



Business to Business Zoom Conference Series

# It's the Holiday Season: Balancing kid expectations, your diet, and family obligations

11.05.20



## Today's Topics:

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



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



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



Jennifer Smith, RN  
Diabetes Education  
Services, Northern  
Light A.R. Gould



Jenn Scott, MSW, CCM,  
Lead Social Worker,  
Northern Light Home  
Care and Hospice



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

## 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

# Helping our kids set expectations for the holidays

# Validating the effects of COVID-19 – A review

## Grief and Loss Stages (Elisabeth Kubler-Ross)

- 1 Denial: Allows us the time to start to adjust to the loss
- 2 Anger: May give us a temporary structure to what we're feeling versus feeling lost
- 3 Bargaining: “What if” and “If only” thinking while we try for a temporary truce
- 4 Depression: Is the **appropriate** response to loss!
- 5 Acceptance: Doesn't mean you're “ok” with the loss, just that you've accepted the reality



The Big Idea: These stages help us process our grief experience and gives us a common language to understand our feelings.

# Welcome to the 2020 Holiday Season...sort of....



## High Risk

- Large, indoor gatherings
- Gatherings with individuals outside of most immediate family
- Long-lasting events
- Shopping in crowded stores
- Attending crowded public events
- Substance use (clouds judgement and increase carelessness)



## Moderate Risk

- Large, outdoor gatherings
- Events that include people outside of your immediate family
- Public spaces that attract lots of visitors
- Attending outdoor sporting events



## Low Risk

- Small, immediate household members gathering
- Contact-free meals (self-serve and “to go”)
- Watching events (parades/sports) from home
- Online shopping



# Supporting youth across all ages

## 0-3 years old

- Take off the pressure!
- Keep things simple
- Give lots of attention, quiet time, and snuggles
- Give yourself permission to scale back on gifts and elaborate celebrations



## 4-6 years old

- Focus on creating new traditions together
- Try out some new crafts or making different meals together
- Validate that it's OK to feel sad, angry, or disappointed
- Try out some virtual visits from Santa and with extended family/friends

# Supporting youth across all ages

## 6-12 years old

- Reinforce safety precautions
- Validate all feelings
- Focus on resiliency building
- Engage youth in developing ideas on how to make holidays special this year
- Try out some new and fun self-care/relaxation strategies together



