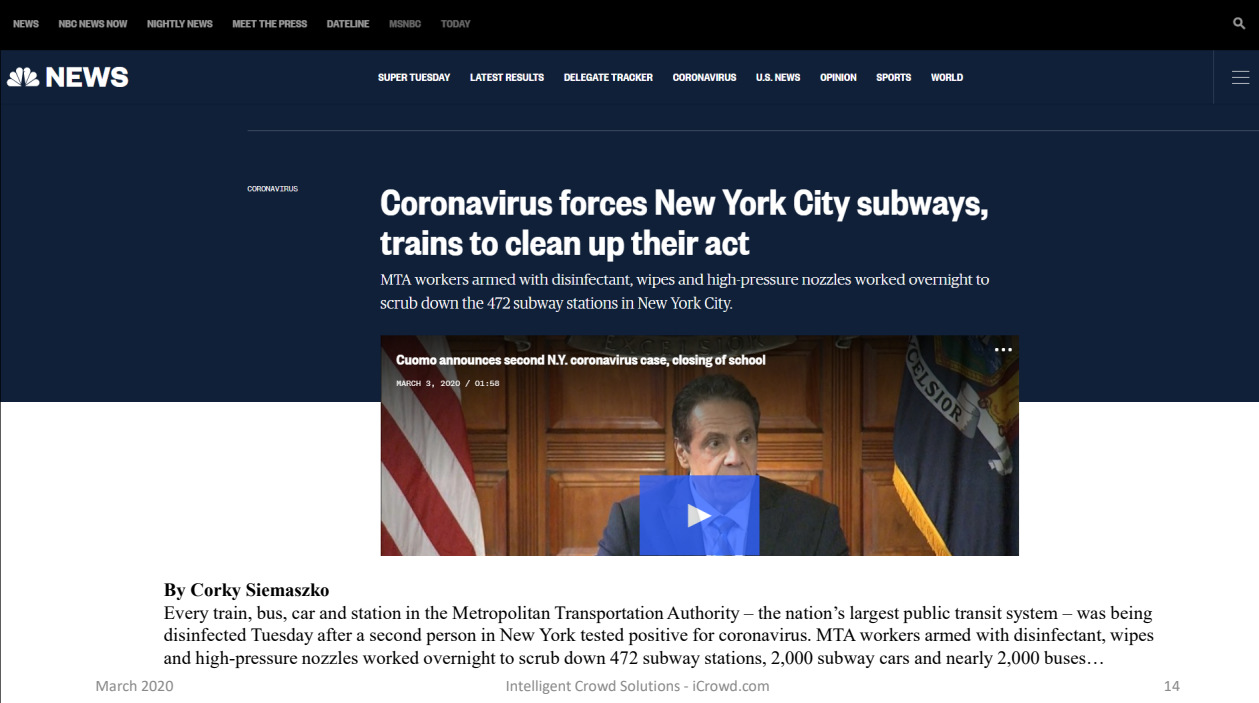
NEWS NBC NEWS NOW NIGHTLY NEWS MEET THE PRESS DATELINE MSNBC TODAY

**NBC NEWS**  
SUPER TUESDAY LATEST RESULTS DELEGATE TRACKER CORONAVIRUS U.S. NEWS OPINION SPORTS WORLD

CORONAVIRUS

**Coronavirus forces New York City subways, trains to clean up their act**  
MTA workers armed with disinfectant, wipes and high-pressure nozzles worked overnight to scrub down the 472 subway stations in New York City.

**Cuomo announces second N.Y. coronavirus case, closing of school**  
MARCH 3, 2020 / 01:58



**By Corky Siemaszko**  
Every train, bus, car and station in the Metropolitan Transportation Authority – the nation's largest public transit system – was being disinfected Tuesday after a second person in New York tested positive for coronavirus. MTA workers armed with disinfectant, wipes and high-pressure nozzles worked overnight to scrub down 472 subway stations, 2,000 subway cars and nearly 2,000 buses...

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**front office sports**

[NEWSLETTERS](#) | 

NEWS VIDEOS PODCASTS EVENTS JOBS

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## Los Angeles Marathon Moving Forward Despite Coronavirus Fears

*general / march 4th, 2020*  
BY PAT EVANS

→ More than 25,000 runners will take to the streets of LA as U.S. cases rise.

→ The race comes a week after the Tokyo Marathon restricted its race to elite runners.

