



Business to Business Zoom Conference Series

Resiliency is the name of the game

10.22.20

What a Business Needs to Safely Open



- Today's Topics:

1. COVID-19 – the latest

2. What does resiliency look like?

3. The science behind a COVID-19 vaccine

4. Anticipating and supporting Mental Health



Ed Gilkey, MD, MS,
MBA, CPE, Senior
Physician Executive,
Northern Light
Beacon Health



Jim Jarvis, MD, FAAFP
Medical Director,
Clinical Education
Northern Light EMMC
COVID Response
Incident Commander



Elizabeth Clayton
Wellness Specialist
Northern Light Health



Rebekah Gass, MD,
Lead Physician
Infectious Disease
Professional Services,
Northern Light EMMC



Yemaya St. Clair, LCPC-C,
EAP Counselor,
Northern Light Work
Force

Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health's own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.

Ask us questions – give us feedback – this hour is for you

- Please use the **chat** function to ask your questions at anytime.

Safe Return to Business Survey

Page 1 of 1

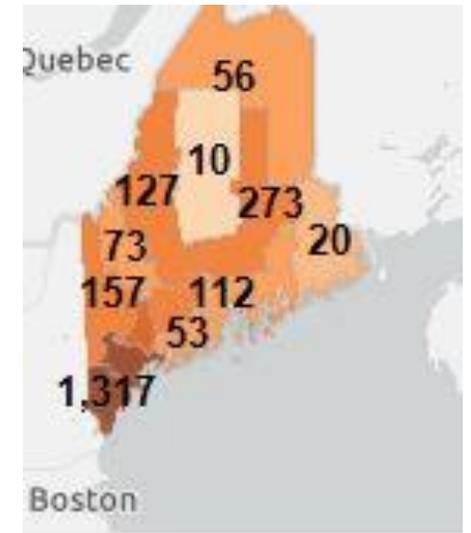
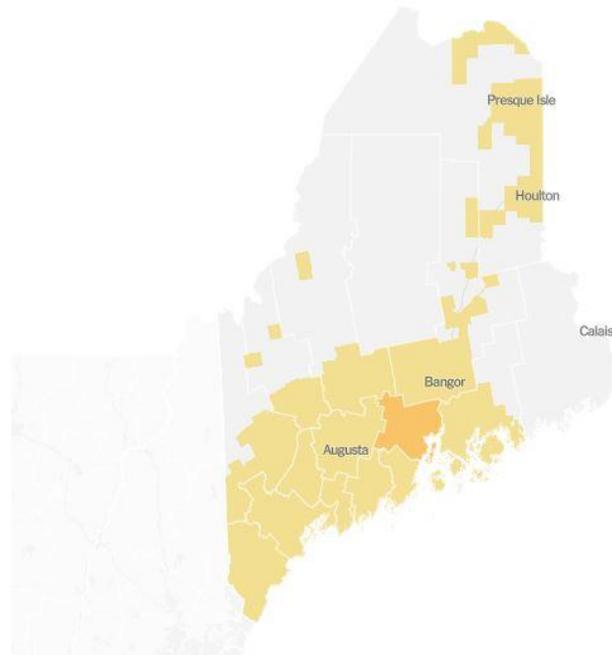
1. I am able to apply the tools and guidance provided today in supporting my safe reopening? *
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
2. My questions about opening safely were answered in a way that I understood? *
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer? *
 - Very Likely
 - Likely
 - Neutral
 - Unlikely
 - Very Unlikely
4. How likely are you to attend one of our Business to Business Zoom Conferences in the future? *
 - Very Likely
 - Likely
 - Neutral
 - Unlikely
 - Very Unlikely
5. What topic(s) would you like us to focus on in the future?

Done

COVID-19, Updates, testing, and screening

Latest on COVID-19

- Cases on the rise AGAIN
 - Rural locations
 - Influenza season is looming



COVID-19 Testing

- Testing capacity increasing
- 4 -5 day turnaround times
- Newer test being deployed
 - Can they be used for asymptomatic
- Schedule an appointment
 - Changes almost daily
 - Best to reach out to local facilities
 - <https://northernlighthealth.org/Resources/COVID-19/Testing>



Testing

At Northern Light Health, we believe that testing is an important part of slowing the spread of COVID-19. At this time, testing materials are still limited but are expanding rapidly.

