**CORONAVIRUS ACTION AND COMMUNICATIONS PLAN**

**Team Member Update − FINAL 3/10/20**

**SENT TO ALL PCCA USA TEAM MEMBERS ON MARCH 10, 2020**

**UPDATED HERE WITH CURRENT INFORMATION ON 3/12/20**

**FROM: Jim Smith**

**SUBJECT LINE: How We’re Approaching the Coronavirus (COVID-19)**

Team Members,

As you know, we’ve been closely monitoring the documented cases of Coronavirus (COVID-19) and the worldwide response to this outbreak. While this is an evolving situation with many unknowns, PCCA is committed to doing our part to help protect our staff members, our members and our customers.

Because your health and wellness is our priority, **we are cancelling and postponing some member events and enacting short-term policies and procedures for our team members through March 31.**

* **Sick Team Members − Stay home**
  + A 2019 study from Accountempsshowed that [90 percent of respondents have gone to work with virus symptoms](http://rh-us.mediaroom.com/2019-10-24-9-In-10-Employees-Come-To-Work-Sick-Survey-Shows), and, of that percentage, 33 percent “always” go to work “when they're under the weather.” We need everyone’s help to stop this from happening.
  + If you have symptoms of illness such as (but not limited to) a cough, runny nose, sore throat, earache, vomiting, fever, etc. **PLEASE, stay home until you are free of fever or significant symptoms for 24 hours.**
  + Team members should use their PTO or vacation time to recover from their illness and avoid spreading it to their coworkers.
* **Team Member Air Travel − Restricted** 
  + We are restricting air travel through March 31.
  + For team members who travel for work
    - Mitigate the risk of exposure as follows:
      * Work from your home office as much as possible.
      * To the extent possible, limit air travel in general and avoid air travel through airports that service a large number of international flights (such as JFK, Miami, LAX, Atlanta, Chicago O’Hare, Newark and IAH).
      * Drive (rather than fly) to out-of-town destinations when possible.
    - **Essential Air Travel −** Essential business air travel should be limited to those situations where business cannot reasonably be conducted without face-to-face interaction or visits to specific locations.
    - **Nonessential Air Travel −** If nonessential business air travel has already been booked, please cancel reservations properly to receive airfare/hotel refunds or credits where possible. Set up phone or online conferencing with team members, members/customers or other contacts to replace the in-person meetings, if possible.
    - **Review your upcoming travel plans (including trips that were previously approved) with your Team Leader.** Please make sure your Team Leader knows the status of all in-person meetings cancelled due to this temporary restriction.
  + For those who have personal travel plans − In an effort to stay informed of any possible signs and symptoms of the Coronavirus, team members who plan to travel should:
    - Confidentially notify your Team Leader or HR about your plans.
    - Avoid travel to infected areas of the world (such as Italy), as you will be required to self-quarantine upon your return using your PTO, paid vacation time or unpaid leave.
* **Facilities Cleaning − Daily cleaning and Spring Cleaning Day (March 27)**
  + Restrooms are cleaned and sanitized nightly with a germicidal solution by our Facilities team. Everything in the Kitchen is wiped down nightly with Simple Green Clean Finish, which has been proven to kill a broad spectrum of bacteria and viruses, and works quickly against rapidly spreading viruses such as the cold and flu, salmonella and E. Coli.
  + We will replace the existing hand sanitizers in our Houston facility with 20 new hand sanitizers placed throughout the building by Friday, March 13.
  + **Spring Cleaning Day, Friday, March 27** − Cleaning supplies have been ordered for all team members to clean their offices and other commonly used surfaces in their areas. However, delivery has been delayed until the week of March 23. So, we’re having our Spring Cleaning Day that Friday. If the supplies arrive earlier, we will look at moving this up.
* **March Education and Training Events − Canceled or Postponed**
  + We have postponed or canceled these education and training events in March:
    - Marketing and Sales Symposium (March 12-14) − Moved to June 22-23, 2020
      * Registrants have been called and an email has been sent with this information.
    - USP Implementation Training (March 16-17) − Canceled. Next class is April 27-28. Classes are offered throughout the year, and we have added a class in August.
      * Registrants have been called and an email will be sent after calls are completed.
