

# Lessons Learned



Date: 7/27/2020

Region: Kennewick

Project: All Projects

Incident Title: Manage COVID risk

## Summary

On Friday, 7/24/2020, Apollo was notified that an employee wasn't feeling well. Following Apollo's Plan for Infectious Disease Outbreaks, the employee was directed to go home and self-isolate. The employee decided to be tested and received positive results on 7/28/2020. During the initial interview, the employee reported having a small 'tickle' in the back of their throat that came and went throughout the day starting on Tuesday, 7/21. When the 'sporadic tickle' became a cough on Friday, 7/24, they reported it to their supervisor. During that 4-day period there were several employees who had completed training that was closer than 6 feet. All parties were wearing masks. During the initial interview with the employee, the Safety Department didn't complete a thorough contact tracing and only sent her direct office partner home. During the second interview, it was discovered that the employee had also been in close contact with several coworkers/friends outside of work. As a result, 8 additional people went home to self-quarantine after contact tracing was completed.

## What Went Right?

- Employees wearing their masks
- Multiple controls in place- HEPA filters, cleaning schedules, barriers, self-screening
- Employee notified supervisor and Safety as soon as they were notified.



## What Went Wrong?

- Employee didn't recognize a little tickle in their throat as a symptom
- Safety Department didn't obtain further details while contact tracing when symptoms were reported
- Meetings/trainings were done in person instead of electronic mediums (Microsoft teams, Go-To, Zoom, etc.)
- Close contact with groups of people outside of work without taking precautions

## Lessons Learned

- **During a pandemic we cannot take any throat tickle, headache, cough, etc. for granted. If ANYTHING changes in your health, stay home and report it to your supervisor and Safety immediately.**
- **Don't take unnecessary risks outside of work. Maintain social distance and be diligent about wearing your mask.**
- **Interviewers must be very thorough to capture everyone who was in close contact, in and out of work.**