[? Determine if you should be tested through our questionnaire](#)

Please pick the square that describes the test you need.

 <p>Symptomatic I have symptoms</p>	 <p>Pre-Procedure/Surgery I've been told I need a test before a procedure</p>	 <p>Business & Staffing I would like to have my employees tested</p>	 <p>Asymptomatic I don't have symptoms, State Order, All Other</p>
---	---	--	--

HOW TO STAY SAFE AND HAVE FUN

this *Halloween*



Many of our usual Halloween activities are off the table this year, but there are a lot of ways to still have fun.

Keep the following things in mind, no matter how you're celebrating:

✓ **Wear a cloth face covering** when outside your home and around others that are not part of your household
(Consider a face covering in a Halloween print or pick a costume where your face covering can be part of the outfit. Halloween costume masks do not provide adequate protection from COVID-19.)



✓ **Avoid confined spaces**
(stay away from indoor spaces that don't allow for easy distancing of at least six feet between you and others)



✓ **Avoid close contact**
(stay at least six feet away (three or more adult steps) from all other people who are not part of your own household, especially while talking, eating, drinking, and singing)



✓ **Wash or sanitize your hands often**



✓ **Clean frequently touched items regularly**



✓ **If you are sick**, have been in contact with someone who is sick with COVID-19 or who has symptoms of COVID-19, **you should stay home**, not participate in in-person Halloween festivities, **and not give out candy to trick-or-treaters**



For complete information and Halloween recommendations, please visit <https://www.maine.gov/decd/checklists/seasonal-activities>

Holiday Safety

- Thanksgiving
- Shopping
- December



What does resiliency look like?

What resilient people do or learn how to do

1. Face their fears
2. Imagine realistically optimistic possibilities
3. Adjusts thinking; corrects cognitive distortions
4. Identify priorities, set boundaries and pace themselves
5. Accept reality while adapting to uncertainty
6. Shift to realistic standards
7. Learn from failure
8. Show kindness to themselves for their imperfections
9. Ask for help when they need it and get back up when they fall
10. Share their experiences and are open about their feelings
11. Find ways to have fun and enjoy themselves
12. See the funny side
13. Take care of themselves physically
14. Sustain themselves spiritually
15. Focus on their mission
16. Search for meaning and ask, "What is life asking of me?"

Kim Roberts, RN, PhD

Interim Director, Infection Prevention and Control Northern Light EMMC



- In Maine on a travel assignment
- Never ending problems; resolve one then the next comes along
- Uncertainty and being isolated from friends and family compounds the feelings of worry and despair
- Hard time maintaining work/life balance and feels guilty about self-care
- “Zooms out” to shift perspective when overwhelmed
- Takes refuge in hiking, photography and ice cream
- Connects with people
- Is reflective and takes joy and solace in ordinary things

What resilient people do or learn how to do

1. Face their fears
2. Imagine realistically optimistic possibilities
3. Adjust thinking; correct cognitive distortions
4. Identify priorities, set boundaries and pace themselves
5. Accept reality and manage uncertainty
6. Adopt realistic standards
7. Learn from failure
8. Show kindness to themselves for their imperfections
9. Ask for help when they need it and get back up when they fall
10. Share their experiences and are open about their feelings
11. Find ways to have fun and enjoy themselves
12. Retain their sense of humor
13. Take care of themselves physically
14. Sustain themselves spiritually
15. Focus on their mission
16. Search for meaning and ask, “What is life asking of me?”

