



PFM, INC.

Pandemic Response Guide

11 September 2020



BACKGROUND

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Elderly people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub (>60% ethanol or >70% isopropanol) frequently and not touching your face, mouth, eyes, and nose.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes or speaks to another person within close proximity, so it's important that you also practice respiratory etiquette e.g. coughing into a flexed elbow; wearing face coverings when around other people.

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

Below is a table of the different types and severity levels of contagious spread levels.

Endemic: When a disease that exists permanently in a particular region or population.

Epidemic: When an outbreak of disease that attacks many people at about the same time and may spread through one or several communities.

Pandemic: When an epidemic spreads throughout the world.



ASSUMPTIONS

- Predicted Spread and Severity:
- Illness rates in Guam's population: 5-10%
- Vaccine not available
- Anti-viral treatment: Likely to be in short supply when developed and may not be effective

Potential Effects:

- Large percentages of the working population may be unable to work for days to months during the pandemic
- Diminished numbers of people and expertise
- Diminished emergency and essential services - fire, police, and medical
- Diminished miscellaneous services - retail, transport, government departments, etc.

Business Effects:

- Loss of people to operate business
- Loss of services from suppliers
- Operations (e.g. production) and support (e.g. information technology) may be affected.
- Business travel may be affected

GUIDE PURPOSE

The purpose of this guide is to assist in managing the impact of a pandemic on employees and day-to-day operations based on three main strategies:

- Reducing spread of the virus within area of responsibility
- Developing protocols to operate with critical staffing
- Sustaining mission essential services

This guide provides requirements for personnel during operations while strictly enforcing and adhering to protective and preventative measures by doing the following:

Communication from external or internal sources regarding the pandemic virus

Activities to reduce the spread of the virus:

- Mandatory documented temperature (>99.9F) screenings prior to entering a facility or work area
- All personnel will wear appropriate face coverings
- Social distancing will be strictly enforced, and no physical meetings will be conducted when social distancing of 6ft. or greater cannot be achieved
- Increase frequency of cleaning of facilities
- Educating employees to reduce anxiety and panic
- Managing employees who become ill at work and those who may develop symptoms
- Continually monitor and maintain persons who work together within confined areas and increase hygiene requirements
- For Travelers
 - Travel advice
 - Quarantine requirements, both local and federal



- Prevention/Treatment
- COVID-19 vaccine
- Anti-viral medication
- Antibiotics
- Preventative medicine and health measures
- Maintenance of Essential and Critical Business Activities
- Identification of essential and critical business functions
- Planning for absenteeism and supplier disruption
- Communication with employees and customers
- Education for employees and customers
- Short, medium, and long-term planning

Business Plan Maintenance

This planning guidance is intended to increase our attention and preemptive response to an issue that could become a potential problem if appropriate measures are not taken. The safety of our employees and their families is our primary concern. We will protect them through our efforts and diligence.

- Will be reviewed and revised annually or sooner if unprecedented situations occur
- Shall be exercised and tested annually
- Exercise results will be incorporated into plan updates
- Plan will be communicated with partners and business cohorts such as:
 - Subcontractors
 - Vendors
 - Insurers
 - Hospitals and healthcare providers
 - Public health agency



