

Safe Return to Business Series

# Helpful tips on facility modifications, PPE purchasing, and resiliency

7/2/2020



## 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.

## Today's Topics:

1. Strategies for modifying your physical space to reduce risk – What is most effective?
2. PPE – Navigating a challenging supply chain and what to look out for.
3. How to build a resilient work force
4. Latest on testing and screening



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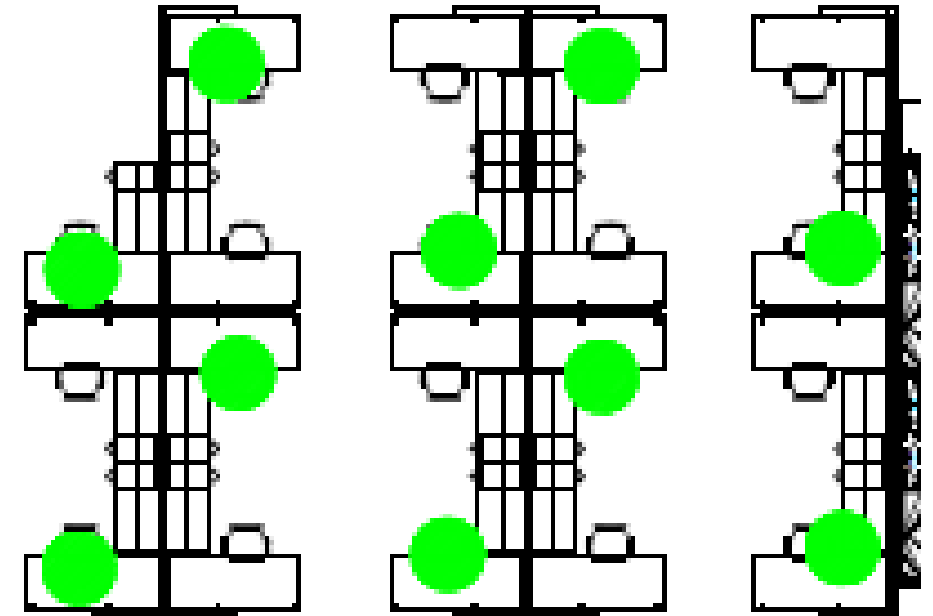


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# Strategies for modifying your physical space to reduce risk – What is most effective?

# Work Station Changes

- Spreading employees out at least 6 feet
  - Reducing risk of entire departments becoming infected
- Northern Light Health employees
  - Working from home
  - Working onsite
  - Hybrid model home / onsite
- Using an every other work station pattern
  - Maximizing the distance between employees