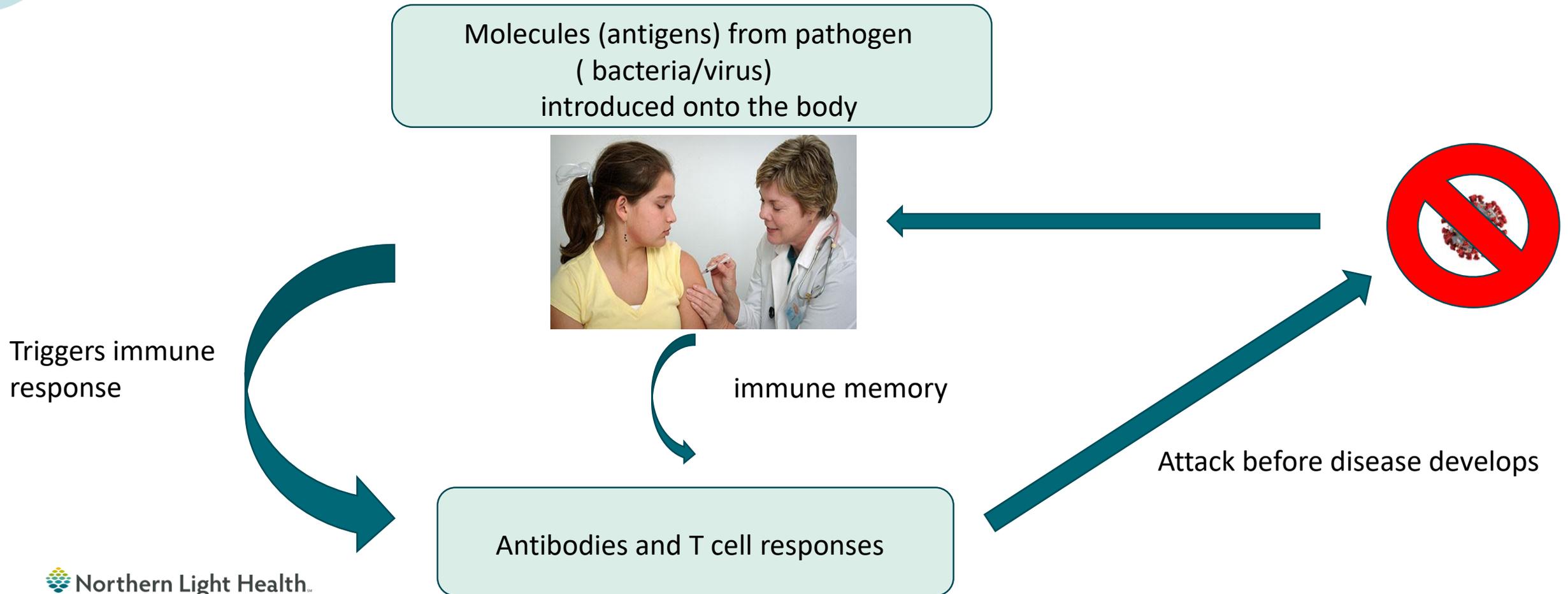
Kim's resilient behaviors

1. Face their fears
2. Imagine realistically optimistic possibilities
3. Adjusts thinking; corrects cognitive distortions
4. Identify priorities, set boundaries and pace themselves
5. Accept reality while adapting to uncertainty
6. Shift to realistic standards
7. Learn from failure
8. Show kindness to themselves for their imperfections
9. Ask for help when they need it and get back up when they fall
10. Share their experiences and are open about their feelings
11. Find ways to have fun and enjoy themselves
12. See the funny side
13. Take care of themselves physically
14. Sustain themselves spiritually
15. Focus on their mission
16. Search for meaning and ask, "What is life asking of me?"