COMMUNICATION

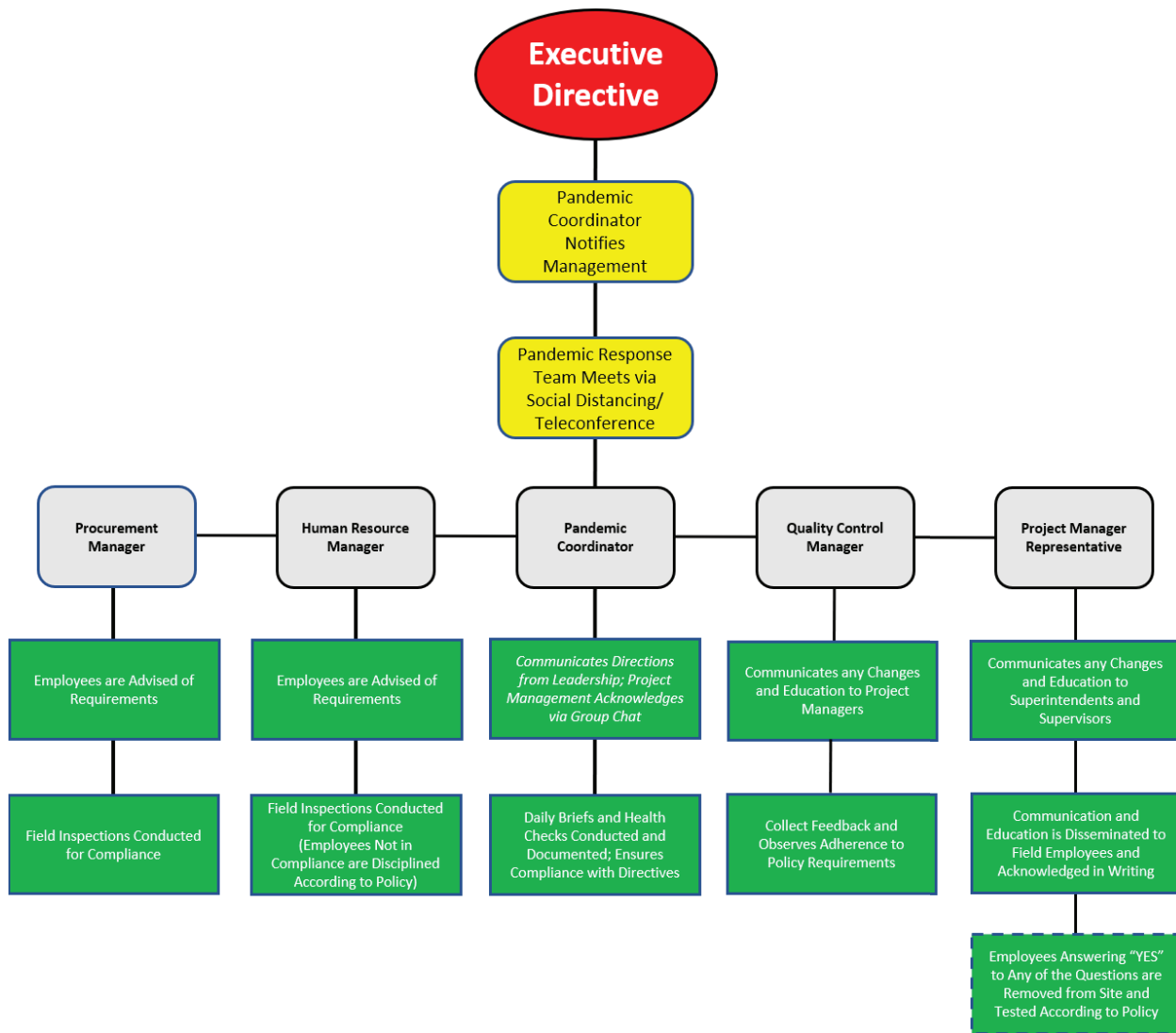
Business Communication

- The business approach to the pandemic COVID-19 threat is to align with the Department of Public Health and Social Services - Guam (DPHSS-GU) recommendations to avoid causing unnecessary panic.
- Key: partner closely with the local public health agency and establish communication mechanisms.
- A primary communication channel will be the health website at www.dphss.guam.gov or www.cdc.gov. Communication plans will be developed and executed by the Pandemic Coordinator/Team upon approval by the company President/CEO.

