The Impact Of COVID-19 On Food Service, Travel, and Team Culture

07/09/2020
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What a Business Needs to Safely Open

Today’s Topics:
1. Second wave. Summer travel
2. Food safety. Dine in, take out precautions
3. Team Building through Change
4. Latest on Testing and Screening
Second wave?
Summer travel?
Current COVID-19 Related Hospitalizations in the US
Utilizing data from The COVID Tracking Project
Displays sum of hospitalizations in all states by day since March 16th, 2020
The national picture

<table>
<thead>
<tr>
<th>Cases *</th>
<th>Tests</th>
<th>Hospitalized *</th>
<th>Outcomes</th>
<th>Total Test Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>2,881,016</td>
<td>32,631,900</td>
<td>1,885</td>
<td>38,738</td>
<td>2016,763</td>
</tr>
</tbody>
</table>

National overview

New tests

New cases

Current hospitalizations

New deaths

Chart information and data: 1
Maine COVID by the numbers

Current COVID-19 Related Hospitalizations - Maine Only
Utilizing data from The COVID Tracking Project
Displays sum of hospitalizations in Maine by day since April 14th, 2020

Development by Northern Light Beacon Health (kingrady@northernlight.org)
Which States Meet WHO Recommended Testing Criteria

29 States have higher than recommended positivity

- States with positivity equal or below 5%
- States with positivity above 5%
Travel: Know the risks

• **Group size.** The larger the gathering, the greater the potential risk.

• **Location.** It's safer to gather outdoors. Maintaining social distancing is easier, and the ventilation is better. Also, staying within your community, with other people from the same area, is less risky than traveling.

• **How you'll get there.** It can be difficult to safely distance on public transportation. So favor other ways of getting to your event, like walking, biking or driving with your immediate family.

• **How long.** The more time you spend around others, the greater the risk.

• **Your risk for severe complications.** If you or someone you live with is older or has underlying health problems, gathering could be especially risky.

• **How active the virus is in your area.** Look into what your local health authorities are saying, and follow local rules for gathering safely.
Travel: Precautions to take

• **Take precautions.** Take steps to prevent the spread of the coronavirus:

  • **If you're sick, stay home.** It's important to avoid crowds if you have COVID-19 symptoms or have had close contact with a person who has COVID-19.

  • **Meet outdoors, such as in a park.** If you must gather indoors, open a window and follow other COVID-19 prevention practices.

  • **Make room for social distancing.** Arrange tables, chairs, or other furniture so it's easier to stay 6 feet apart.

• **Wear a cloth face mask.** And remind everyone attending to bring theirs. Remember: You can be sick without symptoms.

• **Have one person serve food and drinks.** That way, only one set of hands will touch the serving utensils. Better yet, make it a BYO gathering.

• **Offer activities that allow for social distancing.** Think Frisbee, catch, or sidewalk chalk art. And resist the urge to exchange handshakes or hugs.

• **Clean your hands often.** Use soap and water or a hand sanitizer—especially when arriving or leaving a gathering, before eating, and again when you get home.
Food safety. Dine in, take out precautions.
Food Safety #1: Keeping Employees Safe

• Develop a process to monitor employee health
  • self check
  • screening at work
• Hand hygiene
• Physical distancing in a kitchen?
• Face masks
• Pepper?
• Garlic?
Food Safety #2: Keeping Food Safe

The Good News

• COVID-19 is not a food borne illness
• Basic food safety – still works!
  • keep it clean
  • separate
  • time and temperature
Food Safety #3: Keeping Customers Safe

- **Dining Considerations**
  - Out is in
  - Physical distancing
  - Face coverings
  - Menus
  - Contact tracing
  - Contactless payment options
  - Allow for additional time for cleaning between guests

- **Dining “Dinosaurs”**
  - Salad bars, buffet lines
  - “Cheek by jowl” seating
  - Multiple use condiments
  - Self service?

