



Northern Light  
Health<sup>SM</sup>

Safe Return to Business Series

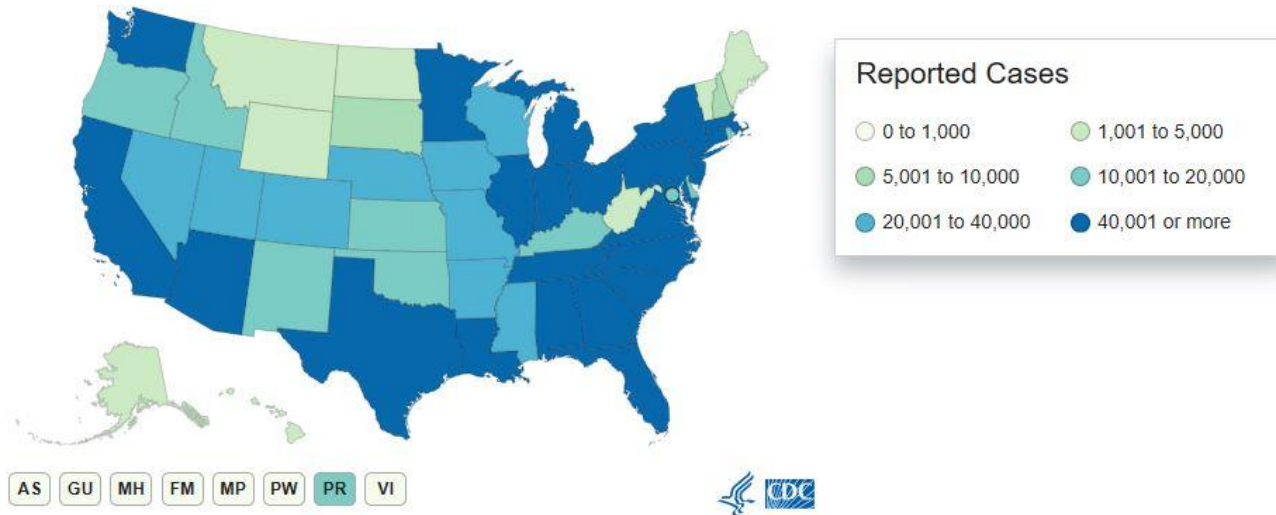
## Caring for our employees: return to work guidelines, team building, and COVID 19 testing

07/17/2020

What a Business Needs to Safely Open



# COVID-19 by the numbers



## Case rate per 100,000 people: (as of 7/13/20)

- **Maine** 263
- **Cumberland County, ME** 644
- **Vermont** 208
- **New Hampshire** 445
- **Massachusetts** 1,619
- **New York** 2,065
- **Hawaii** 86

# Legal Disclosure:

Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light 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. In regard to employment, every situation is unique, and must be reviewed on a case-by-case basis to ensure compliance with the law.

The information presented should not be taken as legal advice and you will need to retain your own counsel to review specific questions regarding employment situations and/or accommodations in your organization.

# What a Business Needs to Safely Open

## Today's Topics:

1. How to plan if an employee or customer gets sick
2. Virtual Team Building
3. Update on COVID 19, screening, and face coverings



Ed Gilkey, MD  
Senior Physician  
Executive  
Beacon Health



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



Jennifer Hutchins  
HR Director  
Northern Light Mercy



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

# How to plan if an employee or customer are positive for COVID



# Limit the risk of exposure

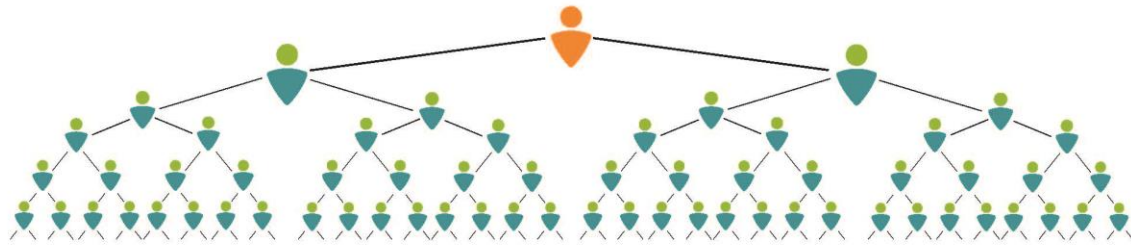
Coronavirus spreads in ways you don't always realize.



- Universal masking
- Sanitize, Sanitize, Sanitize
- Physical distancing
- Symptom screening

# When an employee or customer test positive

The average coronavirus patient infects at least 2 others.



**You can help stop the spread.**

Stay home. If you must go out, stay at least 6 feet apart, and make the trip short.