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**the latest**

Los Angeles Marathon Moving Forward Despite Coronavirus Fears  
BY PAT EVANS

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UCLA Gymnastics Lands Another Viral Hit With Performance and Packaging  
BY ED MORAN

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Asics Seeks Return To Top Of Running World With Marathon Sponsorships  
BY PAT EVANS

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NBC's Curling Coverage Focuses On Sound And Strategy To Grow Viewership  
BY MICHAEL MCCARTHY

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## US Situation

- Community spread in many places almost definate
- Confirmed cases on CA, OR, WA, RI, FL, NY, AZ, IL, WI, MA, GA, NH. NC
- 9 deaths in the US (in nursing facility in WA)
- Many more cases will be reported as test kits are available
- Public Health Risk in US and Worldwide is considered very high, the virus has community spread within the US population
- For general American public, immediate health risk is low

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## US Situation - travel

- March 3<sup>rd</sup> updated DOS Travel guidance:
  - China – Level 4 – Do not travel
  - Iran – Level 4 – Do not travel
  - South Korea – Level 3 – reconsider travel to this area
  - Italy – Level 3
  - Mongolia – Level 3
  - Japan – Level 2 – Practice enhanced precautions
  - Hong Kong – Level 2 – Exercise Increased caution
  - Macau – Level 2

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## The Future ?

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## Infectious Diseases Are Local

- There is a global infectious disease crisis and it is now spreading in the US. How your community responds is a local phenomenon.
- Take this time to do the necessary planning
- Brush off your old Pandemic Preparedness Plan



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## Infectious Diseases Are Local


- Basic Assumption for Good Planning:
  - YOUR EVENTS WILL BE CONTROLLED BY THE LOCAL PUBLIC HEALTH DEPARTMENT
  - CDC will put out general guidance
  - Establish relationships with key community partners (Public Health, OEM, Mayor's office)
  - Discuss plans with venue operator

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This is a rapidly changing situation.  
Please regularly check the Health Department and CDC's webpages for the latest updates:  
[nyc.gov/health/coronavirus](http://nyc.gov/health/coronavirus)  
[cdc.gov/coronavirus](http://cdc.gov/coronavirus)

**Novel Coronavirus (COVID-19) Update for NYC Businesses**

**What businesses need to do now to prepare for a potential local outbreak:**  
At this time, the risk to New Yorkers remains low. Encourage your staff to go about their daily lives but be mindful of taking certain precautions in the event that cases occur in New York City.

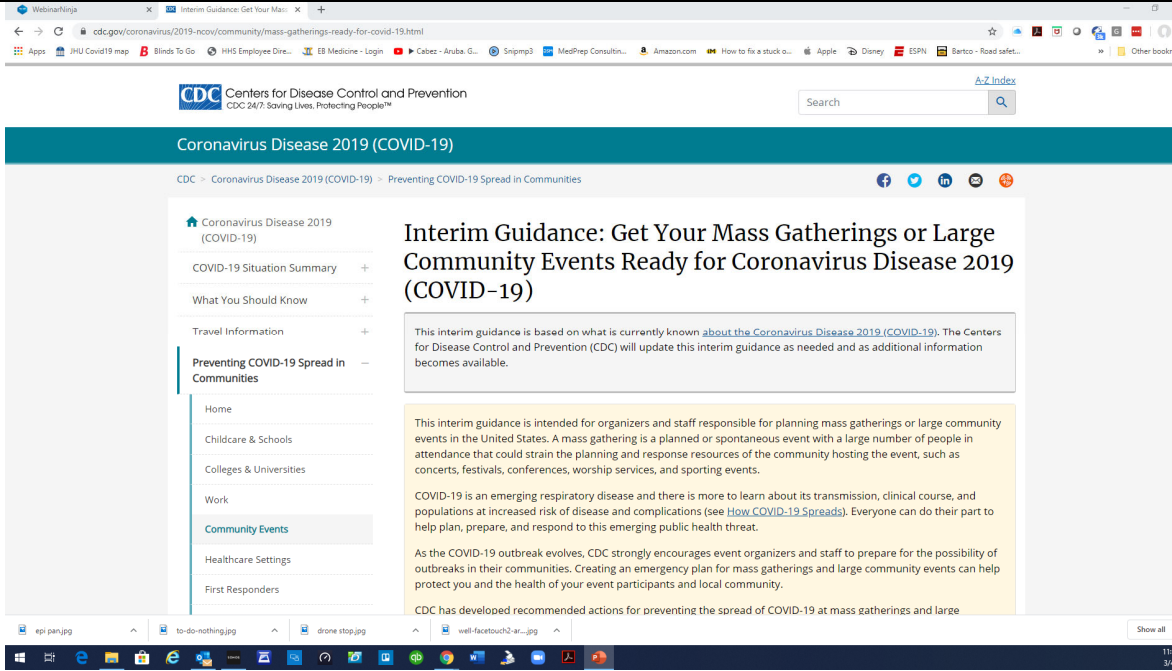
- Create or update your outbreak response plan.
- Stay informed, listen to public health messages from reliable sources like the NYC Health Department or the CDC, and implement prevention practices to prevent the spread of respiratory viruses such as covering your cough and sneeze, washing hand regularly and avoiding touching your face.
- **The NYC Health Department does not currently recommend avoiding or canceling public gatherings, meetings, or events.**

➔

For more detailed information, visit [nyc.gov/health/coronavirus](http://nyc.gov/health/coronavirus) and look for the [FAQ for Businesses and Employers](#)

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The screenshot shows the CDC website page for COVID-19. The main heading is "Interim Guidance: Get Your Mass Gatherings or Large Community Events Ready for Coronavirus Disease 2019 (COVID-19)". A sidebar on the left lists various topics, with "Community Events" selected. The main content area contains a disclaimer and detailed guidance for event organizers.