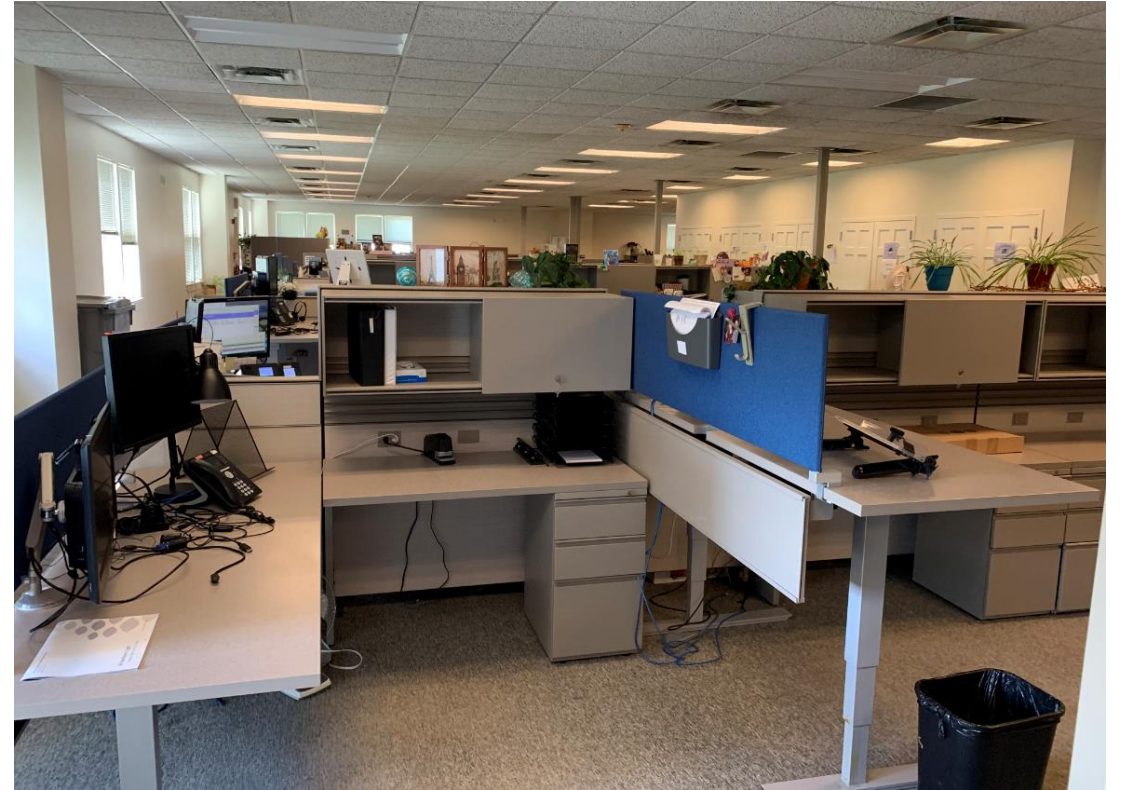




# Work Station Examples



Acceptable



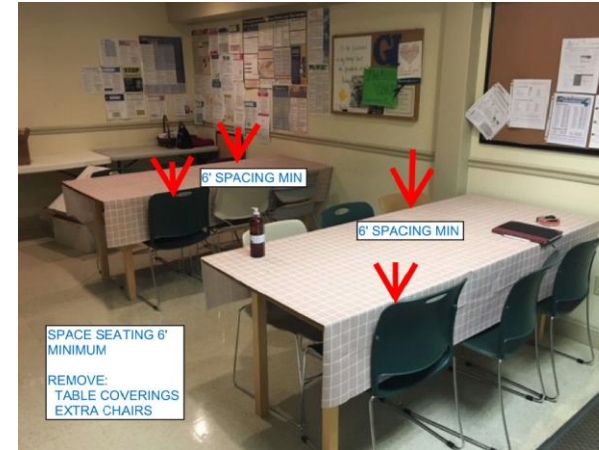
Not Acceptable

# Work Environment

- Requiring the use of masks throughout the work day
- Not using dividers on work stations
  - We want to decrease employee density
  - Do not want to create a false sense of security
- To reduce touching common surfaces
  - Removing or propping open as many doors as possible
  - break rooms
  - photocopy rooms, etc
- Installing hand sanitizer near all operating doors



# Break Rooms



# Reception Stations: Clear Plastic Installations



# PPE – Navigating a challenging supply chain and what to look out for.



# PPE a challenging supply chain and what to look out for

Jan. 23, 2020: China imposes strict lockdown in Wuhan

*China imposes aggressive containment measures in Wuhan, suspending flights and trains and shutting down subways, buses and ferries in an attempt to stem the spread of the virus.*

