



Business to Business Zoom Conference Series

# COVID 19: Handling Employee Exposures and Planning for Mass Vaccination

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What a Business Needs to Safely Open





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# 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.

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.

# Ask us questions – give us feedback – this hour is for you

- Please use the **chat** function to ask your questions at anytime.

**Safe Return to Business Survey**

Page 1 of 1

1. I am able to apply the tools and guidance provided today in supporting my safe reopening? \*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
2. My questions about opening safely were answered in a way that I understood? \*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer? \*
  - Very Likely
  - Likely
  - Neutral
  - Unlikely
  - Very Unlikely
4. How likely are you to attend one of our Business to Business Zoom Conferences in the future? \*
  - Very Likely
  - Likely
  - Neutral
  - Unlikely
  - Very Unlikely
5. What topic(s) would you like us to focus on in the future?

Done

# Latest COVID 19 Numbers

# COVID-19 cases across Maine

Daily change

Deaths ▾

 United States ▾

Maine ▾

All time ▾



# The numbers behind the COVID-19 spread...

## Age groups' contribution to COVID-19 transmission in the U.S.

Estimated as of August 17, 2020

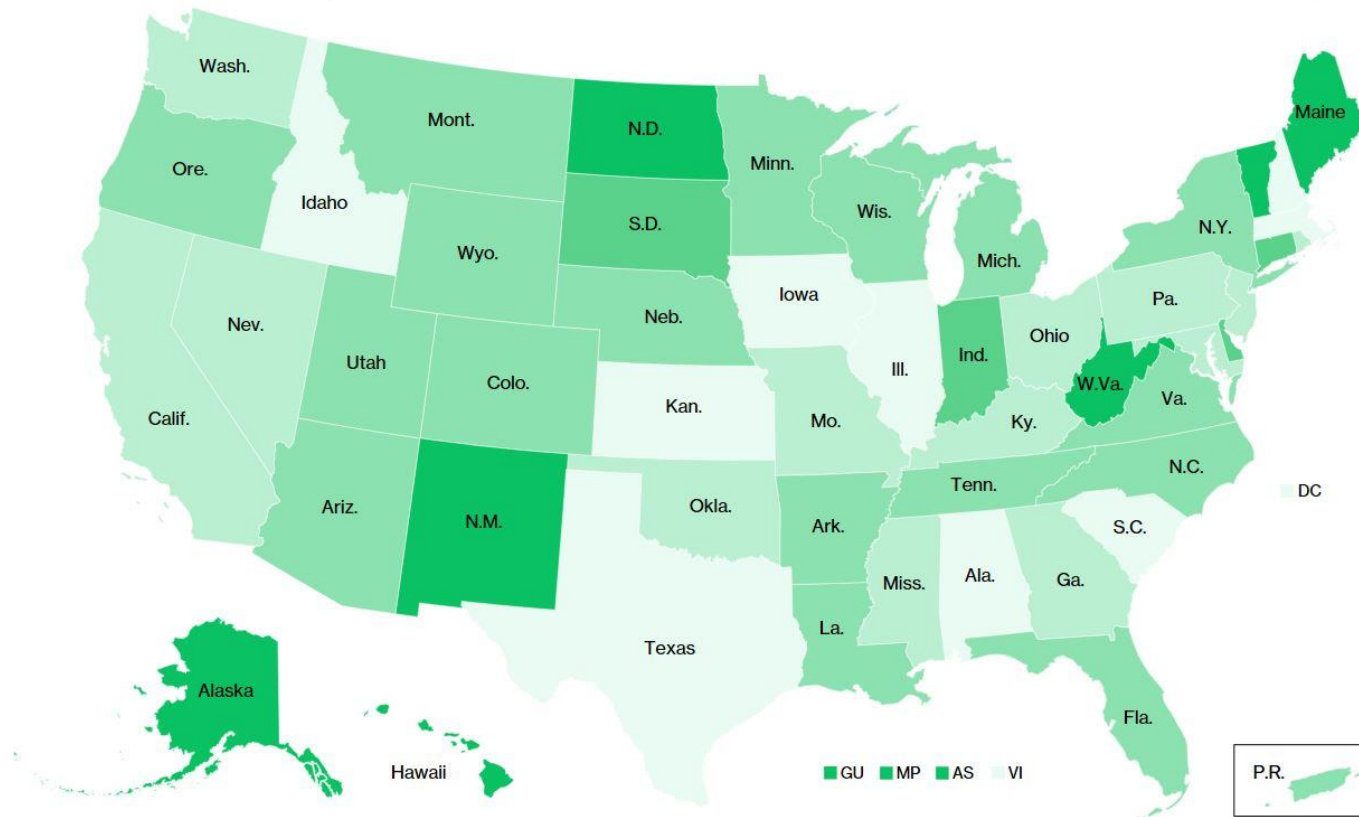
Age group	Estimated transmission	Pct. of population
0-9	2.1%	12.1%
10-19	4.0	13.1
20-34	34.7	20.6
35-49	41.1	19.2
50-64	15.3	19.2
65-79	2.5	12.1
80+	0.3	3.7