## 13-18 years old

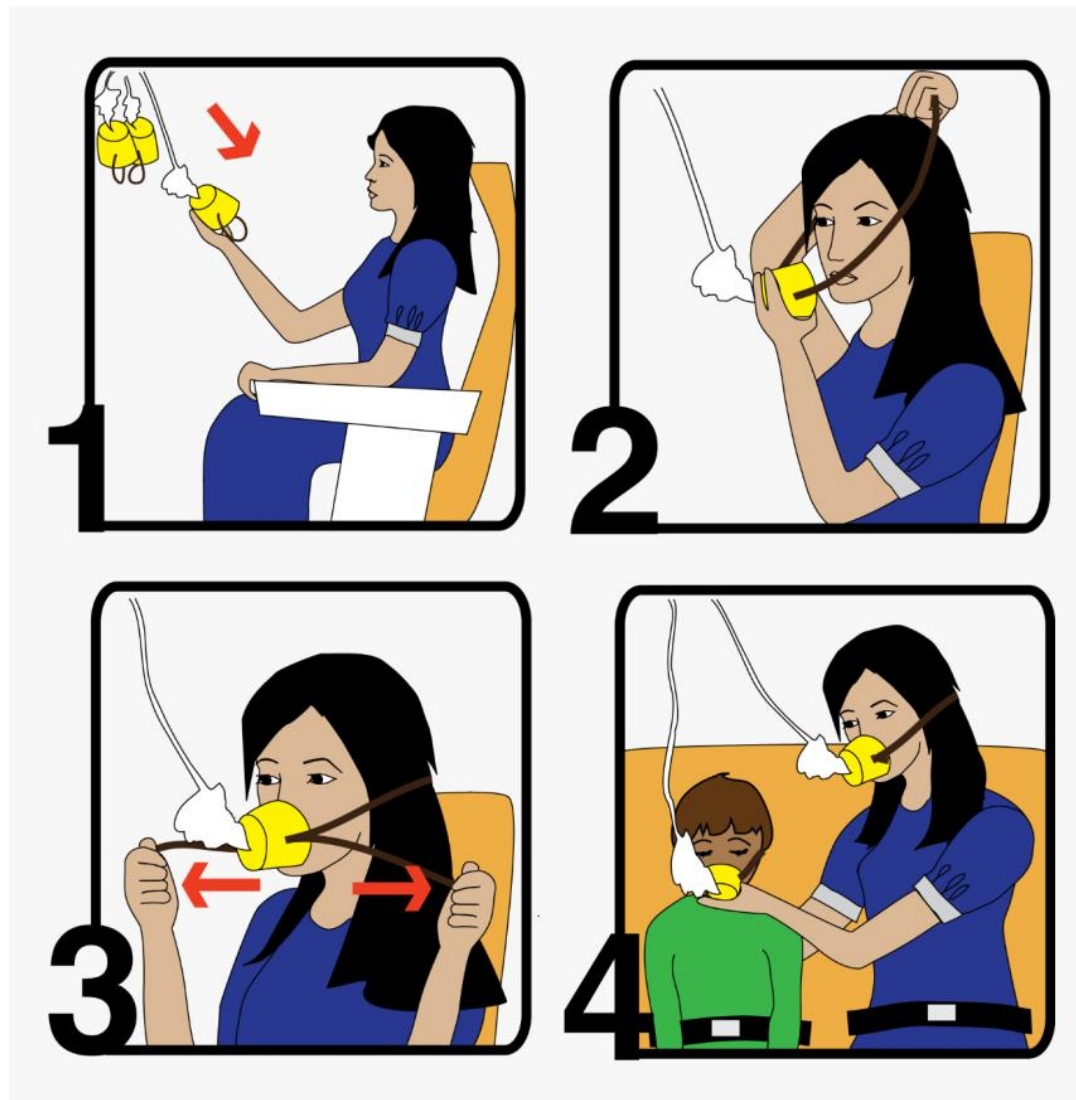
- Check in (verbally or non-verbally) often and make yourself available if they need to talk
- LISTEN & watch for signs of being “off”
- Give choices where you can (offer a sense of control)
- Encourage creativity on community engagement (donations, letters to folks who are sick, or a food drive)

# Creating New Traditions, New Memories

“Innovation is the ability to see change as an opportunity – not a threat.” – Steve Jobs



And, don't forget...



# Healthy Life Resources

## Healthy Life Resources

Powered by  Northern Light, Acadia Hospital

The mental and emotional well-being of your organization is critically important. Northern Light Acadia Hospital has expertise in helping people of all ages exposed to prolonged stress, anxiety, and trauma. Through Healthy Life Resources, we offer a comprehensive, coordinated, and actionable set of supports for your organization to promote mental and emotional well-being.

### Self-guided Support

Employees can access mental wellness resources on demand through MyStrength, a self-guided, digital, evidence-based platform that provides resources and interactive activities to help employees reduce stress and negative feelings. Those who use MyStrength will also have access to a personal and confidential mental wellness coach.

**How to access:**  
Contact Angela Fileccia, LCSW  
207.949.4634 or  
afileccia@northernlight.org.

### Leadership Support

Web-based trainings focused on learning the signs and symptoms of stress in yourself and staff using a simple, three-step model to utilize during staff meetings and/or team huddles. This service also provides practical ways to prevent compassion fatigue and burnout, and provides on-going, live Q&A.

**How to access:**  
Contact Angela Fileccia, LCSW  
207.949.4634 or  
afileccia@northernlight.org.

### Resiliency Training/Development

Resilience is the ability for individuals, teams, and organizations to adapt to change through a crisis with integrity, compassion, and respect. Organizations can access a comprehensive, evidence-based resiliency plan tailored for the unique needs of the individual organization.

