

Safe Return to Business Series

Let's figure it out together

8.27.20

What a Business Needs to Safely Open



Let's figure it out together

Today's Topics:

New School Year

New Demands

New Worries

Self-Care



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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.



Self-Care

Self care is more than manicures, massages, trips to the tropics, and binging chocolate & wine!

- ✓ Stretch break
- ✓ Walk around the yard
- ✓ Audiobooks or podcasts
- ✓ Guilty pleasure magazines
- ✓ Time with the kids
- ✓ Light favorite candles
- ✓ Dance or karaoke in your car
- ✓ Deep joint compressions
- ✓ Call a friend
- ✓ Re-watching favorite TV/Movies
- ✓ Time with pets
- ✓ Making your favorite hot beverage
- ✓ Games on your cell phone
- ✓ Deep breathing
- ✓ Do a mud mask at home
- ✓ Drop those shoulders
- ✓ Plan for a “no alarm clock” morning
- ✓ Unplug for 1 hour

Build your own self-care plan

Breathing

Chair
Pushes

Music

Weekend
Time

PRE-ENCOUNTER:

Those strategies done just before the anticipated encounter (client in the waiting room, just before a tough class, early hours of the day, or while parking your car to start a long day)

DURING:

Those strategies that can be done while the encounter is happening

IMMEDIATELY AFTER:

Those strategies used as soon as the encounter is over

ON GOING:

Those skills committed to over time and as part of a long-term self-care plan

Self Talk

Hot Tea

Walk

Dinner
Party

Strategies for keeping kids engaged during remote learning



- Find opportunities for choice (camera on/off)
- Make it fun (backgrounds and filter effects)
- Seek real time feedback (chat box, polls, “thumbs up” button)
- Create a virtual plan on how to ask for help
- Integrate lots of breaks filled with kid yoga, mindfulness exercises and ways to get the “wiggles” out
- Keep healthy snacks and hydration near by
- Use gum/hard sour candy to integrate sensory breaks in the day
- Teachers/Families – Be mindful of kids’ need for privacy and safety and the differences in internet access or devices between households

Masking Tips to Maximize Compliance – The 3 P's

Practice

Find the style and material that's most comfortable (make masks at home with familiar material)

Increase tolerance over time (increase by 15-minutes a day if possible)

Pretend

Dress up as doctors, nurses, veterinarians and get masks on those stuffed animals

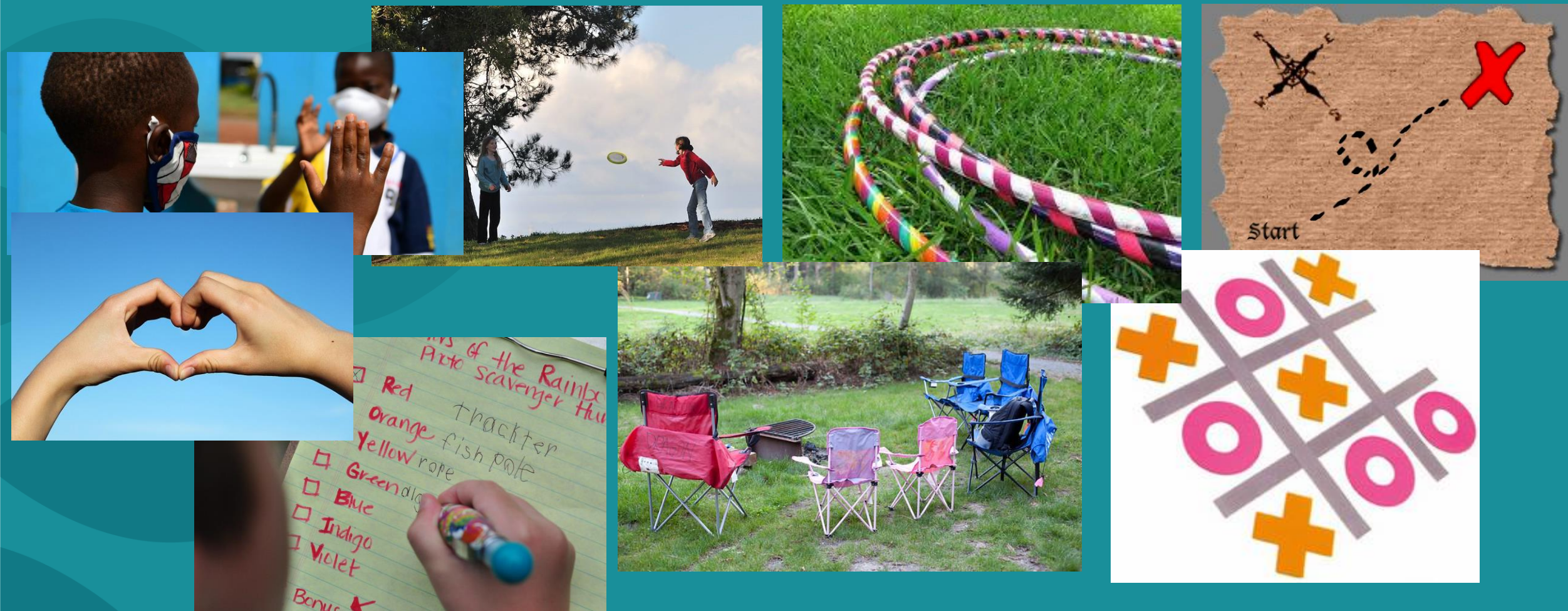
Two words: Fashion Show!!