Data: Monod, et al. 2021, "Age groups that sustain resurging COVID-19 epidemics in the United States"; Chart: Axios Visuals

Sex	Age group	All Deaths involving COVID-19 (U07.1) <sup>1</sup>
<b>Total</b>		
	All ages	359,352
	Under 1 year	42
	1-4 years	21
	5-14 years	58
	15-24 years	537
	25-34 years	2,335
	35-44 years	6,139
	45-54 years	16,760
	55-64 years	42,031
	65-74 years	76,404
	75-84 years	99,342
	85 years and over	115,683

# Vaccine tracker...

Tracking Covid-19 Vaccine Tracker Vaccine Contracts Global Cases U.S. Cases U.S. Hospitalizations U.S. Regions



## Maine:

- 12.03 doses given per 100 people
- 8.9% of population got at least one shot
- 3.1% are fully vaccinated



# Update on Vaccine rollout across Maine and Northern Light Health

# Vaccinating Maine

## Currently Immunizing:

- Healthcare Personnel
- Long-Term Care
- COVID-19 Response Personnel
- Mainers over 70 years old

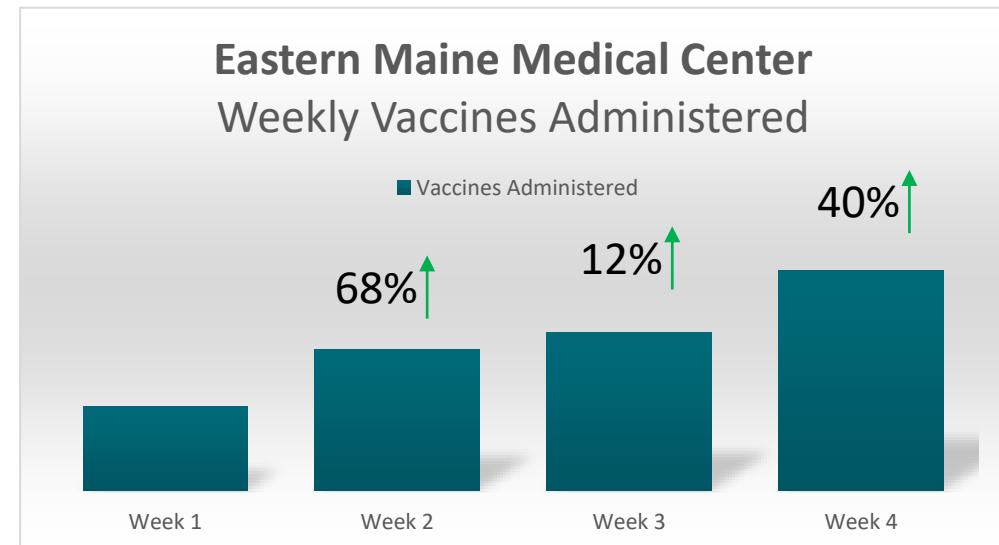
## Community Involvement!