**Interim Guidance: Get Your Mass Gatherings or Large Community Events Ready for Coronavirus Disease 2019 (COVID-19)**

This interim guidance is based on what is currently known about the Coronavirus Disease 2019 (COVID-19). The Centers for Disease Control and Prevention (CDC) will update this interim guidance as needed and as additional information becomes available.

This interim guidance is intended for organizers and staff responsible for planning mass gatherings or large community events in the United States. A mass gathering is a planned or spontaneous event with a large number of people in attendance that could strain the planning and response resources of the community hosting the event, such as concerts, festivals, conferences, worship services, and sporting events.

COVID-19 is an emerging respiratory disease and there is more to learn about its transmission, clinical course, and populations at increased risk of disease and complications (see [How COVID-19 Spreads](#)). Everyone can do their part to help plan, prepare, and respond to this emerging public health threat.

As the COVID-19 outbreak evolves, CDC strongly encourages event organizers and staff to prepare for the possibility of outbreaks in their communities. Creating an emergency plan for mass gatherings and large community events can help protect you and the health of your event participants and local community.

CDC has developed recommended actions for preventing the spread of COVID-19 at mass gatherings and large

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## Plan Essentials

- Phases of a good plan:
  - Pre-outbreak preparation, planning and training
  - Threat present but not local, perform a threat assessment
  - Threat localized to surrounding community, plan activation

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## Activation Phases Based on Impact & Severity (lesson learned from Birdflu pandemic)

Threat Present, minimal Person to Person Transmission

Threat Present, moderate Person to Person  
Transmission, moderate illness caused by threat

Threat Present, significant Person to Person  
Transmission, severe illness caused by threat

Threat Present, rampant Person to Person  
Transmission, not controllable by public health  
measures, severe illness and/or death caused by threat

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## Employee categorization

- Standard practice in Business Continuity planning, especially in infectious disease plan
  - Category 1: employee performs mission-critical, time sensitive functions and must be onsite
  - Category 2: employee performs mission-critical, time sensitive functions and can work remotely
  - Category 3: employee does not perform mission-critical, time sensitive function and could work remotely if feasible
  - Category 4: employee does not perform mission-critical, time sensitive function and can not work remotely

**Consider flexible duties for high risk individuals to keep them away from crowds**

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## Plan for employee absenteeism

- Promote a culture where your employees stay home if they are sick
- Infecting your co-workers when you are sick because you are a “good employee” and don’t take sick days is NOT okay
- Create ability to work from home

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## Other key components of a good planning

- Flexible refund policies to keep sick people away
- Emergency Action Plan if an event needed to be cancelled or postponed
  - Can your event be enjoyed by TV, radio, Live streaming?
- Review of event cancellation insurance ramifications
- Review Force Majore clauses in vendor contracts

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## #2 Communicate with key stakeholders



- Develop holding statements in advance for employees and key stakeholders
- How are you handling social distancing, spectator safety, infectious disease concerns?
- Promote messages that discourage sick people from attending event and leaving if feel sick during event

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## Sample Holding Statement

*"We are monitoring the impact of COVID-19 (coronavirus) in our community and are in daily contact with our local, state, and federal partners. Our top priority is always the health and safety of our participants, volunteers, staff, and spectators. On the recommendation of our local health department, there have been no scheduling changes to our event and program. We expect staff who are feeling ill to stay home and request that participants who are ill not attend our event. We will provide ongoing updates as necessary."*

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#3 Develop a process for enhanced situational awareness

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# Situational Awareness

- The ability to understand what is going on around you through accurate intelligence

INFORMATION  INTELLIGENCE

- Develop a process to collect information from internal business units and external credible sources
  - WHO Daily reports
  - Central location for business units to report and track CoVid-19 issues
  - CDC Updates
  - 
  - Johns Hopkins
  - 
  - Local Health Department, City Agencies
  - 
  - Your medical director

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# Situational Awareness

- Triple check all social media stories (from unknown sources)
- There are many conspiracy theories
- Distribute a SitRep to executives to maintain a common operating picture (daily, bi-weekly, weekly, etc.)

www.xinhuanet.com · english ▾

[China slams conspiracy theories about COVID-19 virus ...](#) ✔


5 days ago · BEIJING, Feb. 20 (Xinhua) – Those who spread **conspiracy theories** about the novel coronavirus (COVID-19) are doing so either out of “bad ...