- **Resources:**
  - [www.hospitalitymaine.com](http://www.hospitalitymaine.com)
  - [https://restaurant.org/covid19](https://restaurant.org/covid19)
Team building through change
**Evidence-based tips for managing teamwork in the face of pandemic**

### Individual and Work-Life Stressors
- Concerns about own health and finances
- Overwork and fatigue
- Concerns about family and friends
- Social isolation

### Team-Level Stressors
- Lack of team member expertise
- Heightened consequences of mistakes
- New or unfamiliar procedures

### Organization-Level Stressors
- Insufficient resources
- Financial stress

### Risk Points for Teams
- Low belief the team can succeed
- Narrowing of attention & self focus
- Discomfort with speaking up
- ‘Us’ versus ‘them’ dynamics
- Insufficient monitoring, vigilance, backup
- Low team resilience

Evidence-based tips for managing teamwork in the face of pandemic

**Risk point:** Uncertainty or doubt that the team can succeed.

**Recommendation:** Recognize and communicate wins and successes – large and small. Share success stories across teams.

**Risk point:** Narrowing of attention and over focus on self.

**Recommendation:** Teams should conduct quick, periodic pre-briefs, debriefs, and huddles, as well as thoughtful handoffs.

Leaders can help by listening well to employees and (when appropriate) by helping them address personal concerns that are impacting their ability to focus at work.

Evidence-based tips for managing teamwork in the face of pandemic

**Risk point:** Discomfort with speaking up.

**Recommendation:** Take actions that build and sustain psychological safety (i.e., validate how challenging the situation is, acknowledge where you can improve, admit when you have questions, and thank others when they participate, admit a mistake or offer a dissenting view).

**Risk point:** ‘Us’ versus ‘them’ dynamics.

**Recommendation:** Remember the people behind the scenes and acknowledge the contributions of those in supporting roles.

Evidence-based tips for managing teamwork in the face of pandemic

**Risk point:** Insufficient monitoring, vigilance, backup

**Recommendation:** Emphasize and promote team mutual monitoring, beginning each shift with a reminder about what to monitor. Proactively ask how you can help. Thank people when they offer feedback or assistance, even if you didn’t need it.

**Risk point:** Low team resilience

**Recommendation:** Intentionally build team resilience. Anticipate, plan for and attempt to address stressors and likely setbacks. Quickly identify what isn’t working and encourage adaptations. Apologize for dysfunctional behaviors that occurred under stress.

## Evidence-based tips for managing teamwork in the face of pandemic

<table>
<thead>
<tr>
<th>Teamwork mechanism</th>
<th>Recommended action</th>
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<tbody>
<tr>
<td>Frame the work</td>
<td>Use beginnings (of teams, procedures, shifts) to:</td>
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<tr>
<td></td>
<td>• Establish mutual understanding: help others make sense of the situation and goals</td>
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<td></td>
<td>• Build team orientation: remind everyone that the work involves a network of people</td>
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<tr>
<td></td>
<td>• Clarify roles and interdependencies: identify who’s who, and what is expected of each position</td>
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<tr>
<td>Leverage communication structures</td>
<td>Use communication structures to:</td>
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<tr>
<td></td>
<td>• Share information</td>
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<tr>
<td></td>
<td>• Learn</td>
</tr>
<tr>
<td></td>
<td>• Adapt on the fly</td>
</tr>
<tr>
<td>Practice inclusivity</td>
<td>Manage discussions to:</td>
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<tr>
<td></td>
<td>• Surface information: ask others (including those with less power) to speak up</td>
</tr>
<tr>
<td></td>
<td>• Manage information: pay attention to and reiterate uniquely held information voiced by others</td>
</tr>
</tbody>
</table>

Latest on testing and screening
Testing Update

• Northern Light Health Testing Expansion
• State Testing Expansion
• Utility of Screening Tests
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.
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: Caring for Our Employees
Return to work guidelines, team building, and COVID-19 Testing

Northern Light Health

What a Business Needs to Safely Open

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