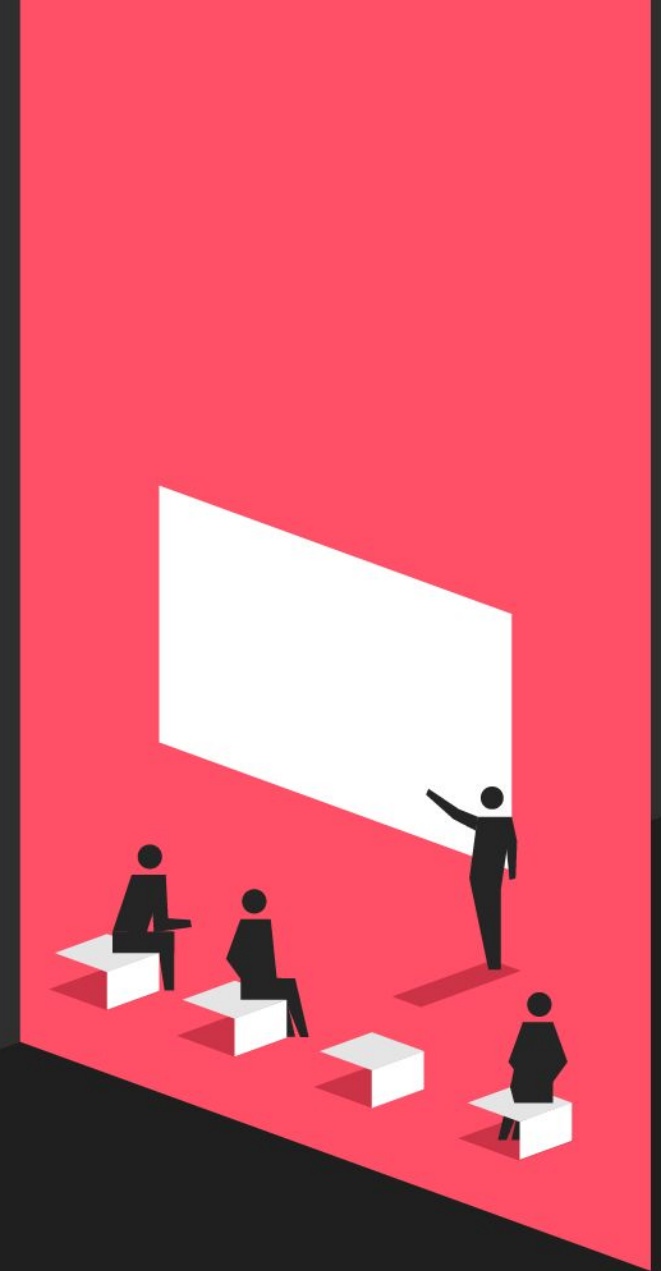# Disease outbreak response playbook.

Secure visitor operations

April 1, 2020.

Resources page

What you'll learn.

- **Visitor management workflows**
  - Set-up
  - Execution
- **How visitor screening can help protect your facility during a disease outbreak**
  - Sample screening questions
  - Minimizing areas of contact
  - Best practices
- **Examples of physical security procedures**
  - Visitor information checklist
  - Administrative checklist
 - Employee checklist

Visitor management workflows.

Set up.

- Disallow all visitors except for those that are business critical to keeping the site operational.

- Create an alert for hosts and Site Visitor Management Administrators when a high-risk visitor enters the site.

- Go digital, paper process still requires human to human contact and more attention overall.