Top stories



Scientists 'strongly condemn' rumors and conspiracy theories about origin of coronavirus outbreak

Science · 5 days ago



Opinion: Scientists' Obligations During the COVID-19 Outbreak

The Scientist Magazine · 1 week ago

→ [More for conspiracy theories about covid 19](#)

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## #4 Assess the Impact on Critical Supply Chains

- Perform a supply chain assessment
- Map your supply chain operations, upstream and downstream
- How are critical vendors handling supply chain issues?
  - Do they have a business continuity plan
  - Will they be able to deliver product?
- Discover vulnerabilities and address them early
- Address contractual arrangements if vendors don't deliver

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## #4 Assess the Impact on Critical Supply Chains

- Where do critical items come from?
  - RFID chips used in race scoring system or event access control system
  - Post Race Shirts or merchandise
  - Medals
  - Clear plastic bags for personal items
  - Runner Bibs
  - Delineators and plastic delineator tape
  - Coroplast signage
  - Gloves, masks, medical supplies

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## #5 Promote good health habits

- Hand Washing technique
- Cover your cough program
- Stay home when you're sick
  - Don't come to work and infect everyone else
- Avoid touching your face (recent study indicates 23x/hour)
- Extra hand washing stations/ hand sanitizer stations at events especially around food (60% alcohol)



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## #5 Promote good health habits

- Implement social distancing at events between staff and patrons
- No high-fiving or hugging people at finish line
- No shaking hands at meetings
- Increase cleaning schedule of surfaces

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## #6 - Perform a Risk Assessment of Company Travel

- The time for limiting travel may be coming to an end
- What is considered essential travel?
- Who is essential to send?
- What will happen if they are quarantined for 14 days?
- Maintain current knowledge of CDC and US DOS travel recommendations



Amazon tells all 798,000 employees to halt travel, in US and internationally, over coronavirus fears



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## Exercise Safe Travel Practices

- If someone coughing or sneezing within 6 feet of you (2 rows) try to get them to wear a mask (80% chance of catching what they have)
- If they will not wear a mask, you put on a mask
- Wipe surfaces with Clorox wipes (TV, arm rests, tray table)



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## #7 Review business continuity plans with infectious disease outbreak in mind

- CoVid-19 may last for months or years
- How will you function with long term significant staff reductions
- What functions are truly mission critical
- Are staff categorized properly
- How would social distancing be implemented



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## #7 Review business continuity plans with infectious disease outbreak in mind

- Can significant numbers of folks work from home?
  - Does IT infrastructure support them?
    - Zoom
  - Do they have critical office equipment to do their job at home?
- Is there opportunity to practice work from home on large scale?

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## #8 Inventory PPE needs

- Do you have masks, gloves, hand sanitizer?
- Do you have adequate cleaning supplies to clean surfaces more often?
- How much do you need? Who is it for?
  - Category 1 employees?
  - Participants?
  - Volunteers?
- OSHA compliant fit testing program

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Personal and  
Family  
Preparedness



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## Personal and Family Preparedness

Avoid Sick people

Wash your hand A LOT with proper technique

Use Hand sanitizer often when in public places (>60% alcohol)

Carry masks with you and wear one if around a sick person or on a plane with a coughing or sneezing person within 2 rows of you

Be smart about your health choices



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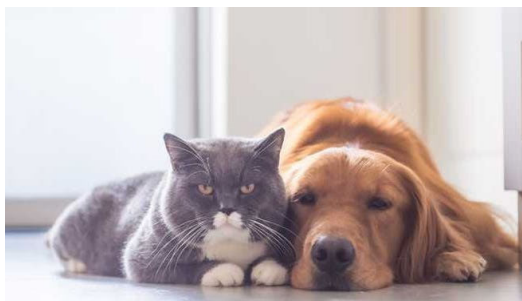
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## Personal and Family Preparedness

Dogs and Cats do not appear to spread disease

- 1 case in China of a tested dog that had weak positive test.
- No Disease symptoms
- Nasal and mouth swabs weakly positive



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## Eight things to do right now

- Business Continuity Infectious Disease Plan
- Communicate with key stakeholders
- Situational Awareness
- Assess critical supply chains
- Promote good health habits
- Assess company travel
- Review business continuity plans and crisis management plans
- Inventory PPE and cleaning supply items

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## Be ready for a long haul

- This could last for years or months
- This virus will become a pandemic but how ill people will actually get is not known yet.
- A strong infectious disease business continuity plan will help an organization survive a pandemic

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# Thank You

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