

COVID-19

Originating in China in December 2019, COVID-19 is spreading to multiple countries, despite extensive restrictions.

To limit the spread, the following hygiene measures are recommended: routine hand washing and staying at home if symptoms are present.

Symptoms can take up to 14 days to appear after exposure to COVID-19. Human coronaviruses infect the nose, throat and lungs. They most often spread¹:

- through respiratory droplets produced when an infected person coughs or sneezes;
- by close personal contact, such as a handshake with an infected person;
- by touching an infected surface and then touching your own mouth, nose or eyes before washing your hands.

There is no vaccine for COVID-19 yet. In most cases, infected people will recover on their own.

For a chart of infections by country, [click here](#).

For information from WHO, [click here](#).

¹ <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/frequently-asked-questions.html>

To discuss your preparation with one of our continuity experts or to use ParaSolution to facilitate the management of the situation, please contact us.

Guidelines for reflection²

Coordination

- Update the response structure and set up a monitoring process;
- Keep in mind escalation levels and impact thresholds;
- Keep a record of developments and actions.

Continuity plans

- Validate and communicate telework solutions;
- Confirm prioritized activities, those that could be suspended and employees who could offer support;
- Reassess the need to hold activities/events with many attendees;
- Contact key suppliers to validate their readiness and assess the impacts of the situation on the supply chain.

Human resources and communications

- Review HR policies in response to a pandemic;
- Establish a mechanism for monitoring the status of employees through an information centre (common mailbox);
- Provide psychological help for employees;
- Put up posters encouraging employees to comply with basic hygiene measures;
- Prepare communication templates for employees, customers and other stakeholders based on escalation levels.

Building

- Determine the cleaning, isolation and return protocol for an employee with symptoms;
- Increase housekeeping measures, such as washing door handles, keyboards, desktops and cafeteria tables, telephones, toilets, elevator buttons, coffee machines, etc.

Travel

- Review travel policies and criteria, depending on the regions visited and their importance;
- Inform travellers of what to do.

² These actions consider operations taking place in a region where there is no significant outbreak.

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