- University of Maine
- Beale School of Nursing
- EMCC School of Nursing
- Husson School of Pharmacy

### Maine: COVID-19 Vaccination

Doses Distributed	212,125
Doses Given	140,353
First Dose	8.56%
Final Dose	2.89%

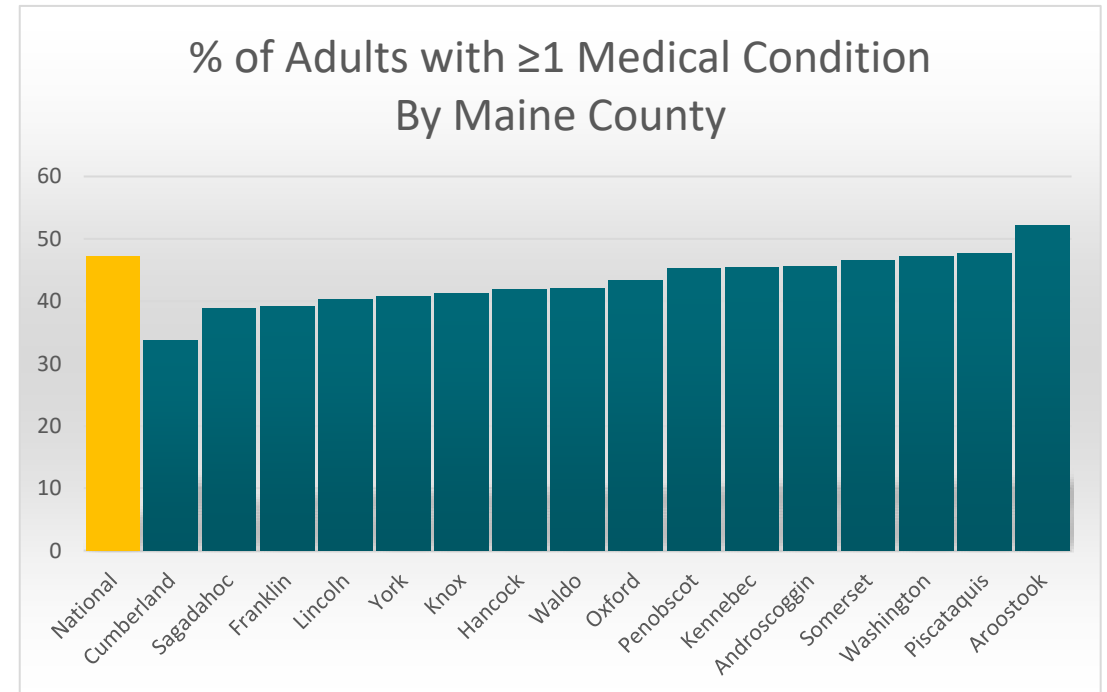
### Eastern Maine Medical Center Weekly Vaccines Administered



# Vaccinating Maine

## Next Phase:

- Adults 65-69 years old
- Adults with high-risk medical conditions
- Obesity
- Heart Disease
- Cancer
- And many more



# Planning mass vaccination of employees

## Start Planning Now!

- How will you identify eligible employees/vaccinated employees
- What workplace vaccination expectations will you set
- How will you manage vaccine timing and post-vaccine absenteeism

## Can you determine employee eligibility?

- May need to consider privacy laws, EOE rules, etc.
- # of employees eligible for each phase, departments they work in

## Can you determine employee willingness to get vaccine?

- Conversations, surveys

## Have a plan for managing absenteeism post-vaccination

- Stagger vaccination within departments
- Encourage vaccination at end of day, or prior to days off
- Have a written process for managing/responding to side effects (When should an employee stay home/test v.s. work)
- Have a written policy around PTO, sick time use for vaccine absenteeism
- Follow <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html> for new guidance

# Poll Question One:

**What actions, if any, has your business had to take as a result of a positive COVID-19 employee?**

# How to plan for an exposure: Scenario one

# Scenario #1:

Mary, a teller at Blueberry Credit Union, goes to work on Monday.

She doesn't think much about how she didn't smell her cinnamon apple oatmeal at breakfast.

It is a particularly busy Monday. She helps at least 30 customers. She enjoys seeing them and her dozen colleagues throughout the day.



1

Tuesday, she wakes up exhausted, achy, and burning up. She calls work, and they refer her to be COVID tested. By days end, it's positive: Mary has COVID-19.



2

Mary immediately calls her supervisor and shares the news. She passes along that a few of her family members she had seen the week before have also tested positive.



3



What steps do we need to take?