- Add a document to your workflow for visitors sign and screening questions regarding recent travel, whether or not they had been in contact with a confirmed case of the virus, and/or experiencing symptoms themselves.
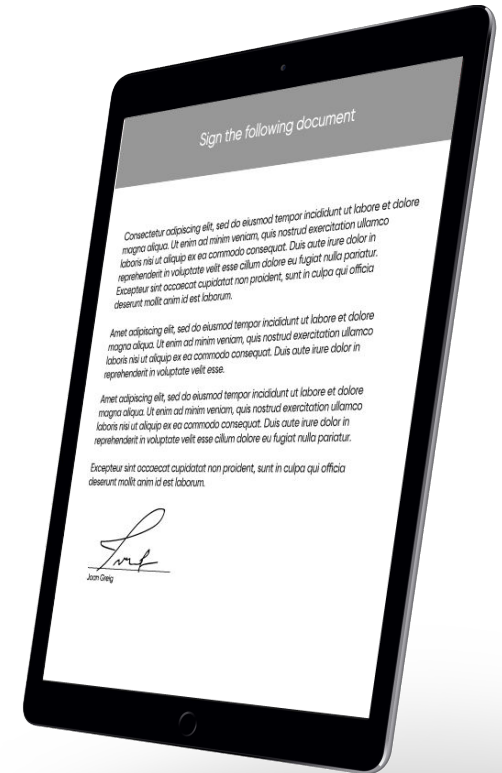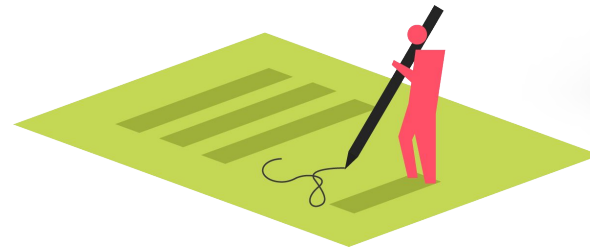
Execution.

- Use the approval matrix and an invite first workflow for visitors to send them pre-screening questions beforehand.

- Deny on-site access to any visitors who do not meet required criteria.

- Designate a local admin to approve/reject the visitor based on the business need, then allow the visitor to come into the facility if it was truly deemed critical.

- Provide information up front to visitor on what precautions the business is taking to keep visitors and employees safe while on site.
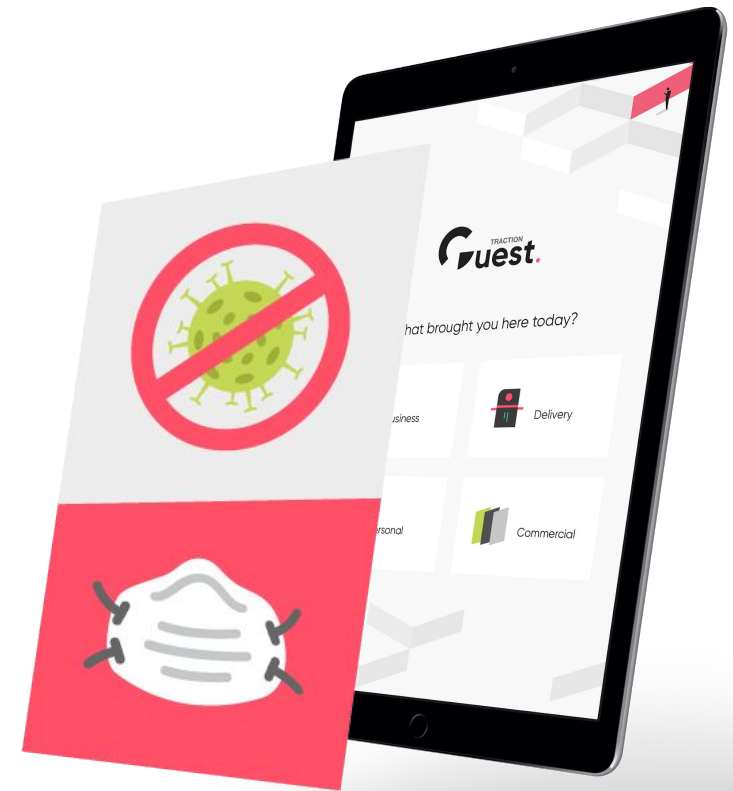
How visitor screening can help protect your facility during a disease outbreak.

Sample Screening Questions.