Communications to Employees

- Communications to employees will be managed by our Pandemic Coordinator with team assistance
- Pandemic Response Team will be developed to ensure clear and concise direction from the Pandemic Response Team
- Communications may be via Business WhatsApp, email, Internet and Intranet website, telephone, social media or postal services
- Links to relevant business or external sites should be utilized such as www.who.int or www.cdc.gov
- Employees may contact the DPHSS hotline for any medical related questions at 480- 7859/480-6760/480-6763/480-7883
- Educational communications will be provided to encourage employees to acquire and maintain regular healthcare services
- Educational communications will be provided regarding company policies for employee's compensation and sick leave absences that may be unique to a pandemic Employees are directed to current HRO policies and are encouraged to contact Human Resources if they have policy questions.

Lines of Communication





PFM INC. Business WhatsApp: Pandemic Response Center

To avoid conflicting/ overlapping information/ guidance and to centralize the flow of information from leadership to employees, a Pandemic Response Group Chat has been developed. Information and directives will be posted in the PFM INC. chat. A list of Frequently Asked Questions (FAQs) will also be provided with responses to avoid an influx of questions to the Pandemic Response Team, HRO and or leadership.

Managers, Supervisors and Pandemic Response Team members shall update personnel accountability, personnel affected by the pandemic (i.e., travel information, quarantine dates, etc....), impact to mission critical functions, equipment needs, and suspense/action items required internally and externally.



PREPAREDNESS & RESPONSE

Educating Employees to Eliminate Concern

There will likely be anxiety regarding the pandemic COVID-19, and this may contribute to increased absenteeism and/or increased distress to staff. Methods to address this include:

- Pandemic Coordinator will check the DPHSS website for the latest information on use of anti-viral medications and recommendations when available for communication.
- Pandemic Coordinator will conduct training to Annex Managers who will conduct mandatory training of their personnel to ensure workforce awareness of key facts about the pandemic and PFM INC.'s preparedness efforts
- As more information becomes available, provide timely updates.
- During the pandemic, continue to educate employees on the progress of the pandemic and its effects.
- Encourage employees to contact our Health and Benefits Coordinator for information on health benefits entitled to them.
- Refer employees to contact PFM INC. Pandemic Response Team for questions and concerns
- DPHSS-GU will provide recommendations of the use of anti-viral medication.
- The pandemic coordinator will check the Public Health's website for the latest information on the use of anti-viral medications and recommendations and disseminate to workforce for awareness

Reducing the Spread of the Virus

PFM's Pandemic Team consists of personnel from the Safety, HRO, Contingency and Program Management. The team has defined individual roles and will ensure that preparedness planning and response occur and are properly executed.

- All planning activities will include input from field crew representatives as appropriate.
- The pandemic coordinator and/or team will compose and maintain the Pandemic Response Plan for the company/business, manage health related activities, and coordinate communication and education.
- Upon notification that a pandemic is occurring, the pandemic coordinator and/ or team for each facility will do the following:
 - Set up prominent notices at all entry points (Appendix A) to each facility to reduce the risk of infected persons entering the work/business site advising staff and visitors not to enter if they have symptoms of illness or if they have travelled within the designated date as identified by Executive Leadership.
- Educate employees on how to stop the spread of the virus and place notices around the workplace (including entrances, notice boards, meeting rooms and restrooms). Notices should contain information regarding hand hygiene, covering coughs and sneezes, and social distancing.

- Ensure adequate supplies of tissues, anti-bacterial soap, hand sanitizing gels, and cleaning



supplies are available for employees.

- The pandemic coordinator will ensure that employee education includes a pandemic fact sheet (Appendix B) containing information regarding mitigating the spread of the virus and performing effective social distancing.
- Shared work areas frequented by more than one employee such as vehicles, tools, equipment, desktops, tables, doorknobs, stair rails, etc. should be cleaned between shifts or more often if feasible.