# Now what... Next steps

- Take your own pulse first!
- Science is evolving faster than Mary's oatmeal solidified!
- Much of the response that will follow is a human relations event and may require more work than the actual exposures do
- This disease is primarily spread through small droplets in the air
  - So consider:
    1. Layout of facility and spacing/ barriers
    2. Personal protective equipment in use in BOTH customer and office areas
    3. Efficiency of air exchanges
    4. Recent infections of other staff to inform who should or should not be tested
    5. And at long last!!!! Vaccination history/ planning for employees

# Start at the beginning....

## Steps: (when three or more positive employees)

1. Have a clear conversation with employees ( many or most with disease will never have symptoms)
2. Identify employees with closest protected and ANY unprotected exposure with coworkers (break rooms, dinners, parties)
3. Consider the setting (bank) and that if PPE is worn, it can be considered appropriate.
  - Many employers test everyone - remove any symptomatic employees from work immediately
  - Transition to remote customer service immediately
  - Concentrate on assessing ANY exposures without proper PPE and those with closest physical contact
  - Test the employees - every few days for 3 tests - especially those in the higher risk category
  - Consider HR policy support for absences

## Resources exist to help:

- Northern Light Work Health ([www.WorkHealthllc.org](http://www.WorkHealthllc.org))
- Safe Return to Business (<https://northernlighthealth.org/Resources/Safe-Return-to-Business>)
- US CDC Business website (<https://www.cdc.gov/coronavirus/2019-ncov/community/workplaces-businesses/index.html>)

How do we help employees with a workplace exposure...

# Helping Employees Cope with a Workplace Exposure

- **Be respectful:** recognize this is a very unsettling, stressful experience
- **Be transparent:** communicate how, when and why decisions are made
- **Educate:** Help employees recognize signs of mental health distress
- **Prepare supervisors** to lead by example
- **Align your policies** to reflect how you value your workforce

## Common symptoms of anxiety and stress:

- Feeling physically and mentally drained
- Having difficulty making decisions, focusing
- Becoming easily frustrated
- Arguing more often with friends and family
- Feeling tired, sad, numb, lonely, or worried
- Experiencing changes in appetite or sleep patterns
- Overreacting to normal stimuli like noise and lighting

# Helping Employees Prioritize Self-Care and Wellness

## **Approach and assist:**

How are you coping with the potential workplace exposure?

In what ways can I best support you?

## **Listen:**

Take time to actively listen and communicate with employees in an open and non-judgmental way.

## **Give support and information:**

Reassure employees that you are there to support and help them.

## **Encourage appropriate professional help:**

Suggest employees speak to someone with professional expertise about their experience if needed.

- Encourage use of personal time as needed
- Encourage exercise and wellness breaks
- Create a safe, quiet break space where employees can step away

# Return to Work (RTW)

- **Communicate openly with employees and customers**
- **Follow Maine CDC Guidelines for RTW**
- **Review criteria for employees with a positive result to be cleared to RTW**
- **Address issues of employees who don't feel well enough to RTW**
- **Don't retest – not a useful strategy to manage RTW**
- **Maintain a safe business environment**

## Poll question 2



# Has your business started planning for COVID-19 employee vaccination?

# Planning your employees for vaccines: Scenario two

# Scenario #2:

Lobster claw insurance company just got word from Maine CDC that their employees are eligible for vaccines.



1

They have four locations with 400 employees across the state.



2

What do they do to get their employees vaccinated while continuing to run a business?