Play

Create a mask photo album and get families and friends to send in their selfies too

Have fun with them – Mask up the dog, the family portraits on the wall, or action figures

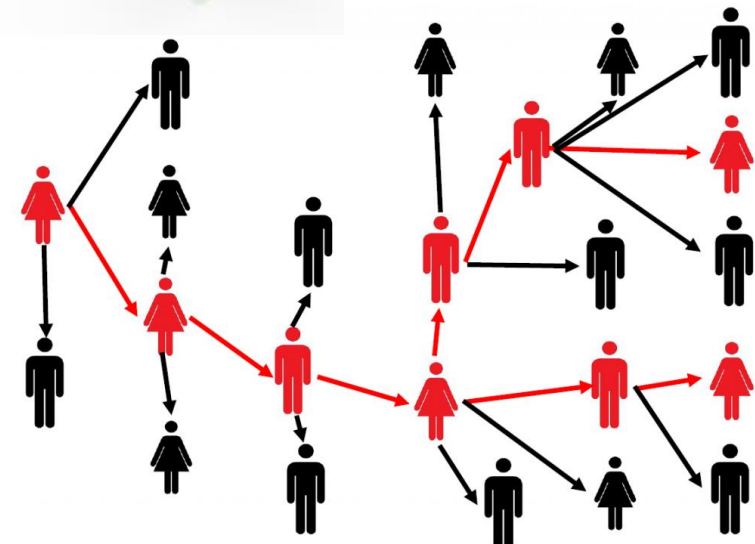




Strategies to support physically distancing



Coverings, Cohorts and Contacts



NEW WORRIES: Coping with Mandatory Masking and Encouraging Employee Self Care

Tips for coping with mandatory masking:

1. Model the behaviors and attitude you want.
2. Offer resources to make compliance as easy as possible.
 - + Information
 - + Signage
 - + Masks
 - + Hand sanitizer
3. Give people out of compliance the benefit of the doubt.

Tips for coping with mandatory masking:

4. Acknowledge when someone doesn't want to wear a mask.

Validation is powerful!