The COVID-19 (Coronavirus) outbreak requires early and effective detection of suspected cases to limit the risk of exposure to others. You are agreeing that each of the following statements is correct:

- In the last 14 days, I have not been to, nor had contact with any person that has been to:

    1. High risk country A
    2. High risk country B
    3. High risk country C
    4. High risk country D
    5. High risk country E

- I have not had contact with any person(s) that is/are confirmed or suspected of having COVID-19.
- I am not currently experiencing symptoms consistent with COVID-19, such as fever, cough, or shortness of breath.
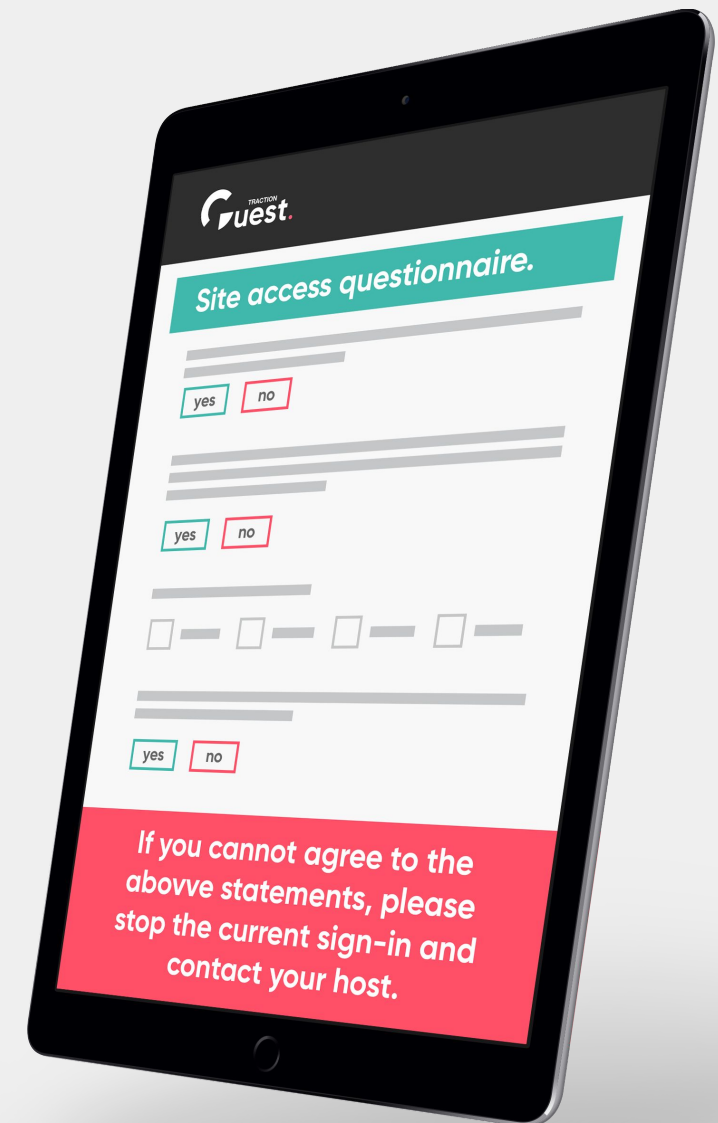
Minimize areas of physical contact.

- Customize your invitation email templates to include site specific advisories and criteria for being permitted on site.

- Create cancellation email templates that can be issued to invited guests. Include rescheduling options and contact information.

- Use QR codes in the invitations for guests to reduce touching an iPad.

