



Guide for COVID-19 Response

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How COVID-19 Spreads per the CDC

Person-to-person spread

- The COVID-19 virus is thought to spread mainly from person-to-person.
- It is highly contagious and can be spread by people who are asymptomatic as well as symptomatic
- The virus will spread between people who are in close contact with one another (within about 6 feet).
- The virus spreads through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

Can someone spread the virus without being sick?

- People are thought to be most contagious when they are most symptomatic (the sickest).
- Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads.

Spread from contact with contaminated surfaces or objects

- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.
- There is no conclusive evidence, but it is possible that the virus can remain on surfaces for hours or even days.

Symptoms

- Fever
- Cough
- Shortness of breath
- Aches and Pains
- Extreme fatigue

Steps to Prevent Illness

Take steps to protect yourself

- Clean your hands often
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- No more than 10 people should be congregating in one place at a time. This includes Dispatch and any common areas. Markings will be placed where appropriate to encourage people to stay apart
- Buses will be limited to a maximum of 9 students plus the driver.
- All ground school will be taught remotely.

Feeling Sick

AeroGuard requires employees or students to stay home if they are sick.

- Cover coughs and sneezes
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- If you think you may be sick, leave work immediately.
- If you have symptoms, see a doctor. Use the Company's video healthcare service first. Going to a doctor's office will expose you and to other ill people, and others to you.
- If you go to a doctor's office, you should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.

Body Temperature Testing

Employees or students who have symptoms of acute respiratory illness are required to stay home and not come to campus until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees or students should notify their supervisor or teams and stay home if they are sick.

- Flight Instructors and students will be temperature tested prior to every flight or simulator mission. Temperature logs will be maintained at each AeroGuard location.
- All other employees are asked to take their temperature at home prior to arriving at work. If an employee does not have a thermometer at home, they will be tested at work
- All international students will test daily in apartments prior to leaving for campus and their class leader will provide daily report of any symptoms of illness. Each apartment will have 1 thermal thermometer to ensure the tests occur.
- If an employee or student is found to have a fever of over 100.4 F, they will be sent home for 14 days unless they have a documentation from a doctor or Covid-19 testing service that states they can return to the campus.
- If an employee or student has someone in their home or who they have been in contact with who has a fever over 100.4 F, they will be sent home for 14 days, unless they have documentation from a doctor or CoVID-19 testing service that states they can return to the campus.

Social Distancing Procedures

AeroGuard mandates no employee or student gatherings of more than 10 people in one physical place.

- No meetings with more than 10 people
- No ground school classes with more than 10 people per classroom. Most ground school classes will be conducted via Distance Learning
- Buses will carry a maximum of 9 students plus the driver
- Dispatch areas will be limited to a maximum of 10 employees and students. Markings will be placed in dispatch lines 6 feet apart to prevent contact in the dispatch lines
- Student lounges and campus study areas will be closed until further notice. Students are encouraged to study at home.
- Managers and employees will reinforce to students the importance of spreading out while waiting for dispatch, buses, etc.
- Facemasks will be provided upon request for employees and students.
- Group activities for International students have been cancelled until further notice.

Office Space Hygiene

- AeroGuard requires regular wiping/cleaning all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. AeroGuard uses the cleaning agents that are usually used in these areas and follow the directions on the label.
- AeroGuard provided disposable wipes so that commonly used surfaces can be wiped down by employees or students before each use.
- AeroGuard placed posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance of our workplace and in other workplace areas where they are likely to be seen.
- AeroGuard provided no-touch disposal receptacles for use by students and employees.
- AeroGuard instructed students and employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
- AeroGuard provides soap and water and alcohol-based hand rubs in the workplace. AeroGuard made sure that adequate supplies are maintained, and we placed hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Each campus has a professional cleaning service that cleans and disinfects each AeroGuard facility each evening. AeroGuard has required all vendors to use disinfectants recommended to combat COVID-19, i.e. bleach based products, EPA registered disinfectants, and alcohol-based products. Each vendor is to clean commonly touched surfaces, such as workstations, countertops, and doorknobs.