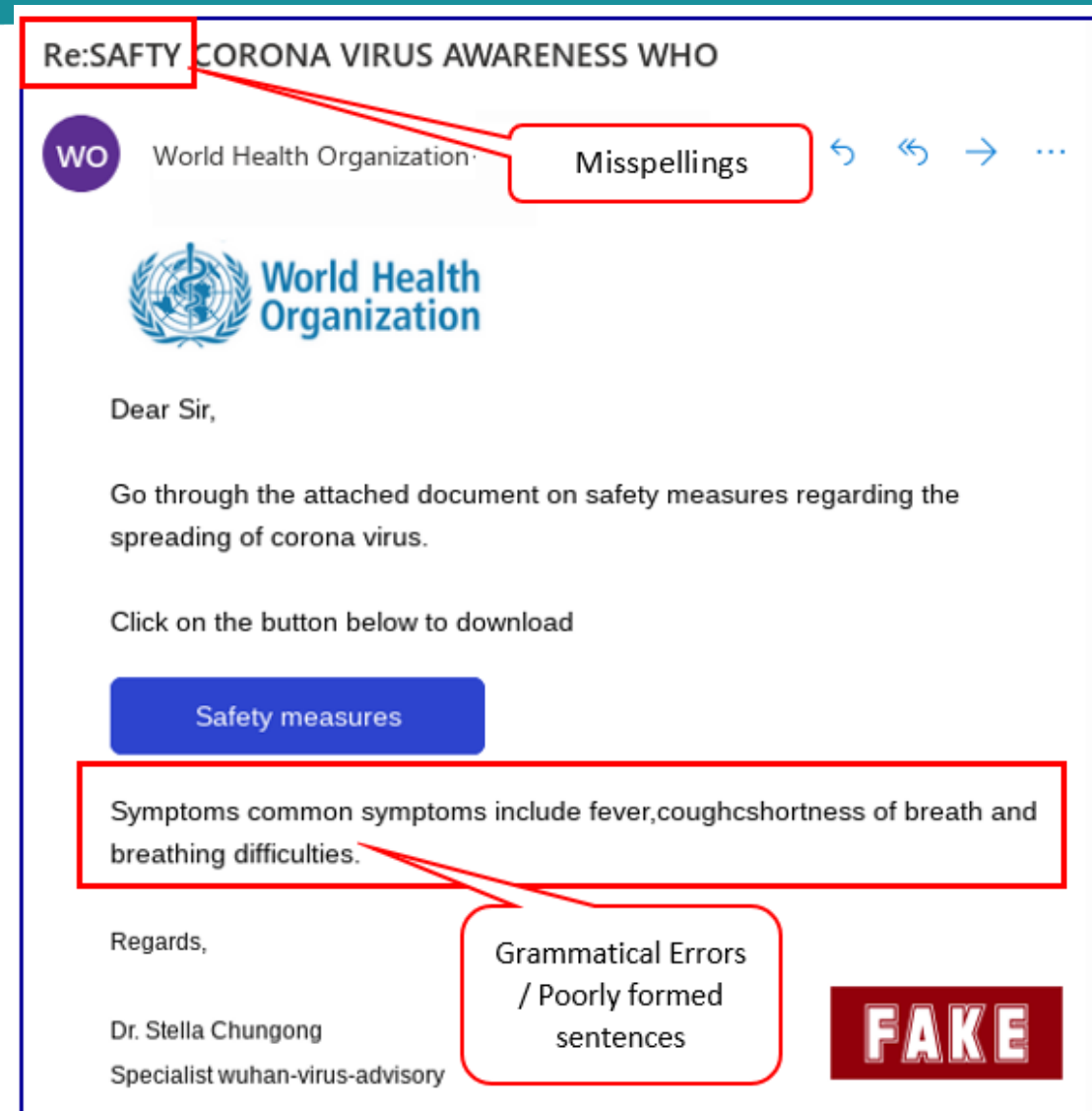


- Face masks
- N95 Respirators
- Protective Isolation Gowns
- Head protection
- Shoe protection
- Gloves
- Hand Sanitizer
- Sterile protective products used in surgery
- Medication compounding products
- **Raw materials**

# PPE – How to avoid being scammed

## COVID-19 SCAM ALERTS

- **Charity Scams:** Verify all charities before donating by the visiting IRS tax exemption site
- **Online Shopping Scams:** Visit the FTC Website to learn more about companies selling face COVID-19 products
- **Phishing Scams:** You may receive emails that look like they are from the CDC or World Health Organization. These emails may have links in them and it may ask you to click on something or provide personal information. You will not receive these types of emails from governing bodies. Do not open!
- **Robocalls or “Potential Spam”:** Increase in unidentified callers. Reputable companies and organizations will not call you and ask for personal information.
- **Social Media:** You may receive friend requests or private messages from companies or individuals soliciting for money or advertising PPE for sale.





# What to do if you get a fraudulent email

## Fraudulent Coronavirus Disease 2019 (COVID-19) Products

<https://www.fda.gov/consumers/health-fraud-scams/fraudulent-coronavirus-disease-2019-covid-19-products>

### Reporting Unlawful Sales of Medical Products on the Internet

**Report a website** that you think is illegally selling human drugs, animal drugs, medical devices, biological products, foods, dietary supplements or cosmetics.