**How to access:**  
Contact Angela Fileccia, LCSW  
207.949.4634 or  
afileccia@northernlight.org.

### Critical Incident and Stress Management

This service is an on-demand virtual or in-person debriefing provided by Northern Light Acadia Hospital clinical experts when an organization experiences acute or persistent stress. This service focuses on minimizing anxiety, improving employee wellness, and increasing resiliency.

**How to access:**  
Contact Rick Redmond, LCSW  
207.973.6048 or  
rredmond@northernlight.org.

### School-based Services

Our school-based services address the growing need for accessible mental healthcare in the school setting. Learn more about these service options, including our Student-Based Mental Health Center which provides a dedicated master's degree-licensed clinician in your school. This clinician is easily and readily accessible to students and their families, as well as provides support to district educators and staff members.

**How to access:**  
Contact Chris McLaughlin, LCSW  
207.973.6175 or  
csmclaughlin@northernlight.org.

# Living with diabetes and enjoying the holidays

# November is National Diabetes Month



Halloween Candy  
Thanksgiving  
Holiday Parties  
New Year's Eve

# Have a Plan..... Heading into the Holidays



Continue to Make Healthy Choices

Continue to Participate in  
Purposeful Physical Activity

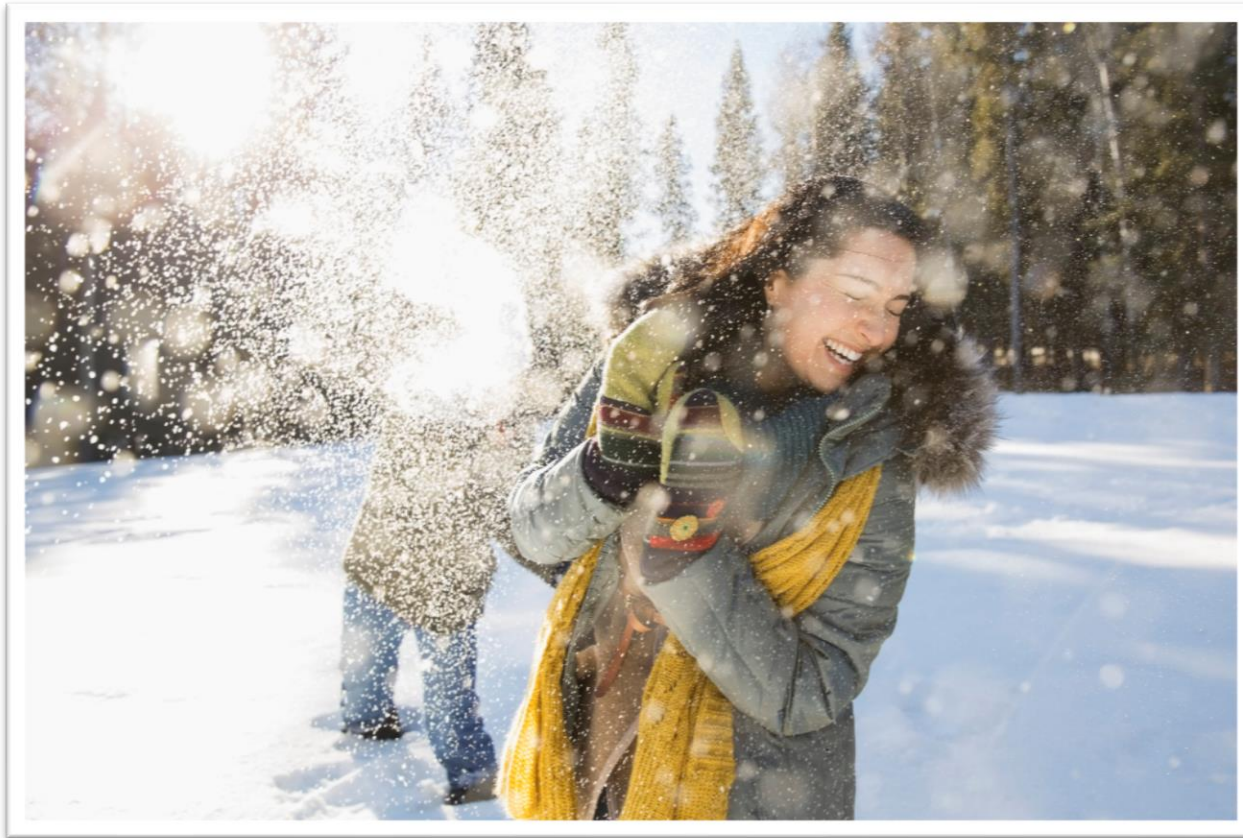


## It is a Choice.....

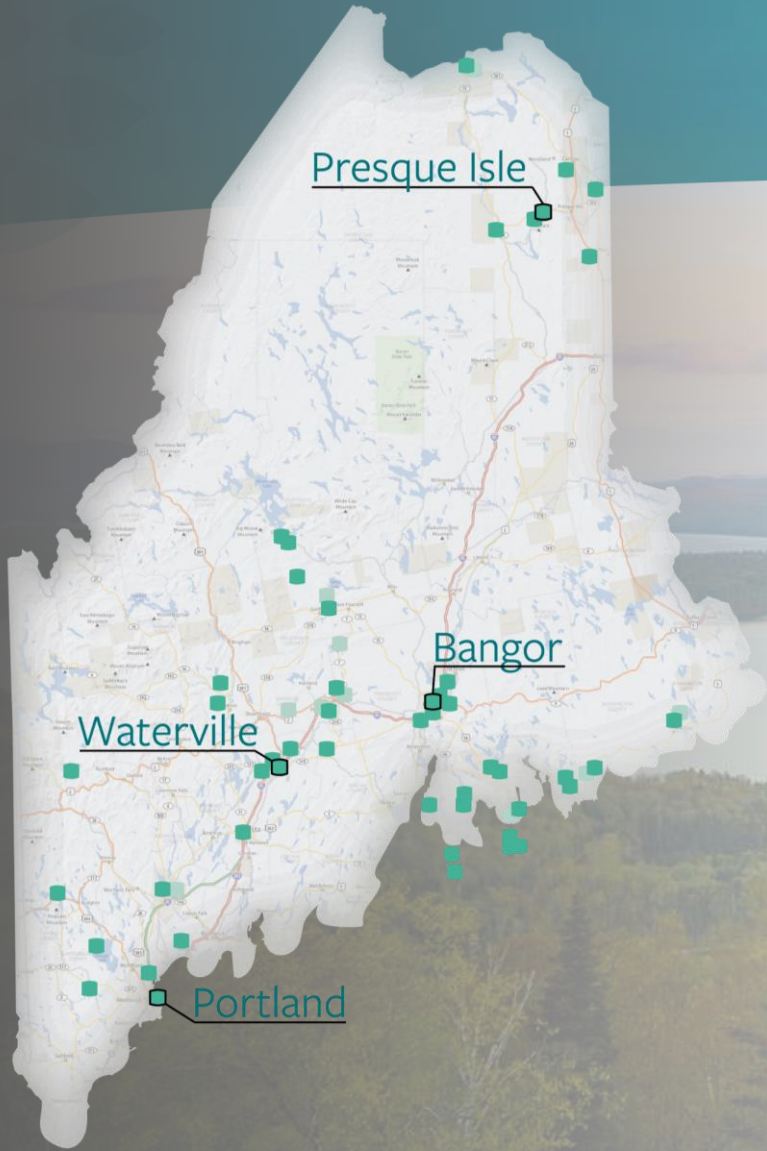


What must you have?  
What are you willing to give up?  
Trading one for another?

# Enjoy Your Family and Friends



Don't get stressed out!!