Social Distancing

Social distancing refers to strategies to reduce the spread of the virus between people; For example, postponing conferences, conducting meetings over the phone or working from home. Social distancing strategies may include:

- Avoid meeting people face to face - use the telephone, WhatsApp, video conferencing and the Internet to conduct business as much as possible even when participants are in the same building.
- Avoid any unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops, and training sessions.
- If and where possible, arrange for employees to work from home or work flex hours to avoid crowding at the workplace.
- If PFM Inc. transportation is used, ensure good ventilation within the vehicle, wash hands often and ensure that everyone covers coughs and sneezes; persons traveling together will always wear masks.
- Bring lunch and eat at desk or away from others (avoid crowded eating areas). Introduce staggered lunchtimes to reduce the number of people in lunchrooms or break areas.
- Minimize face-to-face interactions as much as feasibly possible in field activities.
- If face-to-face meetings are unavoidable, minimize the meeting time to under 10-minutes; anything beyond such time will be conducted via teleconference or other similar means. Choose a large, well ventilated meeting room and do not sit close to each other if possible; with absolutely no contact e.g. kissing on the cheek, åmen, shaking hands, or hugging.
- Encourage employees to practice social distancing outside of the workplace and adhere to local government instruction and directives.

Workplace Cleaning

- Office cleaning of shared work areas, counters, railings, doorknobs, and stairwells should be performed more frequently during the COVID-19 pandemic.
- Filters of the air conditioning systems should be cleaned and changed frequently.
- Telephones should not be shared.
- Specialized cleaning solutions are not essential. Standard cleaning products are adequate (including soap and water), most important is the frequency of cleaning.



Managing Illness in Employees

- Pandemic coordinators will post information on what to do if people get sick while at work.
- If a person becomes ill, or if someone observes that another person is exhibiting symptoms of COVID-19 at work; make sure the ill person leaves the workplace as soon as possible and that proper supervisor notification is completed. Individuals may be required to present a return to work doctor's certification as required by management team or based on HRO policy for absences of three or more workdays
- The employee should be encouraged to seek medical care and report back to pandemic coordinator if COVID-19 is likely.

Travel Related Issues

- Travel advisory notices are provided by the Office of the Governor, Travel.State.Gov and the CDC and should be communicated to all employees.
- PFM INC. will enforce appropriate travel policies based on current travel advisories from the Government of Guam, U.S. Department of State, and direction from the Contracting Officer— whichever is more stringent.
- The requirement to self-quarantine from the workplace may be directed by Executive Leadership if restricted travel is enforced by the Government of Guam and/or Contracting Officer.
- Individuals may be required to present a DPHSS recognized and certified document that attests he or she is not infected with the COVID-19 pandemic
- Advice to recent travelers will be provided by public health officials regarding self- checking for symptoms and seeking medical care.
- Information concerning travel may be obtained from www.travel.state.gov

Treatment

COVID-19 Vaccine

When and if available, public health officials will make the best use of any available vaccine and will inform businesses and the public on how the vaccine will be used appropriately. It may take several more months or more to manufacture and distribute the vaccine when available.

Anti-Viral Medication

Antiviral medications may play an integral role in the treatment and prevention of pandemic COVID-19; however, the certainty of their efficacy against a pandemic strain of COVID-19 is currently unknown. The DPHSS-GU will provide recommendations of the use of anti-viral medication. The pandemic coordinator will check the Public Health's website for the latest information on the use of anti-viral medications and recommendations



CONTINUITY OF OPERATIONS

As part of the company's contingency planning, core functions, people and critical skill sets shall be identified, and strategies developed to manage operational and workplace requirements prior to a pandemic. The attached Business Pandemic COVID-19 Planning and Response checklist will assist managers and supervisors to plan, coordinate and perform critical tasks that will greatly assist our prevention efforts.

Contingency Supply Locker

All Project Managers shall coordinate with Safety to ensure that proper Personal Protective Equipment (PPE) to support a pandemic is stocked and included in their contingency supply locker. Inventory shall be performed on an annual basis to ensure all materials for contingency is accounted for. PMs will coordinate with their project's Contracting Officer Representative (COR) for funding of materials/PPE. Pandemic supplies will be procured by the Procurement Department and distributed accordingly to the PMs.