5. Reiterate your safety protocol in a calm, kind tone.

6. Practice! Role play using realistic scenarios from your workplace.

Help staff cope with their extra responsibilities:

7. Acknowledge how challenging this can be for employees.
 - + Job description likely did not include “Masking enforcement”
 - + Employees are experiencing significant pandemic-related stress and anxiety
8. Have consistent check-ins with staff, individually and as a group.
9. Ask open-ended questions:
 - How are you feeling about the operational changes?*
 - What are the most difficult parts?*
 - How can I best support you?*

Help staff cope with their extra responsibilities:

10. Encourage employee self-care:

- + Model taking breaks, drinking water, prioritizing wellness
- + Structure break times
- + Offer flexibility when possible

11. Help employees focus on what they *can* control.

12. Remember that this is temporary (and will end more quickly with improved compliance).

Latest on COVID-19





- Testing
 - CDC Recommends Against Using Rapid Test for Asymptomatic Individuals
 - Nationwide Testing Results Delay (1-2 weeks in some areas)
 - Post-Recovery May Remain Positive for weeks
 - So what is testing good for...
 - Clinical Scenarios
 - Close Contacts to COVID Positive Patients
 - High Risk Industries

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.

 Symptomatic I have symptoms	 Pre-Procedure/Surgery I've been told I need a test before a procedure	 Business & Staffing I would like to have my employees tested	 Asymptomatic I don't have symptoms, State Order, All Other
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Latest on COVID-19

- 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. At the top is the logo and navigation links: Services, Locations, Resources, Providers, News, Give, and a search icon. 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 the button, it says "Please pick the square that describes the test you need." There are four white square buttons with teal icons and text: 1. Symptomatic (lungs icon) with text "I have symptoms"; 2. Pre-Procedure/Surgery (bed icon) with text "I've been told I need a test before a procedure"; 3. Business & Staffing (building icon) with text "I would like to have my employees tested"; 4. Asymptomatic (shield icon) with text "I don't have symptoms, State Order, All Other".

Questions: Please use the chat function



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Tools you can use:

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

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

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

Thanks for helping us keep patients, visitors, and staff safe.

[Download File](#)

Wearing a face covering
Risk of spreading germs



[Download File](#)

Please Wear a Face Covering
Beyond This Point



[Download File](#)

SAFELY PROVIDING CARE
FOR MEDICAL OFFICE VISITS



[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, September 10: The Importance of Prevention for Employees and their Families

The Importance of Prevention for Employees and their Families

Topics:

- Primary Care – The value of the relationship for overall health
- Pediatrics – Why it's more important now than ever
- Vaccinations - Flu vaccinations - options for Maine employers and communities
- Mental Health Wellness

Including what resources are available to support your workforce

**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

BUSINESS TO BUSINESS TALK

 Focused specifically on prevention



Topics will include:

- The Importance of Prevention for Employees and their Families**
 - Primary Care - The value of the relationship for overall health
 - Pediatrics - Why it's more important now than ever
 - Vaccinations - Flu vaccinations - options for Maine employers and communities
 - Mental Health Wellness
Including what resources are available to support your workforce

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

WEEK 13 - Thursday, September 10 at 11 AM

PREVENTION: HOW TO KEEP OUR KIDS, FAMILIES, AND COMMUNITIES SAFE

The Zoom meeting ID will be sent to you upon registering

Our Panelists:

Sheena Whittaker, MD Senior Physician Executive and Pediatrician Northern Light Maine Coast Hospital	Emily Ganchette, NP Northern Light Sebasticook Valley Hospital	Matt Marston, PharmD MBA, BCPS, BCOP Director of Pharmacy Northern Light Pharmacy	Angela Flecchia, LCSW Manager Healthy Life Resource Program Northern Light Acadia Hospital
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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

Join us Thursday, September 24: COVID-19 - latest information

Topics:

- Latest on testing, screening, and trends
- Tips about safe travel or working in the field
- How to have group meetings when technology isn't an option

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zoom MEETING SERIES

SAFE RETURN TO BUSINESS

 Focused specifically on COVID-19



Topics will include:

- Latest on testing, screening, and trends
- Tips about safe travel or working in the field
- How to have group meetings when technology isn't an option

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

WEEK 14 - Thursday, September 24 at 11 AM
COVID-19: LATEST INFORMATION

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

Suzanne Moreshead, RN, BSN
Infection Contrl Specialist
Northern Light Health

Yemaya St. Clair, LCPC-C, EAP
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