The science behind a COVID-19 vaccine

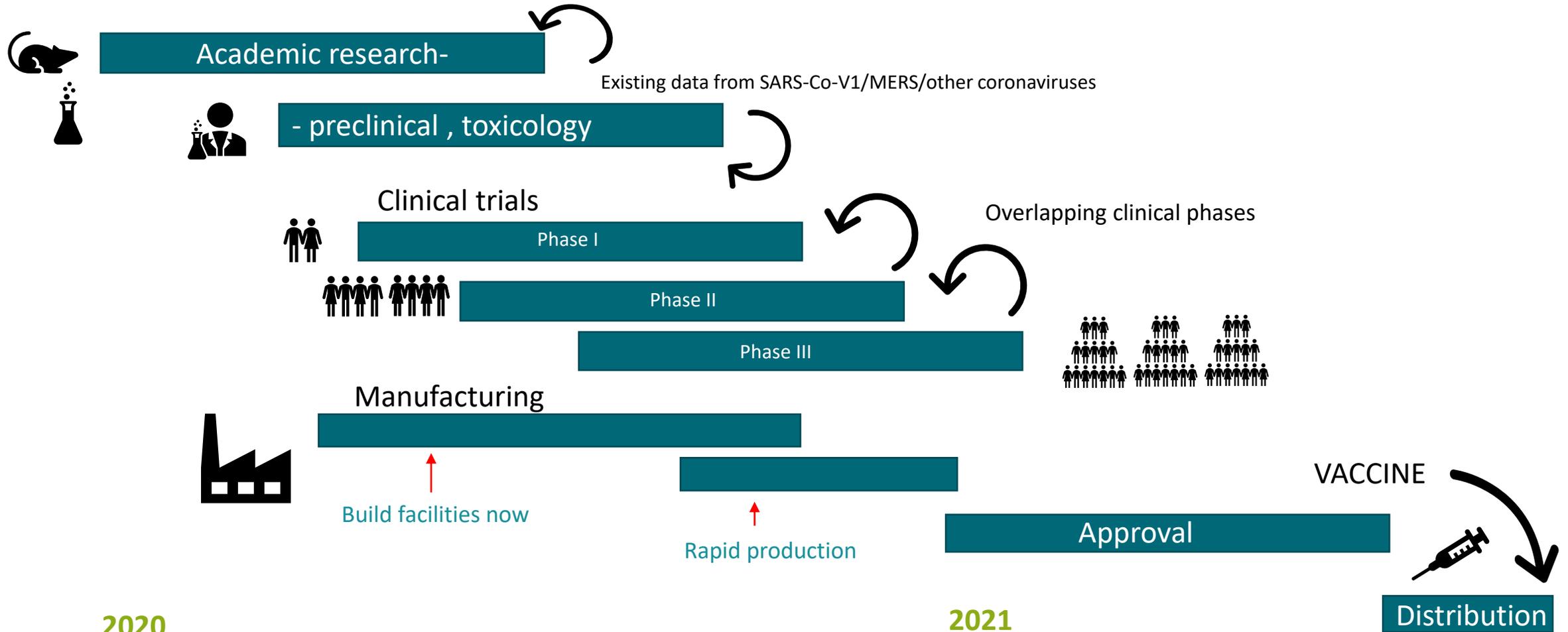
How vaccines work

- Vaccines work by training the immune system to recognize & combat pathogens



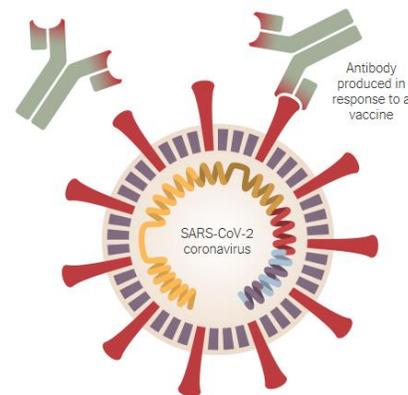
SARS-CoV-2 Vaccine –Operation Warp Speed

Public/private partnership : pharma and US Government



Types of vaccines

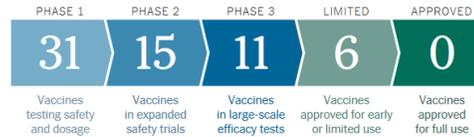
PLATFORM	Example
Inactivated virus	Influenza, hepatitis A
Live attenuated virus	Nasal influenza (FluMist), measles
Protein subunit	Hepatitis B
Non replicating viral vector	Ebola
DNA RNA	None licensed



SARS-Co-V -2 vaccines in development

Coronavirus Vaccine Tracker

By Jonathan Corum, Sui-Lee Wee and Carl Zimmer Updated October 16, 2020



- Operation warp speed vaccines

- First wave
 - Moderna (mRNA)
 - Pfizer (mRNA)
 - AstraZeneca-Oxford (adenovirus)*
- Second wave
 - Novovax (protein particle)
 - J&J (adenovirus)*
 - SanofiPasteur (recomb protein)
 - Merck & Co (live VSV)

- International

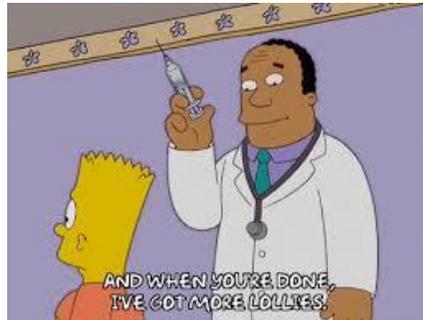
- Russia
 - SputnikV
 - EpiVacCorona
- China
 - Ad5-nCoV
 - CoronaVac
- India
 - COVAXIN
 - ZyCoV-D
- Japan, Australia etc.