Island-Wide Lockdown guidance

In the event Government of Guam executes a lockdown, the following guidance will apply:

- Only Critical Mission Essential personnel on the approved list will be allowed to travel to and from work. It is the Project Manager's responsibility to ensure currency of list is provided to the Contingency Manager to ensure no delays are experienced in entering the installation
- Strict adherence to minimizing personnel at jobsites will be enforced.



PANDEMIC TEAM

In the event of a pandemic directives from the government, PFM INC. will play a key role in protecting employees' health and safety as well as limiting the negative impact to the services provided by the Company. Planning is very crucial in our organization. PFM INC. pandemic team has been identified as follows:

Role	Primary
Pandemic Coordinator Coordinates direction from executive leadership in support of pandemic preparedness and response	[NAME]Melanie Santos [TITLE]Human Resources Manager Cell: 671-727-9145 Email: humanresources@pfmgum.com
Contingency Manager Coordinates mission critical requirements to ensure continuity in support of operations. Represents company in Emergency Operations activities	[NAME]Joseph D. Cruz [TITLE]Safety Manager Cell: 671-688-8046 Email: joe.cruz@pfmgum.com
Human Resources: Liaison and Employee Accountability Support Services; Provides Updates on Personnel Out on Leave Due to COVID-19 Related Illnesses or Otherwise	[NAME]Williejo Dado [TITLE]Human Resources Specialist Cell: 671-747-2966 Email: wdado@pfmgum.com
Business Manager: Initiates Need for Pandemic Response Team to Meet and Chairs Meeting; Executes Financial Decisions to Authorize Changes and/or Ensure Continuity of Assets and Project Timelines	[NAME]Ruben Montalvo Jr. [TITLE]Director of Operations Cell: 671-687-7786 Email: ruben.montalvo@pfmgum.com
Procurement Manager: Procures and Manages Inventory of PPE and Other Supplies Related to the Pandemic Mitigation for the Company	[NAME]Jasmine Sablan [TITLE] Inventory Specialist Cell: 671-797-0121
Project Manager Representative: Provides Real-Time Feedback on the Condition of Ongoing and Pending Projects Affected by the Pandemic; Communicates to Superintendents Necessary Information	[NAME]Joseph D. Cruz [TITLE]Safety Manager Cell: 671-688-8046 Email: joe.cruz@pfmgum.com
Quality Control Manager: Provides Quality Control Monitoring on the Efforts of Minimizing the Spread of the Virus Throughout Workforce; Communicates Needed Adjustments in the Plan	[NAME]Jonathan Nededog [TITLE]QC Supervisor Cell: 671-688-8717 Email: jonathan.nededog@pfmgum.com



HRO Policy Reminders

Absences

In the event an employee has symptoms related to the pandemic while at work, employee must be sent home to minimize the spread of infections to customers and other staff. Currently, HR policy states if employee is sick for more than three days s/he must provide a return to work doctor's certification. For those who have been quarantined, management requires a doctor's certification stating that employee is fit to return to work and is not contagious after being quarantined. Employee will be paid in accordance with current HRO policies. personnel who are unable to be come to work due to an illness or have been quarantined based on the direction by Executive Management must use leave without pay.

Leave Without Pay/ Unpaid Leave (LWOP)

Employees will comply with current HRO policies. Employees who do not have enough paid leave must use leave without pay. All unpaid leave requires pre-approval by Executive Management. There may be circumstances where pre-approval is not feasible (you develop symptoms over the weekend, e.g.); the employee would still be required to notify their project manager who would then notify Executive Management. LWOP would then need to be ratified following the employees.

Family Medical Leave Act

An employee who is sick or whose family members are sick may be entitled to leave under the Family and Medical Leave Act (FMLA) under certain circumstances. The FMLA entitle eligible employees of covered employers to take up to 12 weeks of unpaid, job protected leave in a designated 12-month leave year for specified family and medical reasons which may include COVID-19 where complications arise that create a "serious health condition" as defined by the FMLA. Employees on FMLA leave are entitled to the continuation of group health insurance coverage under the same conditions, as coverage would have been provided if the employee had been continuously employed during the leave period.