3

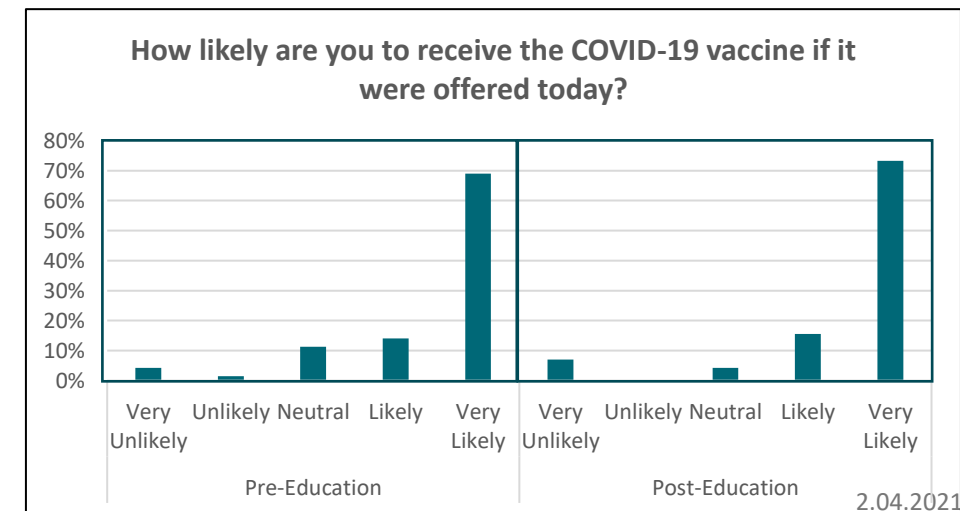
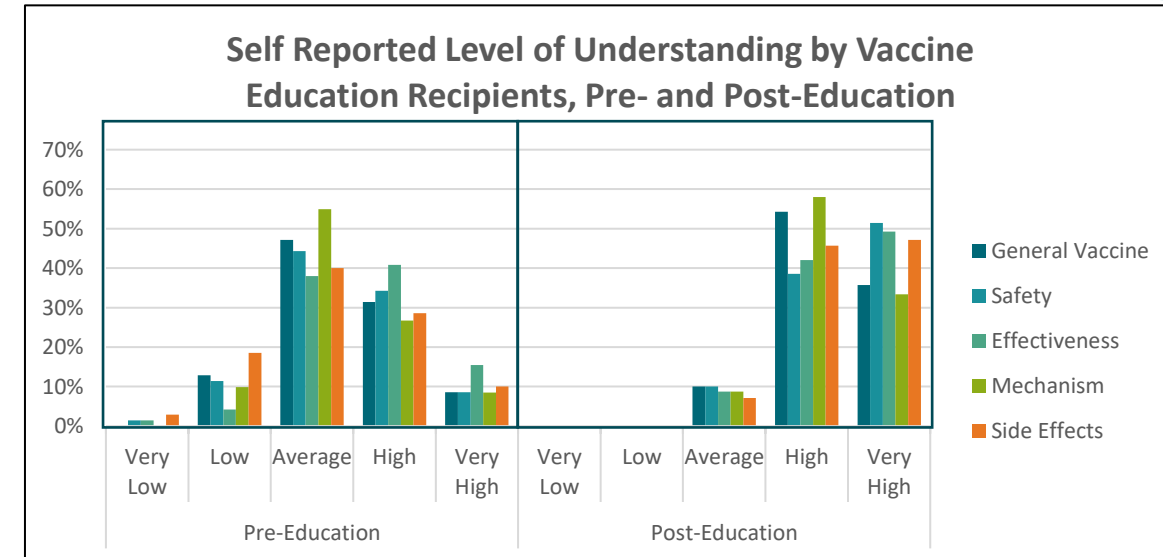
Mass vaccinations take coordination – how do we get ahead of anxiety from taking over your culture

# Vaccine Planning

## Reasons for hesitancy:

1. Rushed vaccine timeline
2. Want to wait to confirm it is safe
3. Lack of trust in vaccines
4. Want to see how effective it is