- **Identify the following:**
- Onset of symptoms?
- Who was in contact with positive patient?
- Prolonged, close proximity contact?
- What protective equipment were they wearing?



# Next steps

It's just  
**NOT OK**



- ❌ Unnecessary visits to town just to “get out of the house”
- ❌ Congregating or playing in groups just to “hang out” this includes *anyone* from another household.

- **Positive employee**
  - Out of work until recovered
- **Exposed employee(s)**
  - Self monitor for symptoms, or
  - Quarantine for 14 days

# Virtual team building

# Adjusting teams to varied work environments during COVID-19

Work groups are experiencing rapid amounts of change in adjusting to new work environments

Working groups  
continue to face  
different challenges

Strategies for work  
groups

An emphasis on  
keeping our teams  
working together

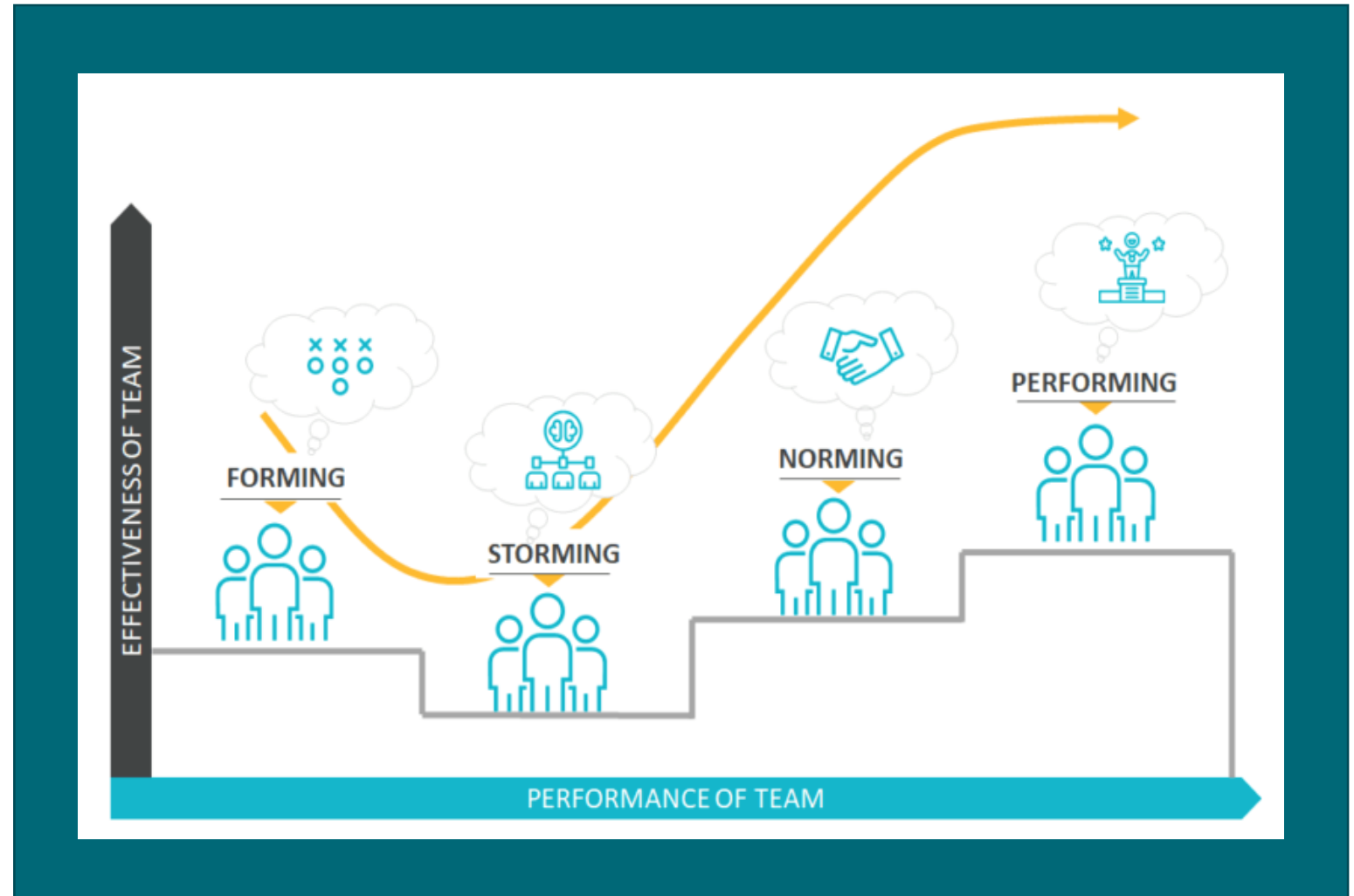
# Common Work Group Stages

**Forming:** reconnecting

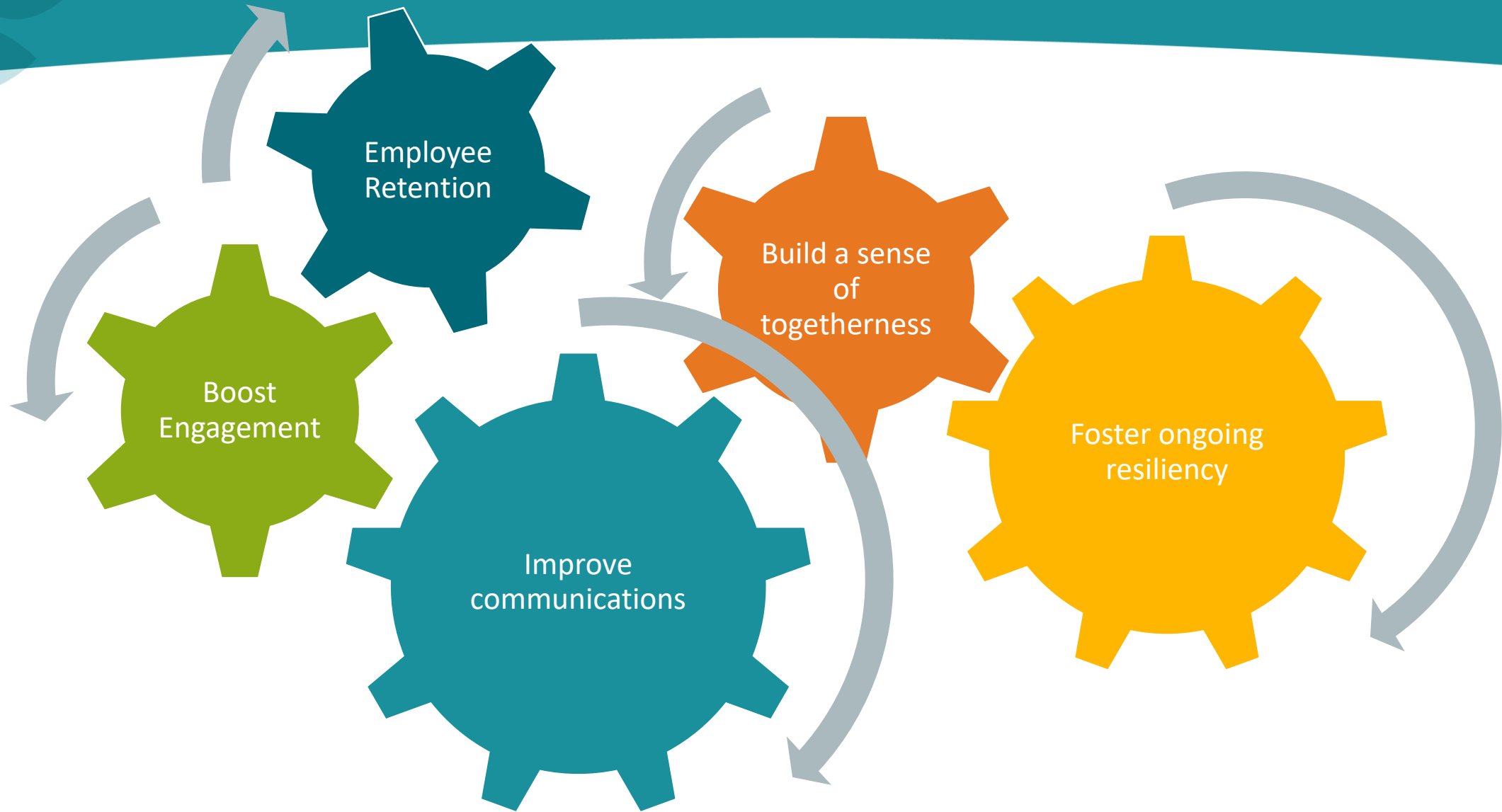
**Storming:** rearranging roles & tasks

**Norming:** establishing new processes for workflow

**Performing:** working together to achieve goals



# Why Team Building?



# Benefits of Using Video Conferencing



Video conferencing is far more engaging than audio conferencing



Video conferencing is as good as being in person and is efficient



Allows for superior communication and learning



Keeps dispersed teams connected & aligned



Gets things done

Retrieved from: Forbes Insights: 5 Reasons Why Your Company Needs to Embrace Video Conferencing Now.



# Team Building Activities

## Grab & Share

Pick an object off your desk. Describe that object using one noun, one descriptive word, one feeling word.

## Zoom Appreciation “Square”

Team members share one thing they appreciate about their co-worker in the square to their left.

## Three Words

Each team member shares how their day/week is going using three words only. Allow further elaboration after everyone has a turn.