What does it all mean?

- Efficacy
 - Ideally vaccine > 90 % effective
 - 70-75% acceptable ; ? 50%
- Logistics
 - Distribution, storage, administration etc...

- Utilize all tools

- Vaccines
- Hand washing
- Masks
- Social distancing
- Testing, isolation & contact tracing
- Agility in response to surges



≠



The face of resiliency

Rachel Nobel, MA

Grants consultant, Office of Community Health & Grants



- Mother of 3 school-age kids working remotely
- “I feel like in most things I am just hanging on by my fingernails and getting those things that have to get done done, and the things that should get done, or can get done later (or never) are being shuttled down the line. It’s hard to think anything can make things better right now.”
- Northern Light pandemic parenting advice column: “How do I calm the clutter – noise, stuff, distracting news – and how to talk to children about tyranny, oppression, racism, political division, climate change, COVID”
- EAP information at the ready “in case I just decide I can’t do it anymore. I think I am not alone in that.”
- “Be flexible” is her new mantra
- Stretches even for a few moments before getting up and going to bed
- Purpose-driven, volunteers in the community, loves to walk and hike, is thoughtful and spiritual and honest
- Takes Zoom piano lessons

What resilient people do or learn how to do

1. Face their fears
2. Imagine realistically optimistic possibilities
3. Adjust thinking; correct cognitive distortions
4. Identify priorities, set boundaries and pace themselves
5. Accept reality and manage uncertainty
6. Adopt realistic standards
7. Learn from failure
8. Show kindness to themselves for their imperfections
9. Ask for help when they need it and get back up when they fall
10. Share their experiences and are open about their feelings
11. Find ways to have fun and enjoy themselves
12. Retain their sense of humor
13. Take care of themselves physically
14. Sustain themselves spiritually
15. Focus on their mission
16. Search for meaning and ask, "What is life asking of me?"

Rachel's resilient behaviors

1. Face their fears
2. Imagine realistically optimistic possibilities
3. Adjusts thinking; corrects cognitive distortions
4. Identify priorities, set boundaries and pace themselves
5. Accept reality while adapting to uncertainty
6. Shift to realistic standards
7. Learn from failure
8. Show kindness to themselves for their imperfections
9. Ask for help when they need it and get back up when they fall
10. Share their experiences and are open about their feelings
11. Find ways to have fun and enjoy themselves
12. See the funny side
13. Take care of themselves physically
14. Sustain themselves spiritually
15. Focus on their mission
16. Search for meaning and ask, "What is life asking of me?"

Being resilient doesn't mean you won't go down.

It just means you'll get back up.

Anticipating and supporting mental health

Start planning now to assess options

Make a list of your holiday traditions:

- What are they?
- Where are they?
- Who do you usually celebrate them with?
- Which bring you joy?
- Which do you do out of a sense of obligation?

CDC Comprehensive Holiday Guidelines :

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>

**It's so easy to focus on what we *can't* do right now.
But many aspects of the holidays can still happen just as they always have.**

Tough decisions, Emotional reactions

Expect and cope with emotional reactions:

“Unfortunately, with all the uncertainty, we’re going to stay home this year.”

“I have to do what’s right for me and my family.”

“I know you’re really disappointed we won’t make it. I’m sad about it too.”

Get creative: recreate versions of your favorite traditions that fit current realities.

Prepare to be flexible: Even the best-made plans might go sideways at the last minute.

Coping with Holiday Stress

- Keep expectations for the holiday season manageable.
- It is okay not to feel jolly.
- Do something for someone else.
- Enjoy activities that are free.
- Be aware that excessive drinking and eating will have negative consequences.
- Try something new.
- Spend time with supportive and caring people.
- Save time for yourself.