*= Lost work time, employee exposures, increased healthcare costs, lost income*

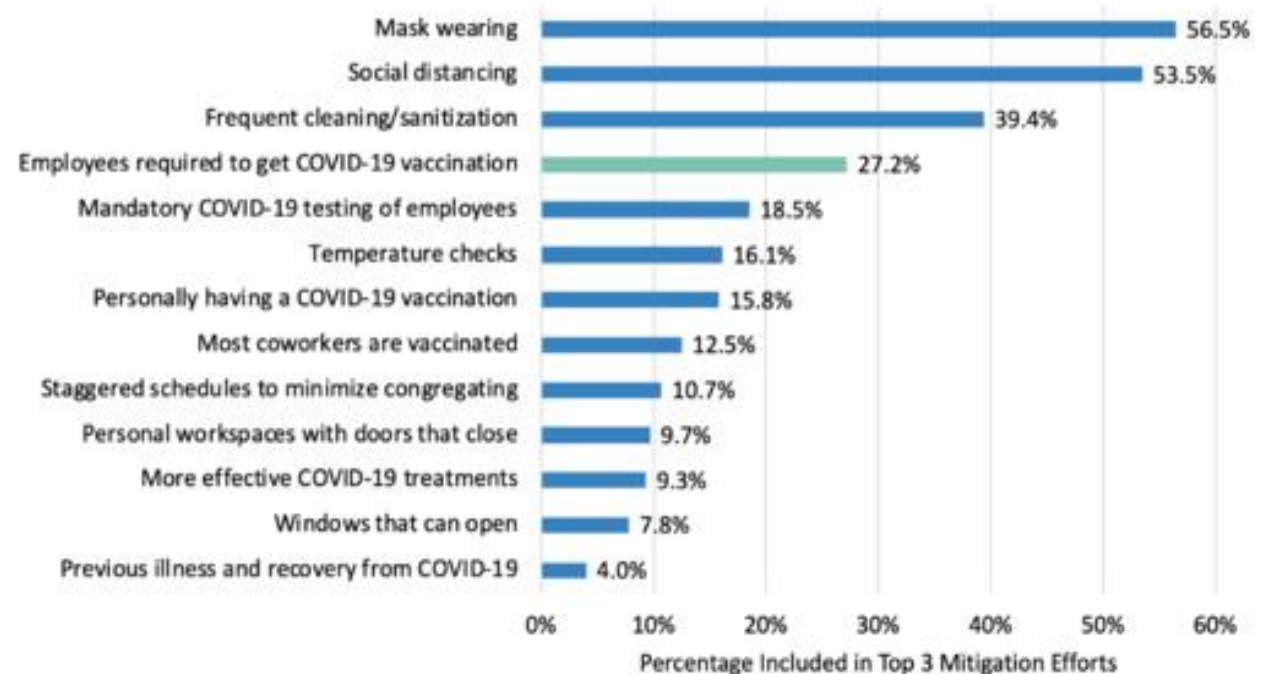


# Vaccine Anxiety Is Real

## Perceptyx Research & Insights Report Key Findings:

- 60 percent of respondents are fearful of the potential side effects of the vaccine, however over 67 percent believe the research and development of the vaccine is trustworthy.
- Just over half (52%) say they would get the vaccine so they wouldn't have to wear a mask at work, however the CDC still recommends mask wearing even after the two doses of the vaccine.

Factors that Would Make Employees Feel Safe Returning to the Workplace



Perceptyx Research & Insights Report "A Workplace Divided: Split Opinions on Covid-19 Vaccine Could Disrupt the Return to Work". January, 2021.

# Helping Employees Cope with Vaccine Anxiety

- Validate concerns
- Offer information
- Encourage employees to do their research
- Highlight the benefits compared to the risks
- Connect to the larger purpose

The [CDC's COVID-19 Vaccines page](#)

is a great resource

to share with employees

Research shows that employees who are most likely to follow through on their organization's recommendation to get vaccinated are those who have stronger relationships with their managers, who believe their symptoms would be severe if they contracted COVID-19 and those who have already been tested for COVID-19.

# Vaccine Planning

## Whats Your Plan?

- How will you identify eligible employees/vaccinated employees
- What workplace vaccination expectations will you set
- How will you manage vaccine Timing and post-vaccine absenteeism

## Education

- Identify Resources
  - Local Health Systems and Public Health
  - Health Plan
  - Federal and Maine CDC (*Links*)

