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» BUSINESS CONTINUITY UPON RE-OPENING

COVID-19

Tips & More from [Candela](#)

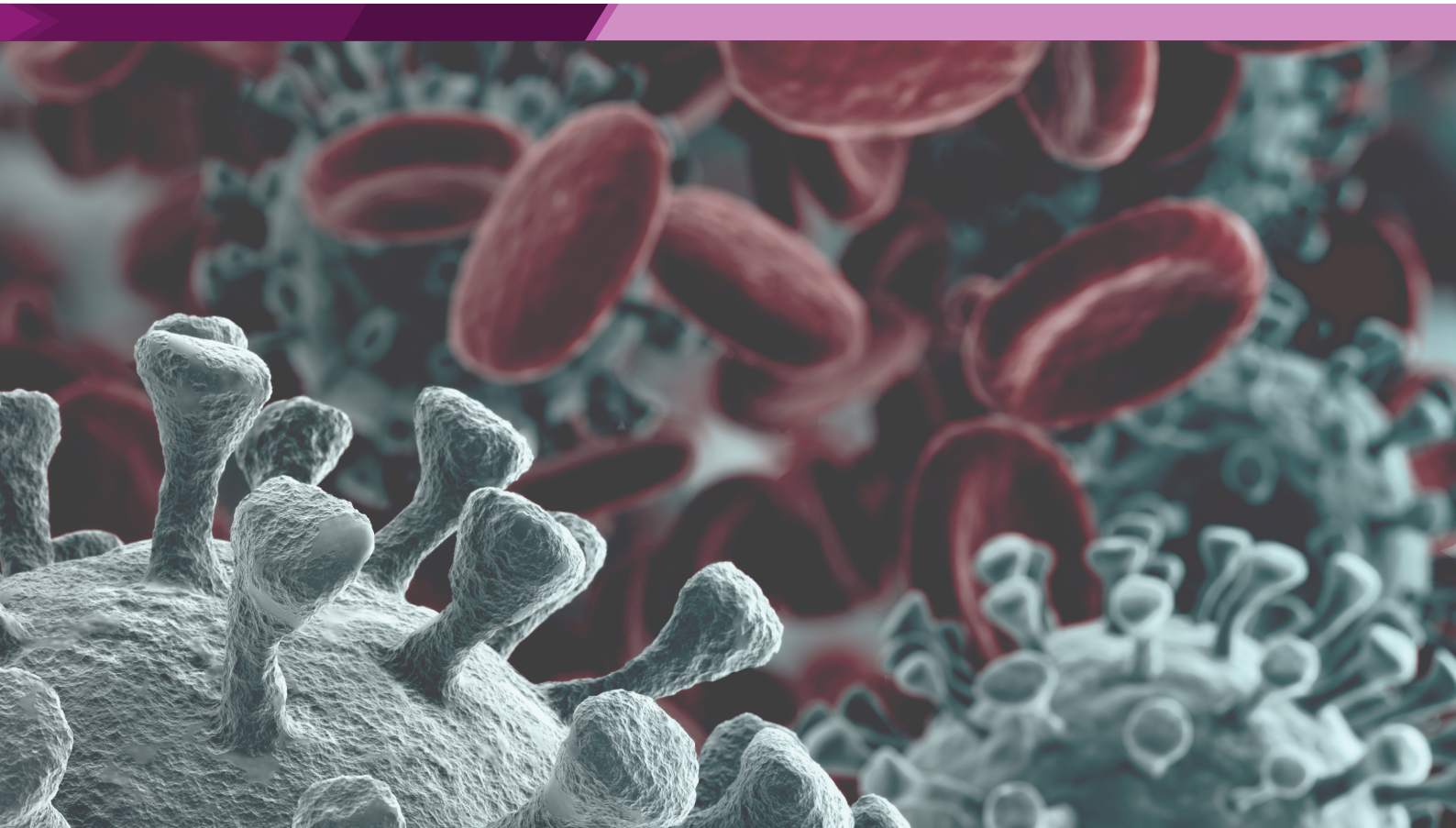
Dear Partners,

The coronavirus (COVID-19) pandemic outbreak is impacting businesses all over the world. Whether your operations are already greatly affected, or the impacts are yet to be felt, a business continuity plan is essential to ensure you can be as resilient as possible in this global health crisis.

This document will assist you with some tips and more in weathering COVID-19, in order to focus on things you can control.

These are challenging times, but with preparedness, pragmatism and determination, we will prevail.

The Candela Team.



Suggestions on how to protect your employees

Your first priority should be maintaining the physical and mental wellbeing of your people. Here are a few suggestions based on recommendations from the World Health Organization on how to reduce the risk of exposure and transmission of COVID-19.

Clean workspaces and shared items (door handles, copy machines/printers, breakrooms, remotes, light switches).

Place sanitizer at entryways and provide employees with disinfecting wipes.

Reinforce handwashing procedures and other methods to limit virus exposure.