48  
Primary Care  
Locations

[CLICK TO VIEW](#)

20  
Pediatric Care  
Locations

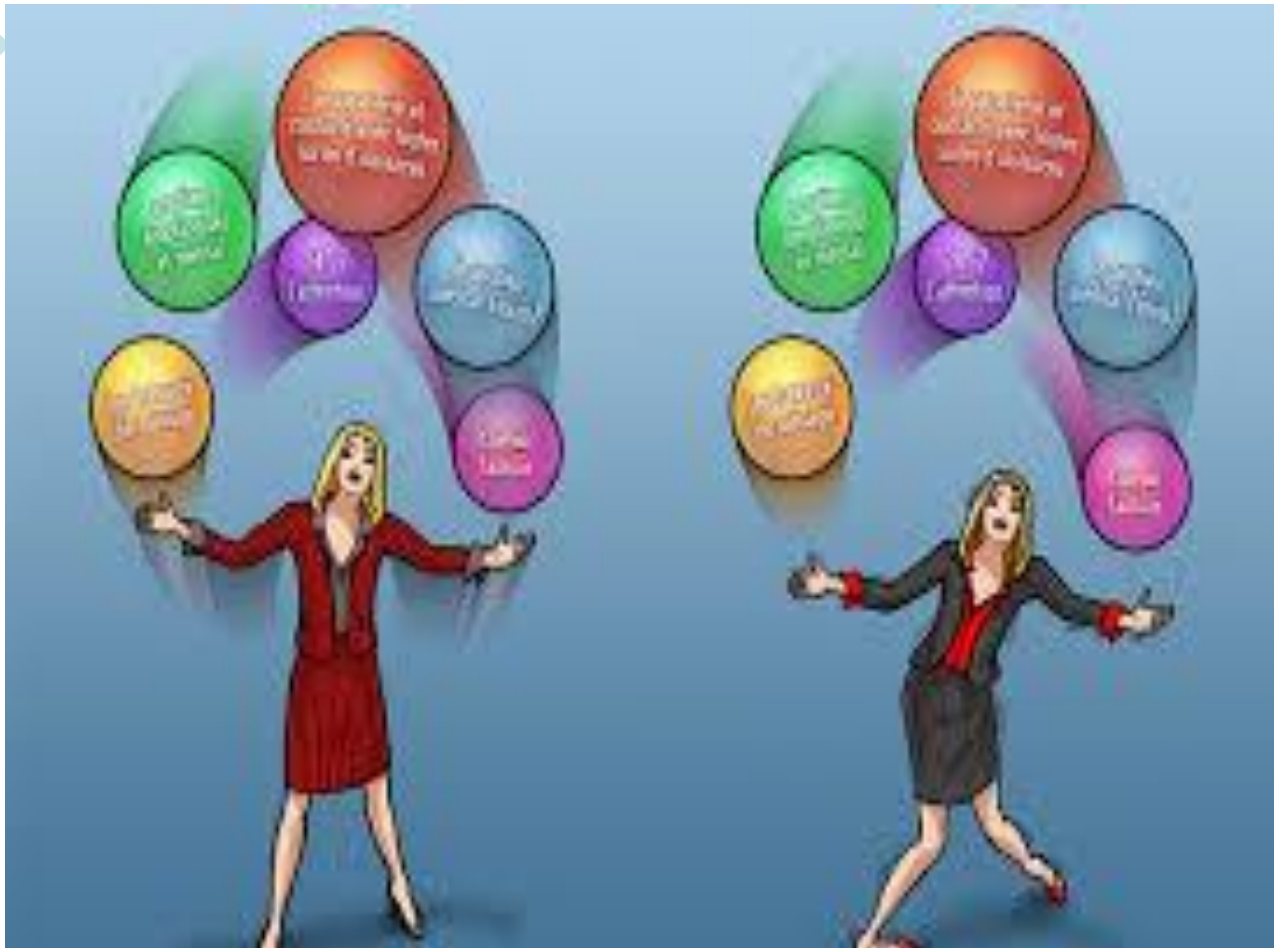
[CLICK TO VIEW](#)

7  
Walk-In Care  
Locations

[CLICK TO VIEW](#)

# Helping employees balance work and family obligations

# A Juggling Act



- Work
- Family
- Social
- Emotional
- Physical
- Spiritual
- Financial

# What is the Cost?

- Loss of Wages
- Impact on Work Performance
- Impact on Emotional and Physical Health
- Limited choices
- Employer not Aware
- Leaving Workforce
- Economic Impacts
- Lack of supportive Policies



