What a Business Needs to Safely Open
The Coronavirus pandemic is an ongoing, continuously evolving situation.

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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.
Materials available after our Zoom Conference

Dedicated Web Page:

• Recording of Zoom Conference
  (We are recording each session)
• Materials you can download and use today
What a Business Needs to Safely Open

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Director, Work Force Employee Assistance Program
Risk Mitigation

Face Coverings and Social Distancing in the Work Place
Setting the stage

- More than 12,000 employees across 125 Maine locations
- Caring for our communities while keeping our employees safe

Hallmarks of pandemic
- Lack of clinical evidence
- Uncertainty
- Changing CDC guidelines

Initial challenges
- PPE (plus we had to plan for patient surge capacity);
- Social distancing - strategized to protect our staff and patients from one another

Aggressive business measures
- Cancellation of elective procedures
- Curtailment of visitors, business travel, and in-person meetings,
- Work-from-home

Quickly strengthen technology infrastructure

Financial worries
- Redeployment of staff
- Voluntary furlough
- Increased costs
- Significant revenue shortfall

Organized response led by subject matter experts

We remain in Incident Command
Purpose:
- Intent of minimizing risk
- Reopening locations
- Expanding current services

How to Use: Guidance and a Tool
- Parameters for critical thinking when reopening
  - Certain circumstances require consultation with Infection Prevention to develop acceptable solutions
- Identify the minimum standards
  - Assess safety and infection prevention concerns
  - Adjust as necessary to your situation
- Quantify the number of people that can safely return
Safe Social Distancing - Universal Standards

Adequate Space Considerations

Five Principles of Considerations

1. Universal face covering is expected (does not eliminate the need for social distancing)
2. Six-foot radius around each person in any open setting
3. Movement throughout the location and workday should maintain 6-foot a part
4. Physical barriers (if 6 foot distancing can not be achieved)
5. If social distancing can’t be met develop alternative strategies to minimize
Safe Recovery Tool

Space Requirements
1. Perform a space occupancy analysis, maintaining 6 feet between every person
   a. Use diagrams to aid analysis
   b. Based on analysis, how many people can safely work in the location?
2. If space is NOT sufficient, consider:
   a. Relocating people
   b. Extending work hours and/or staggering shifts
   c. Work from home
3. Based on space constraints, how many additional employees can return?
   a. Plan for the cohort of employees who can remain off site

Staff Screening/Exposure/wellness
1. Screening process is in place
   a. Individuals identified to perform screening
   b. Provided training
2. Clear plan for those that are ill/or have positive screen
3. Do staff understand process to follow if they are ill?
   a. Are there staff who have personal risk factors that need different accommodations?

Staff cleaning - all locations
1. Cleaning plans updated
2. High touch areas identified
   a. Attach list of high touch items
3. Is staffing sufficient for any changes in practice?
4. Does education for employees need to happen prior to opening?
   a. Signs/communication in place for all staff to know what they are responsible to clean
Staff cleaning
1. Plan for cleaning after an outbreak
2. A contact if two or more people are sick in one location
3. Relationship with outside vendors-Who are the cleaning contractors?

Hand Hygiene
1. Is hand sanitizer at all work areas?
2. - How many work areas are in each location?
3. Is hand sanitizer available around high touch items and common areas?
4. - Use list of high touch items to identify additional locations that hand sanitizer may be needed.
5. Is additional education needed for staff on hand hygiene?

Supplies
1. Enough PPE/cleaning supplies for increase of staff volume at the location?
2. Will the increase use of PPE/cleaning supplies create a shortage?
High Density Workstations

Social Distancing Not Optimized
- Social distancing cannot be maintained with number of staff in location

Ideal Social Distancing
- How safe distancing should be applied in available space
Workstations / Cubicles

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<thead>
<tr>
<th>Social Distancing Not Optimized</th>
<th>Ideal Social Distancing</th>
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<tbody>
<tr>
<td>• Workspaces are under the 6’ limit</td>
<td>• Employees are separated a safe distance</td>
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<td>• Employees stand at their desks increasing the exposure</td>
<td>• Standing does not create a greater risk of exposure</td>
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<td>• Side tables are frequently used due to the compressed workstation area; this brings adjacent and opposing staff into close contact</td>
<td>• Side tables are not shared in the same vicinity</td>
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<td>• If one employee tests positive, other employees would not need to be quarantined due to the proximity of workstations</td>
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Supporting the Emotional Health of Your Employees
How to prepare for mental health issues

What leaders need to know:

• Self-isolation and quarantining during the pandemic may have affected employees’ mental health.

• Employees may experience a wide range of feelings (fear, anger, sadness, irritability, guilt, confusion, stress, anxiety, depression, etc.).

• Leaders and HR teams should be aware of the potential effects, be able to identify employees who are struggling, and have resources ready to help.
Why communication is more important than ever

How to share information:

• Information is powerful: it reduces emotional distress caused by the unknown; it provides tactical guidance; and it fosters confidence in leadership.

• Express in black and white terms how operations have changed.

• Prepare employees to be flexible upon returning to work: operational procedures will be fine-tuned in initial weeks.
The importance of a two way conversation

How to invite employees to share challenges and concerns:

• Encourage leaders to establish consistent check-ins with their direct reports.

• Coach leaders to ask open-ended questions:
  • “What is the most challenging part about returning to work on-site?”
  • “How are you feeling about the operational changes we’ve implemented?”
  • “In what ways can I best support you as you transition back to work?”
Preparing for work related stressors

How to empower your employees:

• Enforcing facial coverings and social distancing protocols may trigger emotional reactions from customers/clients.

• Offer talking points and de-escalation strategies.

• Validate how challenging this can be for employees to manage.
Make sure you’re focusing on the right things

How to be empathetic and flexible:

• Acknowledge that times are tough.
• Offer flexibility with work schedules and remote work opportunities when possible.
• Make resources readily available
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.

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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

Northern Light Health.

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

Northern Light Health.

SAFE RETURN
TO BUSINESS

A Zoom conference series presented by Northern Light Beacon Health.

If you want your employees and your customers focused on only one thing—your business, instead of all of whether they'll get sick, you can't wait to attend this series.

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

Topics will include:
• Medical Accommodations
• What to do if an employee gets sick
• When does COVID become a workplace hazard
• How it is safe for my staff to return to work post-pandemic
• Strategies for building employee anxiety

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

WEEK 02 - Thursday, June 18 at 11 AM
BALANCING YOUR ON-SITE NEEDS AND EMPLOYEE ACCOMMODATIONS

Our Speakers:
Paul Safa, MBA
SVP, Chief Human Resource Officer
Northern Light Health

Howard Slosar, MD
Medical Director
Northern Light Health

Angela Flora, LEWW
Director, Healthcare, LEWW, Inc.

Moderated by Ed Gilroy, MBA, MHA, CHC, Senior Physician Executive, Beacon Health

Please register by clicking here before joining the meeting.

What a Business Needs to Safely Open 06/11/2020
Legal Disclosure:

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