Implement sanitizing procedures multiple times.

Reduce office capacity by implementing staggered arrival, departure and break times.

Modify workstations or stagger hours to increase space between staff, guests and clients.

Use masks, gloves, eye protection and disposable hair cover / surgical caps, as hair is also a potentially contaminated surface.

Schedule video or phone calls instead of face to face meetings.

Ask delivery drivers to call upon arrival and/or leave items outside the office instead of entering the lobby or reception area.

Place signs on entrances requesting that sick guests do not enter the building.

Practice social distancing by maintaining a 2-metre* distance between staff and visitors.

Use alternate greetings such as waving or bowing.

Empower staff to disclose and stay at home if they develop any symptoms.

Types of masks used against Covid-19*

As the Covid-19 virus keeps mutating and the global pandemic shows no sign of abating, more and more people are choosing to wear face masks. Some masks are effective for days, some are for hours. Here's a breakdown of different types of masks.

N95 masks



The United States National Institute for Occupational Safety and Health (NIOSH) has standardised N95 face masks. The “N” stands for “not resistant to oil,” while “95” represents its minimum 95 percent filter capacity for catching viruses as small as 0.3 microns.

The N95 respirator reduces the wearer's exposure to tiny, invisible particles in the air, including bacteria and many viruses. Some N95 type masks have an attachment, an exhalation valve, which smooths the exhaling and decreases humidity, heat and moisture from the inside.

Face Filtering Piece (FFP)



Face Filtering Piece (FFP) face masks are a rage in Europe. They are divided into three categories, FFP1, FFP2 and FFP3. According to the European standards, each type can filter 80, 94 and 99.95 particles down to 0.3 microns. They are equivalent to N95 in Europe.

EN 149:2001+A1:2009 represents the most recently accepted and current standards by the European Committee for Standardization (CEN).

Surgical masks



Surgical masks are generally used to protect the wearer from large-particle droplets, sprays and splashes. It also prevents potential infectious respiratory secretions to others.

* Based on WHO advice on masks in the context of COVID-19 - [https://www.who.int/publications-detail/advice-on-the-use-of-masks-in-the-community-during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus-\(2019-ncov\)-outbreak](https://www.who.int/publications-detail/advice-on-the-use-of-masks-in-the-community-during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus-(2019-ncov)-outbreak)

Prepare the clinic*

Before patients arrive.

- Know which of your patients are at higher risk of adverse outcomes from COVID-19.
- Consider and plan for providing more telemedicine appointments.
- Stay connected with your health department to know about COVID-19 in your community.
- Assess and restock supplies now and on a regular schedule.

Communicate with patients.

- Ask patients about symptoms during reminder calls.
- Consider rescheduling non-urgent appointments.
- Post signs at entrances and in waiting areas about prevention actions.

Prepare the waiting area and patient rooms.

- Provide supplies—tissues, alcohol-based hand rub, soap at sinks, and trash cans.
- Place chairs 1–3 meters apart, when possible. Use barriers (like screens), if possible.
- If your office has toys, reading materials, or other communal objects, remove them or clean them regularly.

When patients arrive*

Place staff at the entrance to ask patients about their symptoms.

- Take the patients' temperature.
- Limit non-patient visitors.
- Allow patients to wait outside or in the car if they are medically able.
- Create separate spaces in waiting areas for sick and well patients.

After patients are assessed*

- Provide at-home care instructions to patients with respiratory symptoms.
- After patients leave, clean frequently touched surfaces using EPA-registered disinfectants—counters, beds, seating.

At the end of each clinic day*

Wipe all common high-touch areas, including but not limited to:

- Examination room: countertop, examination beds/tables, doorknobs, and examination light buttons/handles, chairs including arm rests and taps if used.
- Reception and offices : all countertop / surfaces and chairs including arm rests
- Bathroom: all bathroom surfaces and toilets, kitchen/break room: all surfaces
- Rubbish bins: empty all bins, then use cleaning cloths to wipe the inside and outside of the bin thoroughly

*Based on recommendations by WHO and CDC

CDC- Centers for Disease Control and Prevention - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinic-preparedness.html>

WHO - World Health Organization <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

C VID-19

DON'T BRING IT HOME



No wallet. Card & driver's licence in a ziploc bag.



Leave pen at work. Frequently coat with alcohol.



Minimalist clothes. Cheap shoes. Leave them outside the house.



Avoid eating in communal spaces. Bring drink bottle. No cups at café.



Bring your own food in disposable shopping bag.



Cell-phone – wipe down frequently with alcohol. Leave in scrub pocket. Consider ziploc bag.



No hands when possible. Kick doors. Use gel.



End of day – thorough hand and arm wash. Clean cell-phone. Leave pen at work.



When you get home:

- No hugs.
- Work clothes off and immediate hot shower.
- Hot wash work clothes.

PRACTICAL
ADVICE TO
ALL STAFF*



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