DRAMMA Model*

An employee's responses after a week-long staycation:

"... I forgot about work" (detachment)

"... I did relaxing things" (relaxation)

"... I felt like I was free to decide for myself how to live my life" (autonomy)

"... I did things that challenge me" (mastery)

"... I did something that was important to me" (meaning)

"... I felt close to the people I was interacting with"
(affiliation)

*Source: Kujanpää, M., Syrek, C., Lehr, D. *et al.* Need Satisfaction and Optimal Functioning at Leisure and Work: A Longitudinal Validation Study of the DRAMMA Model. *J Happiness Stud* (2020). <https://doi.org/10.1007/s10902-020-00247-3>

Work Force EAP Resources

For more information about
Work Force
trainings
and clinical services:

1-800-769-9819

www.workforceeap.com



Training Programs

These topics can be modified to suit your audience and organizational needs. Looking for management training? We offer a tailored version of every workshop for leaders.

General Programs

Sustaining Compassion in Health Care

Coping with the cumulative effects of caring for others

Diversity in the Workplace

Capitalize on differences among colleagues and clients, understand implicit bias, and learn tools for effectively working across differences

Fostering a Respectful Workplace

Promote a constructive attitude, emotional intelligence, and effective listening among staff

Managing Stress with Resiliency

Learn coping skills to handle stress and avoid burnout

Managing Workplace Conflict

Turn natural conflict into an opportunity to improve your workplace culture

Managing Your Time and Tasks

Make the most of your limited time, work more efficiently, and meet or beat deadlines

Navigating Change in the Workplace

Adapt to changes or new challenges to excel in your professional role

Professional Boundaries

Identify and implement appropriate boundaries with clients and colleagues

Professional Communication Skills

Facilitate positive teamwork and great customer service through clear communication and effective listening

Workplace/Sexual Harassment: Prevention and Response

Prevent workplace/sexual harassment before it happens; intervene effectively if it does

Substance Abuse and the Workplace

Learn to recognize signs of alcohol or drug abuse in the workplace, and how to respond

Walking The Talk: Creating a Culture of Accountability

Understand the principle of accountability to ensure that responsibilities are met

Work-Life Rhythm

Strategies to manage the demands of work and personal life for long term success

For Leaders

Difficult Conversations at Work

Best practices for discussing sensitive topics and giving important feedback

Motivation and Coaching

How great management brings out great work performance

Skills for Supervisors

Skills training in effective communication, management strategies, and tools for accountability

DER Training

DOT 49 CFR Part 40 rules compliance: Know your responsibilities, resources, and policy for alcohol and drug testing

Reasonable Suspicion/Cause Training (DOT and non-DOT)

Identify your role and duties as a supervisor when someone is impaired on the job

Leadership Bootcamps

Please call for more information

Leadership Institute Certificate Training

Please call for more information

1-800-769- 9819 for TTY: dial 7.1.1 • TRS then dial 800.769.9819 • www.workforceeap.com

 Work Force

Employee Assistance Program

Use the chat function to ask your questions:



Ed Gilkey, MD, MS,
MBA, CPE, Senior
Physician Executive,
Northern Light
Beacon Health



Jim Jarvis, MD, FAAFP
Medical Director,
Clinical Education
Northern Light EMMC
COVID Response
Incident Commander



Elizabeth Clayton
Wellness Specialist
Northern Light Health



Rebekah Gass, MD,
Infectious Disease
Professional Services,
Northern Light EMMC



Yemaya St. Clair, LCPC-C,
EAP Counselor,
Northern Light Work
Force

Tools you can use:

<https://northernlighthealth.org/Resources/Safe-Return-to-Business>



HOW TO STAY SAFE AND HAVE FUN this Halloween

Many of our usual Halloween activities are off the table this year, but there are a lot of ways to still have fun. Keep the following things in mind, no matter how you're celebrating:

- ✓ **Wear a cloth face covering** when outside your home and around others that are not part of your household. (Consider a face covering in a Halloween print or pick a costume where your face covering can be part of the outfit. Halloween costume masks do not provide adequate protection from COVID-19.)
- ✓ **Avoid confined spaces** (stay away from indoor spaces that don't allow for easy distancing of at least six feet between you and others)
- ✓ **Avoid close contact** (stay at least six feet away (three or more adult steps) from all other people who are not part of your own household, especially while talking, eating, drinking, and singing)
- ✓ **Wash or sanitize your hands often**
- ✓ **Clean frequently touched items regularly**
- ✓ **If you are sick**, have been in contact with someone who is sick with COVID-19 or who has symptoms of COVID-19, **you should stay home**, not participate in in-person Halloween festivities, and **not give out candy to trick-or-treaters**

Northern Light Health. For complete information and Halloween recommendations, please visit <https://www.maine.gov/dec/d/checklists/seasonal-activities>

Week 1 - Resources and Downloadables

Filter the results below by entering keywords into the search

Enter Search Text Here

HI! THIS IS A HANDSHAKE FREE ZONE

For the safety of all:

- Wearing a face covering is a must at all times
- Keep at least six feet physical distancing from others
- Wash or sanitize your hands every chance you get

Thank you for helping us keep patients, visitors, and staff safe.

Handshake Free Zone - Poster
Hi! This is a handshake free zone. In order to stop the spread of germs our office is currently a handshake-free zone.

[Download File](#)

For the safety of all:

Wearing a face covering is a must at all times

Keep at least six feet physical distancing from others

Wash or sanitize your hands every chance you get

Thank you for helping us keep patients, visitors, and staff safe.

For the safety of all - Poster
For the safety of all. Thanks for helping us keep patients, visitors, and staff safe.

[Download File](#)

Wearing a face covering

Risk of spreading germs

Wearing a face covering. Risk of spreading germs.

[Download File](#)

Please Wear a Face Covering Beyond This Point

Thank you for helping us keep patients, visitors, and staff safe.

Please Wear a Face Covering - Poster
Please Wear a Face Covering Beyond This Point.

[Download File](#)

SAFELY PROVIDING CARE FOR MEDICAL OFFICE VISITS

Watch Video

Safely providing care for Medical Office visits - Video
Safely providing care for Medical Office visits | Northern Light Health

[Watch Video](#)

For more information or to submit a topic for a future Zoom Conference:

Contact:

Lanie Abbott

Director of Communications

lwabbott@northernlight.org



Join us Thursday, November 5:

Topics:

- Helping our kids set expectations for the holidays
- Living with diabetes and enjoying the holidays
- Helping employees balance work and family obligations
- Latest on COVID-19



One-hour Zoom conferences
Twice a month on Thursdays at 11 am
Moderated forums with Q&A
presented by Northern Light Health

zoom MEETING SERIES

SAFE RETURN TO BUSINESS

THE HOLIDAYS: Balancing kid expectations,
your diet, and family obligations



Learn how to support your employees and your customers to make a successful return to business.

Topics will include:

- Helping our kids set expectations for the holidays
- Living with diabetes and enjoying the holidays
- Helping employees balance work and family obligations
- Latest on COVID-19

WEEK 17 - Thursday, November 5 at 11 AM

The Zoom meeting ID will be sent to you upon registering

Our Panelists:

James Jarvis, MD, FAAFP
Medical Director, Clinical Education
Northern Light Eastern Maine Medical Center
COVID-19 Response Incident Commander

Jennifer Scott, MSW, CCM
Lead Social Worker
Northern Light Home Care & Hospice

Jennifer Smith, RN
Diabetes Education Services
Northern Light AR Gould Hospital

Chris McLaughlin, LCSW, AVP
Community and Pediatric Services
Northern Light Acadia Hospital

Moderated by Ed Gilkey, MD, MS, MBA, CPE
Senior Physician Executive
Northern Light Beacon Health

PLEASE REGISTER
BY CLICKING HERE
BEFORE JOINING THE MEETING

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in while also connected via your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. **See you Thursday!**

Please contact Lanie Abbott for more information labbott@northernlight.org

Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health (NLH) encourages everyone to follow federal and state governmental guidance and mandates.

NLH does not know the particulars of your situation, so the information presented today is general in nature and is based upon NLH's own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance NLH presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.