Aircraft and Simulator Hygiene

- Before leaving dispatch to pre-flight the airplane employees and students must wash their hands or use hand sanitizer.
- Each campus will have isopropyl alcohol spray bottles along with blue paper towels out on the ramp in the orange bins.
- Each bin will have 10 spray bottles, employees and students will spray the blue paper towel and then wipe down all surfaces that are frequently touched in the aircraft.
- Do not spray the panel directly as over spraying can cause damage to the instruments.
- The employee or student must throw away the paper towel in the trash can inside the orange bin.
- Employees and students are not allowed to take the isopropyl alcohol spray bottle with them on flights or leave it in the airplane. The spray bottles are to be returned to the orange bin after each use.
- All commonly touched areas on simulators must be wiped with sanitizing wipes at the start of each mission.
- Before scheduled maintenance and after scheduled maintenance, mechanics will clean the airplane with isopropyl alcohol.

Precautionary Steps for Students Arriving From Outside the US

- Incoming students will be quarantined by their airlines in their home country if possible, or they must be able to produce a negative COVID-19 test 3 days prior to travel to the US.
- If neither of the above is true, the new student must spend 14 days in self-quarantine in the US prior to training.

Dealing with a Potential Sick Employee or Student

- CDC recommends that people who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be immediately separated from other employees and be sent home immediately.
- Student Services has a designated apartment to immediately quarantine non - U. S. students if they develop symptoms.
- Employees and domestic students are required to self-quarantine for 14 days if they develop symptoms.
- AeroGuard managers will be tracking sick employees and students and providing a daily update to the Human Resources manager. The Human Resources Manager will update the CEO and CFO/Managing Director, International daily on this list of sick employees and students.

Additional Measures in Response to COVID-19

- Employees or students who are well but who have a sick family member at home with COVID-19 should notify Human Resources and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
- If an employee or student is confirmed to have COVID-19, AeroGuard should inform fellow employees and students of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Employees and students exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Emergency Response Plan COVID-19

For international students needing to be taken to Urgent Care/Emergency Room

- Per CDC guidelines, the employee must first put on a mask and gloves before interacting with the student.
- The masks and gloves provided to the employee are recommended from the CDC, nonsterile patient examination gloves the masks are NIOSH-approved.
- Employee must provide mask and gloves to the student.
- The employee will drive the student to Urgent Care/Emergency Room to get tested.
- If the student tests positive the student will have to abide by the health care provider rules.
- Once the results are in if the student tests positive for the virus the Student Service Employee will activate the Emergency Response Plan and the employee will follow COVID-19 workflow.
- The student will need to fill out survey with everyone he/she has been in contact with.
- The student will need to fill out a survey detailing everywhere he/she has been on and off campus.
- The roommates and instructors of infected student will need to be quarantined and tested immediately.

For international students or domestic students that live in our housing that have a mild case and is told to self-quarantine at home

- The student will stay in the quarantined apartment, this applies to GTU.
- The student will check-in daily with Student Services or designated employee, i.e. text or phone call.
- Student Services or designated employee will leave food, medication, and sanitary products outside of the apartment in a box and call the student to inform them supplies have been dropped off.
- Student will remain in doors with no contact with others.
- The student will remain quarantined until a doctor releases them.
- If symptoms get worse, the student will call 911 and Student Services or designated employee for assistance. The student will have to be transported to the hospital by ambulance.

For Domestic Students and Employees

- The employee or student must contact Human Resources to inform AeroGuard of symptoms.
- The employee or student will need to go to Urgent Care/Emergency room to get tested.
- Once the results are in the employee or student will contact human resources to relay the results.
- If the student or employee test positive, they will have to abide by the health care provider rules.
- Human Resources will activate the Emergency Response Plan if an employee/student test positive for the virus and HR will follow COVID-19 workflow.
- The student or employee will need to fill out a survey with everyone he/she has been in contact with.
- The student or employee will need to fill out a survey detailing everywhere he/she has been on and off campus.
- The roommates and instructors of infected student will need to be quarantined and tested immediately.
- The roommates and students of employee will need to be quarantined and tested immediately.
- The student will remain quarantined until a doctor releases them.
- The employee will remain quarantined until a doctor releases them.