# The Empty Cup Theory



- ✓ Talk about Self Care
- ✓ Offer ideas
- ✓ Make it Fun
- ✓ Make it Easy
- ✓ Do it for yourself

# Resources for Employers

## Supporting Caregivers

- [https://nebgh.org/wp-content/uploads/2017/11/NEBGH-Caregiving\\_Practical-Guide-FINAL.pdf](https://nebgh.org/wp-content/uploads/2017/11/NEBGH-Caregiving_Practical-Guide-FINAL.pdf)
- <https://www.caregiver.org/caregiver-statistics-work-and-caregiving>
- <https://www.psychologytoday.com/us/blog/parenting-and-culture/202009/5-strategies-balancing-work-and-family-during-covid>

## Work Life Balance

- <https://www.entrepreneur.com/article/352278>

## Helpful Maine Resources

- <https://www.equalitymaine.org/COVID19resources>
- <https://www.maine.gov/dhhs/coronavirus-resources>
- <https://www.maine.gov/dhhs/mecdc/population-health/hmw/resources/Wellness%20Resources%20Healthy%20Maine%20Works.html>
- <https://strengthenme.com/>
- <https://www.mainepsych.org/resources/covid-19-resources/>
- <https://northernlighthealth.org/Locations/Eastern-Maine-Medical-Center/Care-Centers-Services/Cancer-Care/Support-Groups/Coping-with-COVID-19-related-stress-Resources-for>



## Northern Light Home Care & Hospice Locations:

Serving Cumberland, York, Kennebec,  
Somerset, Penobscot, Hancock, and  
Aroostook counties.

### Bangor

885 Union Street, Suite 220

### Ellsworth

441 Main Street

### Presque Isle

18 Green Hill Drive, Suite 1

### South Portland

50 Foden Road, Suite 1

### Waterville

325-D Kennedy Memorial Drive



"I can't say enough about this team. They have been like family to us. My husband has received excellent care from them."

Experience the difference  
Northern Light Home Care &  
Hospice can make for you and  
your family.

### To make a referral

#### Central Intake

Phone: 866.591.8843

Fax: 207.400.8894

### For information call

800.757.3326

### Main Office

50 Foden Rd. Suite 1

South Portland, ME 04106

Phone: 800.757.3326

Fax: 207.756.8676

[northernlighthomecarehospice.org](http://northernlighthomecarehospice.org)



# Home Care & Hospice



# Latest on COVID-19

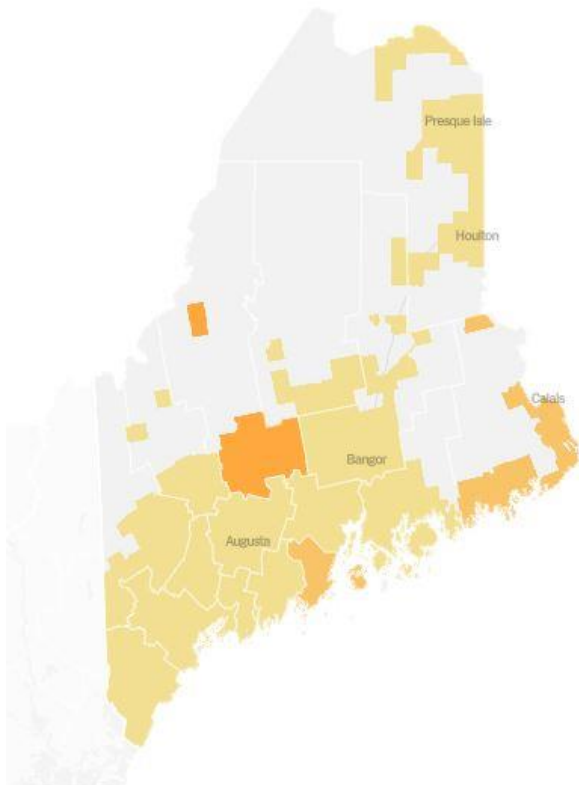
# COVID-19 Numbers

## The New York Times

Average daily cases per 100,000 people in past week



Double-click to zoom into the map.