Paid Time Off

In the event of a pandemic outbreak and to ensure continuity of essential operations services, pre-approved vacation leave may be cancelled. Any cancellation or request for leave will be at the discretion of Project Managers or above and will be monitored for consistency.

References

- Joint Information Center Press Releases
- Department of Public Health and Social Services
- Office of the Governor of Guam Press Releases
- Guam Homeland Security (GHS)
- Press Releases Centers of Disease Control and Prevention (www.cdc.gov)
- World Health Organization (www.who.int)



APPENDIX A

BUSINESS CODE OF ETIQUETTE

"I protect you. You protect me"

As a PFM, Inc. Family we should, to the best of our ability and to the extent as feasibly possible, adhere to the guidelines herein. Not knowing when this pandemic will end, it is herewith a list of codes to abide by in order to prevent the spread; sustain our operations in good health and conscience to protect ourselves and others; for solidarity and as a whole to do our part in an effort to stop this pandemic with one person a time and beginning with ourselves.

Establish and enforce social distancing guidelines in your work area(s):

- I. All persons entering a work area will concede to a temperature check and must be below 99.9°F or will be turned away and isolated until further direction is received
- II. All persons must answer questionnaire of possible exposure and contact prior to proceeding
 - Have you had contact (within 6-feet for ten-minutes or longer) with a COVID-19 positive or suspect positive person in the last 14-days?
 - Have you traveled off-island in the last 14-days?
 - Have you been tested for COVID-19 with a positive result or pending a result in the last 14-days?
 - Do you have any flu-like symptoms such as, but not limited to, coughing, loss of taste, loss of smell, frequent headaches, fever, body aches, etc.?
- III. All persons will always wear an appropriate face covering
- IV. Abide by the reference points of six-foot intervals and locations where personnel can stand while conducting business with another person
- V. Limit personnel in conference rooms and meeting areas to distance each participant at least six feet from one another or otherwise conduct business telephonically or by other electronic means
- VI. Limit restroom occupancy to a maximum amount feasibly possible to allow six feet apart while conducting hygiene practices – post hygiene posters where needed
- VII. Restrict physical interaction and contact to necessity by using available resources i.e. phones, emails, voice projection, etc.
- VIII. Discourage sharing of office supplies and other sources of contact transfer from inanimate objects by using personal supplies e.g. bring your own pen to sign-in/ sign-out on logs and rosters
- IX. Utilize company furnished and personal hygiene sanitizing supplies to safely and frequently sterilize, decontaminate, and maintain personal spaces
- X. Establish and routinely follow daily "Pause" schedules to wipe down workstations and common and frequently touched materials and equipment to include door handles, handrails, microwaves, coffee pots, vehicles, etc. (minimum of at least twice daily)
- XI. Slightly turn your head away from others when conversing or giving salutations in passing to avoid directional projections of air droplets



- XII. Bring your own food and drink to avoid unnecessary travel or contact with others; do not provide or use public serving utensils for food
- XIII. If in cubicles and workstations, stay seated to communicate with others from your desk; call persons you need to communicate with at a distance; talk to the wall or monitor to prevent droplets becoming airborne
- XIV. In vehicles, minimize conversation and speak to the window or away from your point-of-contact – wear a face mask while carpooling.
- XV. Use nitrile or latex gloves when receiving or transferring material and equipment
 - Wipe down anything received from others in a safe area and immediately wash your hands afterwards
- XVI. Be cautious of your surroundings and respect each other's personal space
 - Encourage others to change the norm to the new norm

APPENDIX B

FACT SHEET

Response to Coronavirus (COVID-19) 2019-2020

Background

According to the Center for Disease Control (CDC) and Prevention, A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide.

