Helpful tips on facility modifications, PPE purchasing, and resiliency
The Coronavirus pandemic is an ongoing, continuously evolving situation.

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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
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

Helpful tips on facility modifications, PPE purchasing, and resiliency
Reception Stations: Clear Plastic Installations

Helpful tips on facility modifications, PPE purchasing, and resiliency
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
COVID-19 SCAM ALERTS

- **Charity Scams:** Verify all charities before donating by visiting the 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 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


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:

<table>
<thead>
<tr>
<th>HELPFUL RESOURCES</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td><a href="https://www.aboutkidshealth.ca/">https://www.aboutkidshealth.ca/</a></td>
<td>About Kids Website</td>
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<tr>
<td><a href="https://www.youtube.com/watch?v=sNinywG7BtY&amp;list=TLPQMjYwNjIwMjCeqCvS7a1vJAY&amp;index=1">https://www.youtube.com/watch?v=sNinywG7BtY&amp;list=TLPQMjYwNjIwMjCeqCvS7a1vJAY&amp;index=1</a></td>
<td>What is Personal Protective Equipment (PPE)</td>
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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

Physical Resilience
- Invest in wellness
- Acknowledge fatigue & offer opportunities for rest
- Consider the impact health & safety changes has on physical comfort

Mental Resilience
- Encourage connections
- Anticipate and plan for stress
- Provide professional development and training opportunities

Organizational Resilience
- Lead by example
- Encourage flexibility and adaptability
- Promote a sense of control
- Communicate, communicate, communicate

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

Karen Hawkes, MS VP of Operations Northern Light Beacon Health

Jeff Jeter Director, Property Management and Environmental Services Northern Light Health

Mary McCarthy, RN Director, Value Sourcing and Procurement Supply Chain Northern Light Health

Angela Fileccia, LCSW Manager Healthy Life Resource Program Northern Light Acadia

Jim Jarvis, MD, FAAFP Medical Director, Clinical Education Northern Light EMMC COVID Response Incident Commander
For more information or to submit a topic for a future Zoom Conference:

Contact:
Lanie Abbott
Director of Communications
lwabbott@northernlight.org
Join us next Thursday:
Balancing your on-site needs and employee accommodations

Picture of Invitation
Legal Disclosure:

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