



# MEMORANDUM

DATE: November 3, 2009

TO: Innovation Place Clients

FROM: Ken Loeppky CPM<sup>®</sup>, Vice President & Chief Operating Officer

RE: Pandemic Planning

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Given the circumstances around another wave of the H1N1 flu virus arising this fall, we believe it is beneficial at this time to revisit our ongoing communications with you in regard to the H1N1 Pandemic.

## COMMUNICATION DURING A PANDEMIC

Similar to all companies, we are unsure what departments or service areas will be impacted by absenteeism, when and to what extent. Our ability to communicate in a typical manner during a pandemic may be impacted by our absenteeism levels and may also be impacted by absenteeism levels experienced in your company. While Innovation Place will monitor government announcements, we encourage that you have designated representatives to also monitor the same.

For announcements specific to Innovation Place facilities, updates will be posted on our website and, depending upon the information, communicated to your designated company contact.

## WHAT CLIENTS SHOULD EXPECT

Our company culture is built around customer service and we endeavor to fulfill your service expectations at all times. The reality is that in the event of a pandemic impacting us at a local level, we too may be faced with many new situations rapidly changing from one day to the next and we caution against relying on Innovation Place employees as part of your own pandemic planning process. Our planning indicates that service levels will probably decrease, as opposed to increase.

### Visitor Screening:

Innovation Place will not screen visitors to buildings on behalf of clients. The main reasons for this decision are: medical advice indicating that symptoms may not show for 24 to 48 hours after the individual has contracted the disease, but that individuals could nevertheless be contagious; screening will require people to congregate in close proximity (for example a building lobby) at a time when social distancing is being encouraged; and building staff are not necessarily qualified to undertake such screening.

### Sanitization of Buildings:

As part of a pandemic impacting us at a local level or otherwise, it is likely that confirmed cases will surface in our buildings. If we are made aware of this information, direction will be sought from Saskatchewan Health in determining what sanitization, if any, is required in the building. Many surfaces commonly touched by individuals such as office equipment, key boards and telephones are not part of the building cleaning services. Therefore, sanitation of these items or other specialized equipment in your space is your responsibility.

### Increased Cleaning Staff:

While the building cleaners will concentrate on touch points during periods of local community illness concerns or a pandemic, additional spot cleaning of surfaces is not necessarily a practical or highly effective solution to controlling the spread of illness. It is widely recognized by health authorities that proper hand washing is the single most effective method of preventing the spread of illness. The use of hand sanitizers appears to be a good alternative or supplement. Requests for more cleaning staff are difficult to accommodate for any one particular tenancy and could negatively impact the cleaning vendor's ability to service other areas of the building as absenteeism levels of cleaning staff potentially increase during a local pandemic. You should ensure that you have your own supplies for the cleaning and sanitization of your premises for the purpose of continuing business operations during a pandemic event.

### SOME OTHER CONSIDERATIONS FOR CLIENTS

- Develop your own emergency response and business continuity plans, which include employee policies on absenteeism. Unlike most disasters, a pandemic will affect people as opposed to infrastructure. It is estimated that between 25 to 35% of the general population could be ill at any time, over a period of 6 to 8 weeks.
- If you have determined that your pandemic plan requires a certain service or function to be performed by Innovation Place, particularly if outside of normal operating hours, please discuss it with us to determine whether we are in a position to consider any such requests.
- Building services are most likely to be affected including response times for operations personnel, security patrol coverage / lobby presence and cleaning scope. For example, due to absenteeism of janitorial staff, individuals may have to take responsibility for the cleanliness of their own offices and workstations, including their own common areas such as photocopy and mail rooms, reception, etc.
- Saskatchewan Health recommends educating people about the importance of proper hand washing and / or use of hand sanitizing stations. You are encouraged to provide your employees with sanitizing products for their own work spaces, computers and telephones, or other personal protective equipment as deemed appropriate for individual business activities.
- To learn more about a pandemic situation, we direct you to Saskatchewan Health at [www.health.gov.sk.ca/H1N1-flu-questions](http://www.health.gov.sk.ca/H1N1-flu-questions), the Public Health Agency of Canada at [www.phac-aspc.gc.ca](http://www.phac-aspc.gc.ca) and the World Health Organization website at [www.who.int/](http://www.who.int/)
- The Innovation Place Pandemic Preparedness Plan can be viewed at [www.innovationplace.com](http://www.innovationplace.com)

We appreciate your time once again in reviewing our planning process and would be pleased to discuss any questions you may have.

Sincerely,



Ken Loepky CPM®  
Vice President & Chief Operating Officer