    - CORE Training (March 18-21) − Canceled. Next class is April 29 - May 2. Classes are offered throughout the year, and we have added a class in August.
      * Registrants have been called and an email will be sent after calls are completed.
    - Sterility Assurance Training (March 24-27) − Canceled. Next class is May 12-15; additional classes offered throughout the year
      * Registrants are being called today and an email with this information will be sent after calls are completed.
    - Concierge Congress (March 28-30) − Postponed. We are currently working to secure a new date and should know within the next few days.
      * An email with this information was sent on March 11. Registrants will be notified once a new date is confirmed.
    - ACT Legislative Conference (March 31 - April 1) − Postponed. We are currently working to secure a new date and should know within the next few days.
      * An email with this information was sent on March 11. Registrants will be notified once a new date is confirmed.
  + Our Education and Customer Service teams have notified registrants of these changes and are working to re-register them for a future date. (Refunds will be given if the registrant is unable to attend a future date.)
* **Product Supply** 
  + We all understand that we are in a fluid situation. Some items (like facemasks) are out of stock or in short supply. We are doing our best to keep stock available so that members have what they need to serve patients. We appreciate all of your work helping us to meet the supply demands and requirements of our members.
* **Shipment Safety**
  + According to the U.S. Centers for Disease Control and Prevention (CDC): “In general, because of poor survivability of coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods.”  
    <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
* **Immunity Boost − Supplements to consider**
  + When dealing directly with a virus, supplementing with EGCG (an active ingredient found in green tea) may be helpful in supporting the immune system.
  + Some recent studies have shown the antiviral properties of EGCG to aid in slowing replication activities in viruses such as herpes simplex, human papilloma, Zika, West Nile, HIV, Ebola, and the flu,1, 2
  + One study also showed EGCG to be a possible candidate against coronavirus in bovine studies3.
    - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3594666/?fbclid=IwAR0I0drTXx5hF8HIg17lfJJrWZFA5X_0Rn-B2vMojjrdEDQ90U52VtcK2Tk>
    - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6222519/?fbclid=IwAR12NKBW12oo6NygEsyE-RP5xzsuBpQx0zSmYNg6tg44rZkGLJLmKXl_vQc>
    - <https://onlinelibrary.wiley.com/doi/pdf/10.1111/j.1740-0929.2005.00297.x>
  + Consider adding these supplements to boost your immunity. ***Please limit your orders to one per team member*** for the below products. We want to make sure as many Team Members as possible have a chance to order these immune support products. Due to demand, some products may be temporarily out of stock.
    - **Wellness Works Green Tea-70 (WW #10320, $24.04)** − Contains the highest amount of EGCG available in an over-the-counter product.
    - **Wellness Works Immune Health Support (WW #10086, $13.58)**
    - **Zinc Lozenges (WW #10165)** when coming down with a cold can shorten the duration of the cold and, in some cases, actually prevent a cold from occurring. When using Zinc Lozenges for immune enhancement, it is recommended to take  
      one lozenge every 2-4 hours while awake
    - **Vitamin D 5000 IU** **(WW #10252)** and **Buffered Vitamin C 1000 mg (WW #10328)** are excellent supplements to consider during the cold and ﬂu season, or in times of high stress, to help ensure the function of our immune system.
* **Prevention − Do your part to protect yourself**
  + **Clean your desktop and mobile phones daily with sanitizing wipes.**
  + Thoroughly washing hands is the most effective way of preventing the spread of many viruses and bacterial infections.
  + **Stop and sanitize your hands regularly. Hand sanitizer has been placed throughout the facility.** Remember to wash or sanitize hands after pumping gas, handling money and visiting public places.
  + Cough into your sleeve or clothing. If wearing a jacket, be sure to wash it after wear.
  + Avoid touching your face.

As more factual information is available, we will continue to review the impact of coronavirus on future travel, live educational events, **conferences, trade shows and more. By March 31, we will re-evaluate the situation and will determine if these policies need to continue.**

**We also have created a new SharePoint page to serve as our Coronavirus (COVID-19) Resource Center. Click here for the latest updates.**

**Thank you for doing your part to keep our PCCA family healthy and safe!**