## Engage and Support

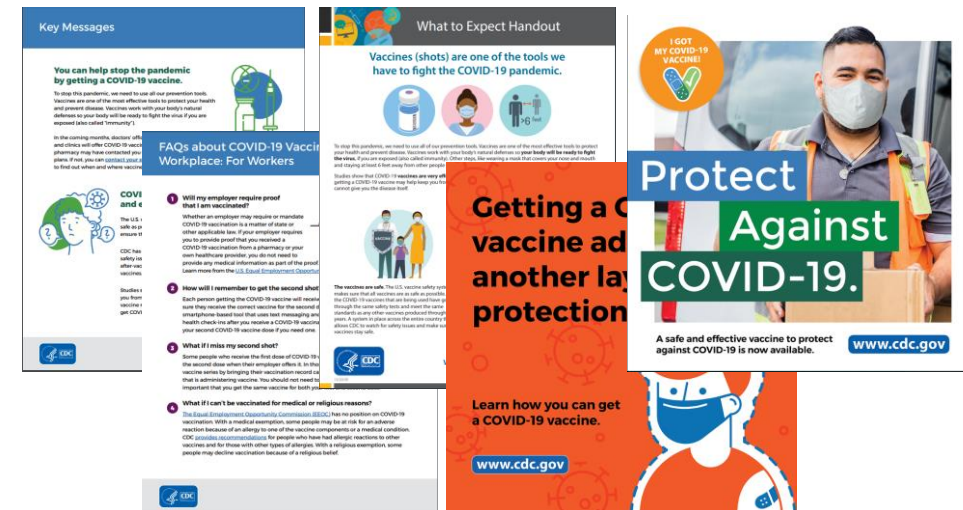
- Conversations, Surveys
- Identify and Acknowledge Concerns, Respond
- HR Policies, Clear Expectations

## Communication

- Keep staff up to date
- Incorporate into regular communications

## Useful Links:

- CDC Vaccine Information:
  - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>
- CDC Communication Toolkits:
  - <https://www.cdc.gov/coronavirus/2019-ncov/communication/toolkits/business-workplaces.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/toolkits/essential-workers.html>





How do we help employees, make a decision?

# What about me? Should I or shouldn't I get vaccinated?

Choosing whether or not to get vaccinated is a personal decision and we encourage everyone to talk with their doctor. We do know.....

- All COVID-19 vaccines currently available in the United States have been shown to be highly effective at preventing COVID-19.
- Getting vaccinated yourself may also protect people around you, [particularly people at increased risk for severe illness from COVID-19.](#)
- COVID-19 vaccination is an important tool to help stop the pandemic.

Source: [www.cdc.gov](http://www.cdc.gov)

# Please use the chat function to ask questions:



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Force

# Tools you can use:

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

## Week 1 - Resources and Downloadables

Filter the results below by entering keywords into the search

Enter Search Text Here



Handshake Free Zone - Poster

Hi! This is a handshake free zone. In order to stop the spread of germs our office is currently a handshake-free zone.

Download File



For the safety of all - Poster

For the safety of all. Thanks for helping us keep patients, visitors, and staff safe.

Download File



Wearing a face covering - Poster

Wearing a face covering. Risk of spreading germs.

Download File



Please Wear a Face Covering - Poster

Please Wear a Face Covering Beyond This Point

Download File



Safely providing care for Medical Office visits - Video

Safely providing care for Medical Office visits | Northern Light Health

Watch Video

# 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 Thursday, February 18: Reducing risk, increasing focus, and taking care of business

## Topics:

- Latest on COVID-19 and vaccine update
- Strategies for reducing risk of exposures in the workplace
- Prioritizing mental health during a pandemic



**Northern Light Health.**

One-hour Zoom conferences  
Twice a month on Thursdays at 11 am  
Moderated forums with Q&A  
presented by Northern Light Health

zoom MEETING SERIES

### SAFE RETURN TO BUSINESS

Reducing Risk, Increasing Focus, and Taking Care of Business



**Topics will include:**

- Latest on COVID-19 and vaccine update
- Strategies for reducing risk of COVID-19 exposures in the work place
- Prioritizing mental health during a pandemic

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

**Thursday, February 18 at 11 AM**  
The Zoom meeting ID will be sent to you upon registering

**Our Panelists:**

<b>Jim Janda, MD, FAAFP</b> Senior Physician Executive Incident Command, Northern Light Health Director, Clinical Education, Northern Light EMMC	<b>Matt Marston, PharmD, MBA, BCPS, BCOF</b> Associate Vice President Northern Light Pharmacy	<b>Suzanne Moreshead, RN, BSN</b> Infection Control Specialist Northern Light Health
<b>Angela Filecchia, LCSW</b> Director, Healthy Life Resource Program Northern Light Acadia Hospital	<b>Moderated by Ed Gilkey, MD, MS, MBA, CPE</b> Senior Physician Executive Northern Light Beacon Health	

**PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING**

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!**  
Please contact Lanie Abbott for more information [lwabbott@northernlight.org](mailto:lwabbott@northernlight.org)

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