## Daily reported new cases

100 cases

New cases

50

7-day average

0

March April May June July Aug. Sept. Oct. Nov.



# Where to go for testing across Northern Light Health

- Screening
  - Until more rapid availability of PCR Tests, symptoms are best +/- Temperature
  - Consider simple “Are you feeling unwell?”
  - Utilize [CDC Symptom Checker](#)
- Where to go
  - Changes almost daily
  - Best to reach out to local facilities
  - <https://northernlighthealth.org/Resources/COVID-19/Testing>

The screenshot shows the Northern Light Health website's COVID-19 testing page. At the top, the Northern Light Health logo is on the left, and navigation links for Services, Locations, Resources, Providers, News, Give, and a search icon are on the right. Below the navigation is a breadcrumb trail: Resources / COVID / COVID-19 / Testing. The main heading is "Testing". A paragraph states: "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." Below this is a dark teal button with a question mark icon and the text "Determine if you should be tested through our questionnaire". Underneath, a prompt says "Please pick the square that describes the test you need." There are four white square buttons with teal icons and text: 1. "Symptomatic I have symptoms" with a lung icon. 2. "Pre-Procedure/Surgery I've been told I need a test before a procedure" with a hospital bed icon. 3. "Business & Staffing I would like to have my employees tested" with a building icon. 4. "Asymptomatic I don't have symptoms, State Order, All Other" with a shield icon.

## Do the FIVE:

# STOP

## the spread of coronavirus

- 1. HANDS** Wash them often
- 2. ELBOW** Cough into it
- 3. FACE** Don't touch it
- 4. FEET** Stay more than **6ft** apart
- 5. FEEL** sick? Stay home



# Use the chat function to ask your questions:



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



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



Jennifer Smith, RN  
Diabetes Education  
Services, Northern  
Light A.R. Gould



Jenn Scott, MSW, CCM,  
Lead Social Worker,  
Northern Light Home  
Care and Hospice



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

# Tools you can use:

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



## Safe Return to Business

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

[Resources](#) / [Safe Return to Business](#)

## Safe Return to Business

As an employer, we are right here with you, navigating the same uncharted COVID-19 waters you are. We have learned a thing or two along the way and we want to share with you. As a healthcare system, Northern Light Health has in-house experts who can offer guidance to help you safely welcome your employees, customers, volunteers, and students. We are working through these concerns every day in our ten hospitals and at our more than 100 other locations across Maine. We look forward to helping you!

One-hour Zoom Conferences Twice a Month on Thursdays at 11am

# STOP the spread of coronavirus

- 1. HANDS** Wash them often
- 2. ELBOW** Cough into it
- 3. FACE** Don't touch it
- 4. FEET** Stay more than **6ft** apart
- 5. FEEL** sick? Stay home



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

Contact:

Lanie Abbott

Director of Communications

[lwabbott@northernlight.org](mailto:lwabbott@northernlight.org)






# Join us Thursday, November 19: COVID-19 Updates

## Topics:

- Safe ways to celebrate the holidays in the workplace
- What is Corona Phobia?
- Me Counting on You - Maine State Chamber Campaign to support local businesses
- COVID-19 and Cold and Flu Season

 Northern Light Health.  
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**  
COVID-19 Updates



**Topics will include:**

- Safe ways to celebrate the holidays in the workplace
- What is Corona Phobia?
- **Me Counting on You:** Maine State Chamber Campaign to support local businesses
- COVID-19 and Cold and Flu Season

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

**WEEK 18 - Thursday, November 19 at 11 AM**  
The Zoom meeting ID will be sent to you upon registering

### Our Panelists:

**Suzanne Moreshead, RN, BSN**  
Infection Control Specialist  
Northern Light Health

**John Armstrong, MD**  
Senior Resident  
Northern Light Eastern Maine Medical Center  
Family Medicine Residency Program

**John Campbell, MD, FANPA**  
VP Senior Physician Executive  
Chief Medical Informatics Officer  
Northern Light Acadia Hospital

**Dana Connors, MBA**  
President  
Maine State Chamber of Commerce

**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](mailto: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.