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 and has not been previously identified in humans. Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans. ¹

The virus that causes COVID-19 is infecting people and spreading easily from person-to-person. Cases have been detected in most countries worldwide and community spread is being detected in a growing number of countries. On March 11, the COVID-19 outbreak was characterized as a pandemic by the World Health Organization (WHO).

This is the first pandemic known to be caused by the emergence of a new coronavirus. In the past century, there have been four pandemics caused by the emergence of novel COVID-19 viruses. As a result, most research and guidance around pandemics is specific to COVID-19, but the same premises can be applied to the current COVID-19 pandemic.

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties, which may appear 2-14 days after exposure. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

Protective measure against the new coronavirus

- Follow the guidelines provided in this Preparedness and Response guide to take care of your health and protect others by
- Maintaining cleanliness by washing hands frequently or surfaces of common areas
- Maintaining social distancing of at least three feet between yourself and anyone who is coughing or sneezing
- Avoid touching eyes, nose and mouth
- Practice respiratory hygiene
- Thoroughly cooking meat and eggs
- Seek medical care early when experiencing COVID-19 like symptoms of fever, cough and difficulty breathing
- Stay informed and follow advice given by your healthcare provider

PFM INC. Directives (dated 16 March 2020)

- Aligned with policies that the Government of Guam and JRM have published, the following are the self-quarantine (stay home) guidelines:
- Personnel who have returned from travel off-island starting 1 March 2020 shall self-quarantine for a minimum of 14 days following their return
- Personnel who have family members or others within their household that live with them and recently travelled off-island starting 1 March 2020 shall self-quarantine (stay home) for a minimum of 14 days following their return
- Though exceptions are made for travelers who possesses a DPHSS recognized and certified document that attests he or she is not infected with COVID-19, this certified document WILL NOT allow access to the base. Personnel shall self-quarantine for 14 days
- If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your health care provider immediately for medical advice and self-quarantine for a minimum of 14 days
- Personnel exhibiting any flu-like symptoms remain at or be sent home as well to prevent the spread of any germs. A doctor's certification to return to work may be requested by management for absences less than the three-day requirement or mandated for absences greater than three days.
- Personnel who have had possible exposure with a person who was either tested positive for COVID-19 or have been in contact with an individual who tested positive for COVID-19 must self-quarantine for a minimum of 14 days. If this employee tests positive for COVID-19, any/ all personnel who had contact with this employee shall self-quarantine for 14 days
- Personnel who has had exposure to a person who travelled and has tested negative for COVID-19 shall either exercise their right to self-quarantine or continue to work and self-monitor for the next 14 days. If you experience COVID-19 like symptoms, please seek medical assistance and self-quarantine for 14 days
- Seek clarification from KO: travelled, tested negative COVID-19, need self-quarantine for 14 days still, medical clearance before returning to work within 72 hours
- Personnel on high-risk are recommended to self-quarantine
- Failure to report and/or comply may result in severe disciplinary actions as such employees may be putting others at risk
- During the quarantine period, employees will be required to utilize paid time off or LWOP. Proof of the travel for the employee and/or immediate family member will need to be provided if requesting for this purpose. A medical clearance with a return to work date from a medical provider within last 72 hours would need to be submitted to HR prior to return to work

Other guidance to encourage social distancing include:

- All internal trainings and off-island travel
- Require meetings be limited to those "as needed" and attended by only essential personnel
- Stay Up to Date with reputable sources



Please cooperate with the direction provided above for yourself, your family and the community. There is no need to panic. Remain calm and make sure that you are educating yourself and your family on the latest information available to you regarding this coronavirus.

It is important to note that the situation can change quickly. The community is reminded to only share official notices and visit the following links for the most up-to-date information:

CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

DPHSS website: <http://dphss.guam.gov/2019-novel-coronavirus-2019-n-cov/>

GHS/OCD website:

- <https://ghs.guam.gov/coronavirus>
- <https://ghs.guam.gov/coronavirus-covid-19>
- <https://ghs.guam.gov>

¹(<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>)