- Leverage mobile sign in if visitor were pre-registered and pre-approved.
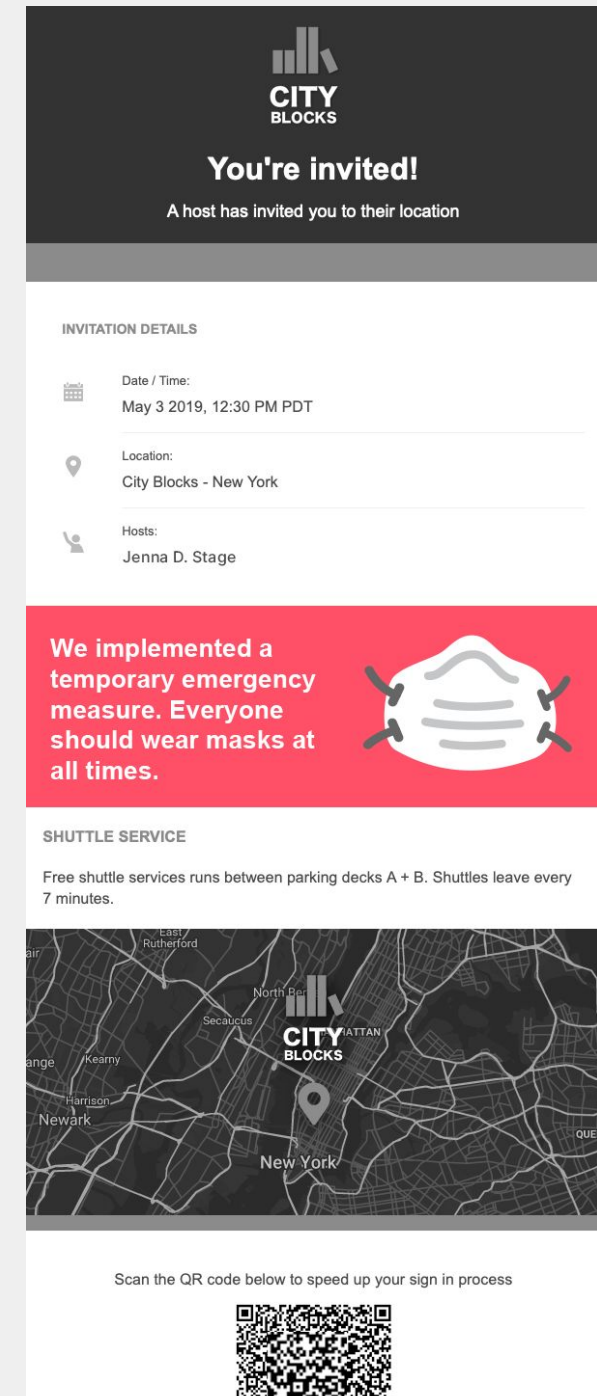
Best practices.

- Configure your experience with questions prior to personally identifiable information being collected.

- Ensure iPads are regularly sanitized.

- Ask visitors to use sanitizers before touching the iPad.

- Provide visitors with a training video on any required precautions or procedures.

- Get sign-off on and providing visitors with personal protective equipment (PPE) precautions (masks, protective gear, gloves) and effective use of equipment.
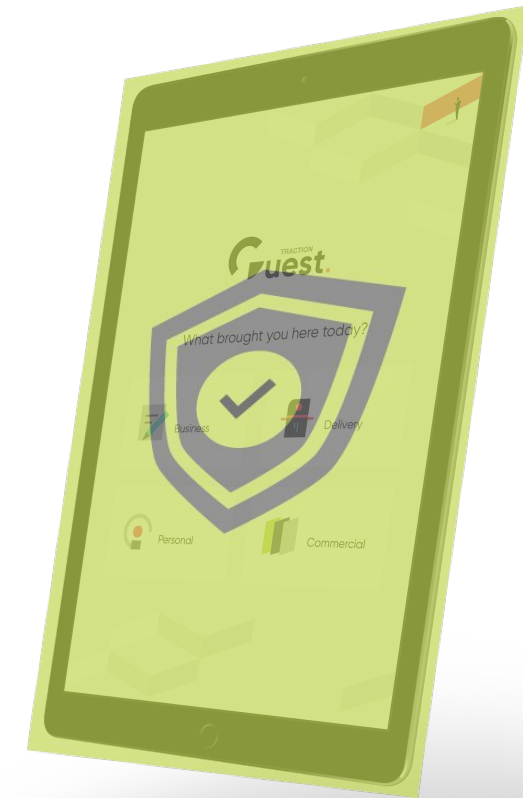
Examples of physical security procedures.