### Spotlight

- [Coronavirus Disease 2019 \(COVID-19\)](#)
- [FDA Issues Warning Letters to Companies Inappropriately Marketing Antibody Tests, Potentially Placing Public Health at Risk](#)
- [Federal judge enters temporary injunction against Xephyr LLC doing business as N-Ergetics, preventing sale of Colloidal Silver Products for COVID-19](#)
- [FDA Continues to Combat Fraudulent COVID-19 Medical Products](#)
- [CDC - Buyer Beware: How to Avoid Scams, Fraud, & Rumor During an Emergency](#)
- [Flickr Album: Fraudulent Coronavirus Disease 2019 \(COVID-19\) Products](#)

# Help resources:

HELPFUL RESOURCES	
<a href="https://www.aboutkidshealth.ca/">https://www.aboutkidshealth.ca/</a>	About Kids Website
<a href="https://www.youtube.com/watch?v=sNinywG7BtY&amp;list=TLPQMjYwNjlwMjCeqCvS7a1vJA&amp;index=1">https://www.youtube.com/watch?v=sNinywG7BtY&amp;list=TLPQMjYwNjlwMjCeqCvS7a1vJA&amp;index=1</a>	What is Personal Protective Equipment (PPE)
<a href="https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html">https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html</a>	How to make a cloth facemask
<a href="https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html">https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html</a>	Centers for Disease Control and Prevention

# How to build a resilient work force: Thriving in the unknown

# Intra-Covid Stress is Normal

## Stress, Stress & More Stress

- Covid-19 Pandemic
- Health & Safety Concerns
- Financial Recession
- Business Closures
- School/daycare closures
- Cancelled Vacations
- Cancelled Graduations/Weddings/Baby Showers/Life Events
- Racial Protests
- Civil Unrest/Discord



## Workplace Impact of Stress

- Absenteeism
- Presentism
- Low Morale
- Staff Turn-over
- Increased Costs (direct & indirect)
- Irritability/Poor Customer Service
- Increased Health Care Costs
- Anxiety
- Depression
- Fatigue/Exhaustion



The Big Idea:  
Stress leads to burnout, fatigue, & increased costs.

**“Resiliency is the human capacity to face, overcome, and be strengthened by, or even transformed by, the adversities of life.”**  
**Dr. Edith Grotberg**

**1**

### **Physical Resilience**

- The body’s ability to adapt to challenges, maintain stamina and strength and recover quickly and efficiently.

**2**

### **Mental Resilience**

- “Grit”, mental toughness; The ability to learn and gain new knowledge from challenges and crises.

**3**

### **Organizational Resilience**

- The ability to survive and prosper in the face of disruption and crisis. (BSI, 2020)