# Latest on COVID-19, testing, screening, and face coverings

# History of virus and what we know now



- The list of people at higher risk for severe illness has grown
- The virus acts differently and produces more symptoms than expected
- The risk of getting infected from surfaces is not as high as some originally feared
- Growing evidence virus could spread through aerosols that linger in the air
- Some people who get coronavirus see longer-term issues

# The science of physical distancing and face coverings

## Wearing a mask

Risk of contagion

The infographic illustrates four scenarios of mask-wearing and their corresponding risk levels of contagion. Each scenario is represented by two icons: a person on the left and a person on the right. The risk level is indicated by a colored bar and an exclamation mark icon.

Scenario	Risk Level
Person on the left is wearing a mask, person on the right is not wearing a mask.	Very High
Person on the left is not wearing a mask, person on the right is wearing a mask.	High
Both person on the left and person on the right are wearing masks.	Medium
Person on the left is wearing a mask, person on the right is wearing a mask.	Low

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- **Face Coverings are an adjunct to Physical Distancing**
- **Face coverings offer some security for wearer main intent is to protect others**
- **Coverings slow disease transmission**

# Tips to make facial coverings more palatable



- Try several different types of face coverings to find one that feels comfortable
- Remember it needs to cover both **MOUTH** and **NOSE**
- Practice wearing it at home
- Take a few deep breaths prior to placing on face.
- schedule “Mask Breaks”

# How to respond to questions about face coverings

## 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



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- **Face Coverings DO NOT Lower Immunity**
- **Face Coverings DO offer protection to wearer but protect others more**
- **Communities where Face Coverings are the norm have lower incidence of community spread.**
- **Science and Disease are Apolitical**
- **Handwashing, Seat Belts, Face Coverings Save Lives, Lower Health Care and Health Insurance Costs**
- **Hospitalizations and Deaths have Economic Impacts**



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



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Healthy Life Resource Program,  
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# Tools you can use:

<https://northernlighthealth.org/Resources/Safe-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!

[Register for Week 6 here](#)

*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!*

View Past and Upcoming Meetings, Download Resources, and Watch Informational Videos

 <p><b>Week 6</b> Caring for our employees: return to work guidelines, team building, and covid-19 testing.</p>	 <p><b>Week 5</b> The impact of covid-19 on food service, travel, and team culture.</p>
 <p><b>Week 3</b> Risk mitigation through infection prevention, communication, and de-escalation.</p>	 <p><b>Week 4</b> Helpful tips for facility modifications, ppe purchasing, and resiliency.</p>
 <p><b>Week 1</b> Learn how to support your employees and your customers to make a successful return to business.</p>	 <p><b>Week 2</b> Balancing your on-site needs and employee accommodations.</p>

# 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 next Thursday: Shared Challenges, Common Questions, and Planning for the Unknown: Roundtable Discussion



One-hour Zoom conferences  
on Thursdays at 11 am starting on June 11.  
30 minute presentation, 30-minute  
moderated forum for Q&A

zoom MEETING SERIES

Maine  
welcomes  
you!

## SAFE RETURN TO BUSINESS

A Zoom conference series  
presented by  
Northern Light Health



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

If you want your employees and your  
customers focused on why they're at your  
business, instead of on whether they'll get  
sick, you'll want to attend our series.

Our panels of experts will cover the topics  
and contingencies you need to prepare for  
to have your workforce present, engaged,  
and safe.

#### Topics will include:

- Science behind the virus
- Personal protective equipment (PPE)  
and supply chain
- Capabilities of our health system
- Financial status
- Treating mental health side effects
- Communications lessons learned

WEEK 07 - Thursday, July 23 at 11 AM

### A COVID-19 ROUND TABLE DISCUSSION

Shared Challenges, Common Questions, and Planning for the Unknown

zoom MEETING ID:

XXX XXXX XXXX

#### Our Panelists:

**James Jarvis, MD, FAAFP**  
Medical Director, Clinical Education  
Northern Light Eastern Maine Medical Center  
COVID-19 Response Incident Commander

**Suzanne Spruce, AVP**  
Chief Marketing and Communications Officer  
Northern Light Health

**Jim Douglass, DO**  
Northern Light Inland Hospital  
Regional MCO, Mid Maine Region  
Co-Chair, Healthiest Population Health

**Angela Filecda, LCSW**  
Manager Healthy Life Resource Program  
Northern Light Acadia Hospital

**Jeff Doran**  
Vice President  
Northern Light Medical Group

**Moderated by Ed Gilkey, MD**  
Senior Physician Executive  
Northern Light Beacon Health

PLEASE REGISTER  
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Please contact Lanie Abbott for more information [labbott@northernlight.org](mailto:labbott@northernlight.org)

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