Visitor information checklist.

Best practice includes having an accurate record of all person(s) gaining access or attempting to gain access to the facility to provide a physical audit trail of visitor activity. Examples of information that can be collected in a visitor record includes:

- Date

- Badge Number (if assigned)

- Visitor's Name

- Company or Organization Represented

- Person Being Visited

- Purpose of Visit

- Arrival Time

- Departure Time

- Company Representative initials (in/out)

Administrative checklist.

It's best practice for facilities to have a system in place to identify, screen, and manage all visitors, including visiting employees, guests, and contractors not regularly assigned to the site. As part of your VMS, it is recommended that you also apply the following:

- Confirm in and out of visitors by the hosting Company employee and escort non-employees at all times while visiting the Company facility.

- Have a single designated entrance/exit point for visitors and a designated visitor parking areas.

- Designate a Site Visitor Management Administrator for aiding, facilitating, and ensuring the integrity of the access control and visitor management process in areas where visitors enter, register, and leave the facility.
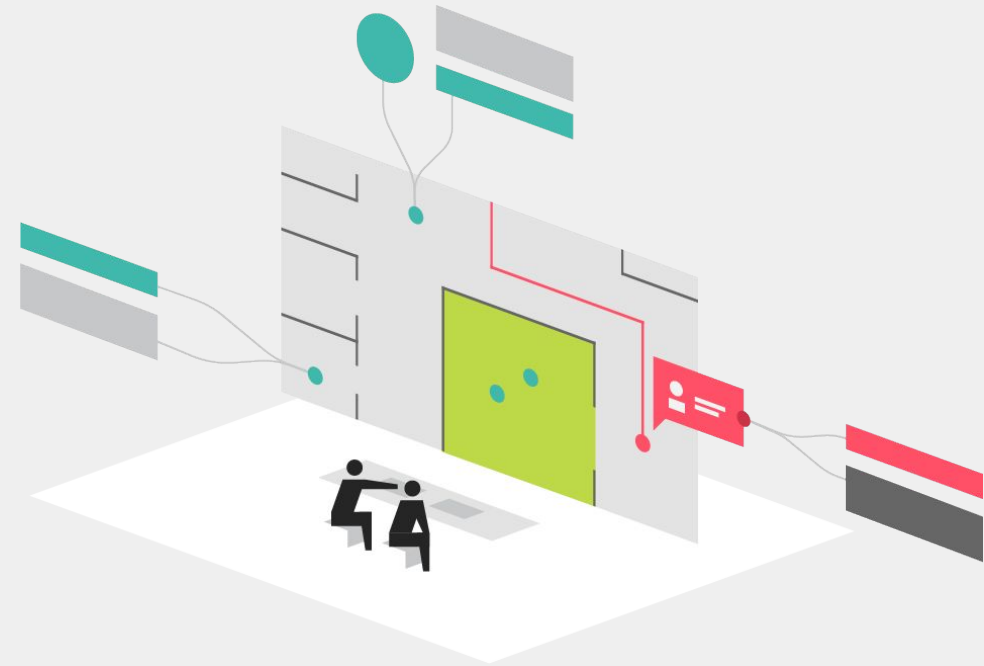
Employee checklist.

If the visitor is a Company employee, then their on-site status must be confirmed by the Site Visitor Management Administrator.

- It is the responsibility of the hosting employee to ensure all visitors are escorted out of the facility upon completion of the visit, and any identification badges are returned.

- Employees hosting visitors are responsible for their conduct and safety while in Company facilities.

- In the event of an emergency, employees hosting visitors should ensure their visitors are aware of and follow the site's emergency procedures.

Interested in learning more?

Get in touch with our team to see how you can get started today.

Contact us   >