AeroGuard's Facility Procedures

- AeroGuard will close off areas or resources that an infected student or employee has been
- AeroGuard will contract a cleaning service to disinfect areas that infected students/employees have been on campus
 - a. Office Space
 - i. DVT/CHD – Coverall
 - ii. F70 – Service Master
 - iii. GTU – Service Master
 - iv. PGD – Service Master
 - b. Aircraft/Vehicles
 - i. DVT/CHD – Time for Sale Mobile Detailing 602-295-7181
 - ii. F70 – Immaculate Flight 877-228-4594
 - iii. GTU – Immaculate Flight 877-228-4594
 - iv. PGD – Immaculate Flight 877-228-4594
- AeroGuard will release statement to all personnel and students
- AeroGuard will abide by CDC recommendations

Initial Response Workflow

Use this Workflow when:

- Directed by the Director of Safety, Chief Instructor, or senior company office
 - Illness due to Infectious Disease
-

For employees or domestic students

- a. If a domestic student or an employee is experiencing symptoms at home, they must take themselves to the nearest Urgent Care or Emergency Room to be tested.
- b. If a domestic student or employee is on campus, they need to self-quarantine themselves off campus until they can see a doctor and they must contact Human Resources.
- c. No employee or domestic student can return to campus until they are cleared by a doctor.

For international Students

- a. If the student is at experiencing symptoms of COVID- 19, or they have a fever of 100.4 (38C or higher), or they feel the need, they should contact the 1800-207-9913, (direct dial 312-935-3676), organization number is Aeroguard Flight Training Center, policy number is GLM N14285519, Gallagher Global number to speak to a medical professional in order to determine if a trip to the hospital is recommended. The student should then call dispatch to inform them of symptoms and let them know if they are going to the hospital or remain home.
- b. If an international student is experiencing symptoms at home, they must remain there and distance themselves from other students in a separate room until someone from Student Services Department contacts them.
- c. If an international student is on campus, they must self-quarantine themselves at the designated quarantine area and contact the Student Services Manager.
- d. No international Student can return to campus until they are cleared by a doctor.

Contact by telephone one of the following personnel in sequence: (see Contact List)

- a. **If a foreign student: Student Services Manager or designated employee** _____
- b. **If a domestic student: Human Resources** _____
- c. **If employee: Human Resources** _____
- d. **Director of Safety** _____
- e. **Director of Logistics & Fleet Management** _____

Does anyone require medical attention, or are emergency response services required?

- YES:**
- a. **If determination is made to transport an ambulatory person to a medical facility, contact:**
 - i. If student – Urgent Care / Emergency Room
 - ii. If employee - Urgent Care / Emergency Room
 - b. **Proceed to next step**

- Does the Emergency Response Plan need to be activated (YES NO)**
- a. If YES, the first person contacted will be the Initial Emergency Response Team (IERTL); IERTL will apply to appropriate workflow.
 - b. If NO, end of workflow

- If activating the ERP, send an email to**
- a. Subject: (COVID-19 ERP Activated)
 - b. Body:
 - i. Name of student or employee
 - ii. Location
 - iii. Situation (be as detailed as possible, i.e. employee/student in Urgent Care/Emergency Room, in CDC care, etc...)
 - iv. Initial Emergency Response Team Leader (name of person)

Instructions for Initial Emergency Response Team Leader (IERTL)

Implement appropriate Emergency Workflow if applicable

- a. **Emergency Response Plan COVID-19**
- b. **Contact CEO**
- c. **Contact KWT**

- After the situation has been resolved, send an email to**
- a. Subject: (COVID-19 ERP Deactivated)
 - b. Body:
 - i. Detailed information on how it has been resolved
 - ii. Student/employee quarantined at home or with health care providers

Notes/Important Information (outline the steps you have taken):

Useful Resources

https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fprevention-treatment.html

<https://www.cdc.gov/coronavirus/2019-ncov/summary.html>

<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

<https://www.who.int/health-topics/coronavirus>

Contact the CDC at 800-232-4636

AeroGuard Flight Training Center Compliance with California Executive Order N-33-20

On March 19, 2020, Governor Gavin Newsome issued Executive Order N-33-20 requiring all Californians to stay home “except as needed to maintain continuity of operations of the federal critical infrastructures as outlined at <https://www.cisa.gov/critical-infrastructure-sectors>.” AeroGuard is committed to being in compliance with Gov. Newsome’s Executive Order.

One of the 16 sectors listed on the federal critical infrastructures sectors list as defined by Executive Order N-33-20 and the Cybersecurity and Infrastructure Security Agency (CISA) of the U. S. Department of Homeland Security outlined at <https://covid19.ca.gov>, and also referenced at the CISA website <https://www.cisa.gov/critical-infrastructure-sectors>, is Transportation Systems. Within the Sector Overview of the Transportation Systems sector can be found detail regarding the Aviation subsector of the Transportation Systems sector and specific detail regarding “Flight Schools”.