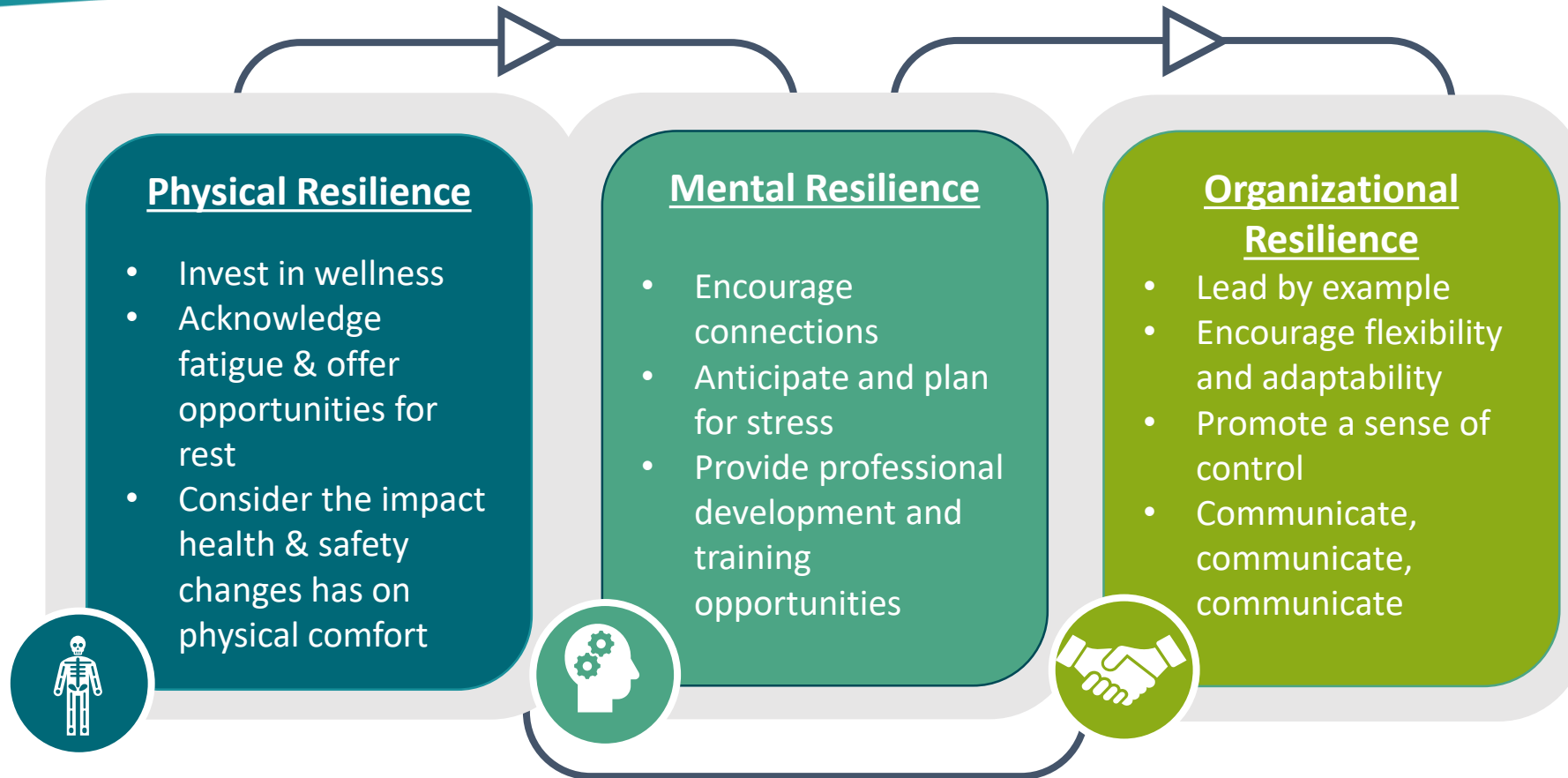


**The Big Idea:**

Resiliency is the ability to adapt to crisis & change with integrity, compassion, and respect.



# Workplace Resiliency



## The Big Idea:

Create a culture of resiliency by blending physical, mental & organizational strategies.

# Steps to Resilience



## Link Physical AND Mental Resilience

### Acknowledge impact of crisis, changes, & stress:

- Create a supportive environment
  - Hold frequent staff meetings or check-ins
- Utilize **SELF\*** guiding principles:
  - **Safety** – focus on physical AND mental safety
  - **Emotional management** – identify and acknowledge multiple crises and unknowns
  - **Loss** – recognize losses associated with crisis
  - **Future** – develop ways the whole team can support each other

\*Sanctuary Model, Sandra Bloom



## Create a Culture of Resiliency

### Leaders set the stage:

- **Model** the type of behavior you want to see
- **Share** information and gather employee ideas for improvement
- Explain the '**why**' behind the procedure or process
- Consider how changes will be perceived by employees – ***perception is reality***
- Encourage and model admission of mistakes – Fail fast and move on



### The Big Idea:

Create an open-supportive environment where change is embraced.

# Latest CDC Guidelines on Test

# Testing Update

- Northern Light Health Testing Expansion
- State Testing Expansion
- Utility of Screening Tests –Recent Study

# Tools you can use:

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

## How to Properly Wear A Face Mask

Always wash hand before and after wearing your mask and clean reusable masks after use.  
Avoid touching the mask at all times and only use the bands or ties to put on and remove



## Universal Masking Instructions

### Putting your mask on

-  Sanitize hands.
-  Put on mask, color side facing out. Avoid touching inner surface of mask.
-  Position mask to cover from bridge of nose to under chin.
-  Fit mask snugly around nose.
-  Sanitize hands.

Northern Light Health.

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**Let's keep it to 2 or less**

Please do your part by limiting groups to 2 people in this elevator.

### Remember:

Safe distancing helps protect you, your family, and your friends.

Thank you for helping to keep us all safe!

Northern Light Health.

9000

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**Questions:** Let our experience help guide you  
Remember to use the chat function to ask questions.



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

Contact:

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# Join us next Thursday: Balancing your on-site needs and employee accommodations

Picture of Invitation

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