“**Aviation** includes aircraft, air traffic control systems, and about 19,700 airports, heliports, and landing strips. Approximately 500 provide commercial aviation services at civil and joint-use military airports, heliports, and sea plane bases. In addition, the aviation mode includes commercial and recreational aircraft (manned and unmanned) and a wide-variety of support services, such as aircraft repair stations, fueling facilities, navigation aids, and **flight schools**.”

Source: CISA, <https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>, <https://www.cisa.gov/transportation-systems-sector>

Furthermore, Executive Order N-33-20 makes further reference to the Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response, Guidance issued by CISA on March 19, 2020. As stated both on the State of California’s COV-19 Response website at <https://covid19.ca.gov>, and the CISA website at <https://www.cisa.gov/sites/default/files/publications/CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf>, the following is listed regarding Essential Workforce in the Transportation Systems Sector:

“Air transportation employees, including air traffic controllers, ramp personnel, aviation security, and aviation management.”

Integral to AeroGuard’s Flight School operations are AeroGuard employees deemed essential per the above, and thus AeroGuard maintains that it must keep its Flight Training operations functioning at this time so as to be in compliance with Executive Order N-33-20.

In addition to being in compliance with Executive Order N-33-20, AeroGuard has deployed numerous and detailed procedures for its employees and students to follow to protect themselves from the COVID-19 virus. These precautionary procedures include, but are not limited to, temperatures taken upon reaching the facility and before every flight, aircraft sanitizing before every flight and every evening, extensive emphasis on personal hygiene practices, social distancing practices including keeping employees and students 6 feet apart and no more than 10 employees and students in one place, and thorough sanitizing and cleaning of the office each evening. Detail regarding AeroGuard’s policy and procedures regarding its COVID-19 response is available upon request. These procedures are being continually revised to meet ever changing conditions.

If there are any questions regarding AeroGuard’s COVID-19 position or response, please contact Gabrielle Zucker at gzucker@kwtglobal.com or (917) 513-1009

AeroGuard Flight Training Center Compliance with Texas Executive Order GA-08

On March 19, 2020, Governor Greg Abbott issued Texas Executive Order GA-08 to minimize person to person contact and spread of the COVID-19 virus. Texas Executive Order GA-08 states:

“All critical infrastructure will remain operational, domestic travel will remain unrestricted, and government entities and businesses will continue providing essential services. For offices and workplaces that remain open, employees should practice good hygiene and, where feasible, work from home in order to achieve optimum isolation from COVID-19. The more that people reduce their public contact, the sooner COVID-19 will be contained and the sooner this executive order will expire”

Source: https://gov.texas.gov/uploads/files/press/EO-GA_08_COVID-19_preparedness_and_mitigation_FINAL_03-19-2020_1.pdf

AeroGuard is committed to being in compliance with Gov. Abbott’s Executive Order.

Per the Cybersecurity and Infrastructure Security Agency (CISA) of the U. S. Department of Homeland Security detailed on the CISA website <https://www.cisa.gov/critical-infrastructure-sectors>, CISA designates 16 critical infrastructure sectors essential to maintain ongoing security of the United States. One of these 16 critical sectors is Transportation Systems. Within the Sector Overview of the Transportation Systems sector can be found detail regarding the Aviation subsector of the Transportation Systems sector and specific detail regarding “Flight Schools”.

“**Aviation** includes aircraft, air traffic control systems, and about 19,700 airports, heliports, and landing strips. Approximately 500 provide commercial aviation services at civil and joint-use military airports, heliports, and sea plane bases. In addition, the aviation mode includes commercial and recreational aircraft (manned and unmanned) and a wide variety of support services, such as aircraft repair stations, fueling facilities, navigation aids, and **flight schools**.”

Source: CISA, <https://www.cisa.gov/transportation-systems-sector>

According to CISA’s definition of critical infrastructure per the above, it is imperative that AeroGuard keeps its Flight Training operations functioning at this time so as to be in compliance with Texas Executive Order GA-08.

In addition to being in compliance with Texas Executive Order GA-08, AeroGuard has deployed numerous and detailed procedures for its employees and students to follow to protect themselves from the COVID-19 virus. These precautionary procedures include, but are not limited to, temperatures taken upon reaching the facility and before every flight, aircraft sanitizing before every flight and every evening, extensive emphasis on personal hygiene practices, social distancing practices including keeping employees and students 6 feet apart and no more than 10 employees and students in one place, and thorough sanitizing and cleaning of the office each evening. Detail regarding AeroGuard’s policy and procedures regarding its COVID-19 response is available upon request. These procedures are being continually revised to meet ever changing conditions.

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