



Northern Light
HealthSM

Safe Return to Business Series

***Special Edition:
Business to Business Talk***

A Two-Way Conversation
Maine Businesses Share their
COVID-19 Experiences

8.13.20

What a Business Needs to Safely Open



Business to Business Talk

Today's Topics:

A Two-Way Conversation

Maine Businesses Share their COVID Experiences

Lessons Learned

Moving forward



Ed Gilkey, MD,
MS, MBA, CPE,
Senior Physician
Executive,
Northern Light
Beacon Health



Carrie Meo, CEO
Anthony John's Day
Spa and Boutique,
and VP of Fixed
Operations at
Darling's Auto Group



Tasha Gardner,
CPA, CCIFP, CFO,
Sargent Corp



Ryan Albert,
Bangor
Savings Bank,
SVP, Director
of HR and
Employee
Development



Scott Biehn,
Ntension,
President and
CEO



Jeff Doran, VP,
Northern Light
Medical Group,
COVID Response
Incident
Commander

Legal Disclosure:

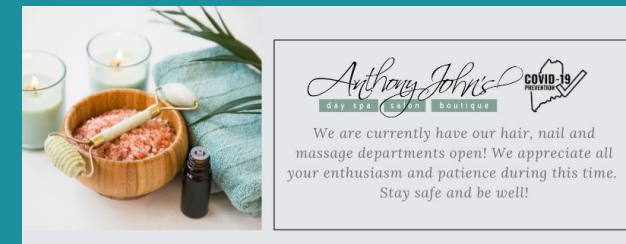
The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health 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.

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Anthony John's Day Spa, Salon, and Boutique: Bangor



- 33 employees (before COVID)
- 30 employees (after COVID)
- Customers
30 – 65 years of age
 - 80% Female
 - 20% Male
- Full-service salon

- Closed business March 17
- Attempted curbside services
- May 1
 - Hair
 - Curbside pick up
- June 12
- July 1
 - Nails
 - Massage
 - Waxing
- Waiting to open
 - Facials
 - Makeup

COVID Challenges:

- Retail / Boutique low
 - Limited traffic due to spacing
- Revenue down from 2019
- Struggle with childcare
 - 65% of employees with young children
- Received PPP loan

Darling's Auto Group



Opened in 1903

• Employees:

- 486 before COVID
- 501 after reopening

Seven locations:

• Bangor

- Honda, Nissan, Volvo, Ford, Audi
- Rental
- Value Center Pre-Owned

• Brewer

- Corporate office (Accounting, Marketing, Service Call Center, Maintenance)
- Insurance Agency
- New Reach financial
- Greenpoint Auto

• Ellsworth

- Chrysler, Dodge, Ram, Buick, GMC
- Rental

• Augusta

- Collision Center
- Chrysler, Dodge, Ram, Hyundai

• Essential Businesses

- Parts, Service, Collision, Rental, Greenpoint
- 501 after reopening

• April 1

- Close instore sales
- All online

• May 1

- Reopen in store

• Laid off 30

• Employees on workshare

- Split shifts reduce hours to 30
- Few departments went remote

Sargent Corporation: Construction Company



More than 90 years in business

- Earth moving and site preparation
- 400 + employees
- Offices and jobs in multiple states
 - Stillwater, Maine
 - Epping, New Hampshire
 - Ashland, Virginia
- Customers
 - Municipalities and governmental agencies
 - DOT's, Maine Turnpike Authority, Federal Aviation Administration
 - General contractors
 - Commercial customers



Bangor Savings Bank: Founded in 1852

168 years in business

- 57 Branch locations
- 1,050 Employees (ME, NH, MA)
- 230,000 Customers
 - 31,000 business customers
- \$4.8 billion in assets
- Retail banking
- Commercial / Corporate Banking
 - Payroll
 - Merchant services
 - Small business banking

March 18

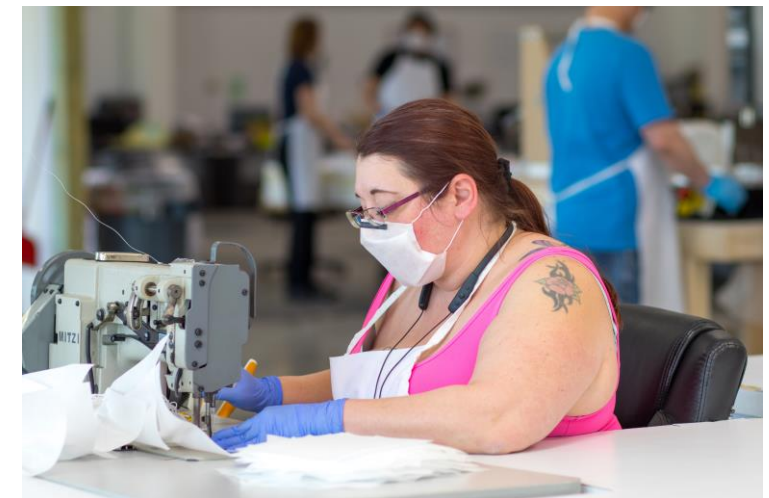
- Transition 100's to work remotely
- Implement daily calls: managers and employees
- Implement twice weekly CEO calls

Ntension: Manufacturing Company



Custom Fabric Exhibits

- 56 employees
- Customers, local, state, national, international
- Pre COVID
 - Fabric signs, lighting, canopies, and banners
- During COVID
 - Producing PPE (personal protective equipment)
 - Face shields
 - Face masks



Northern Light Health – Statewide employer

- ❖ More than 12,500 employees
 - ❖ across 125 Maine locations
 - ❖ approx. 40- 60% work in “supportive roles” (non direct patient contact)
- ❖ Easier to shut down operations than re-start them
- ❖ D/M process needs to be clear, decisive, adaptable
- ❖ Work remote requirements
 - ❖ solid technology platform
 - ❖ careful management of “productivity” metrics/value
- ❖ Declared upfront no layoffs
 - ❖ Voluntary furloughs (positive morale implications)
- ❖ Reassure and demonstrate safety is paramount
- ❖ Be consistent in re-opening precautions
- ❖ Day care challenges and psychological significant barriers
- ❖ Face coverings initially viewed as “weird” and uncomfortable, increasingly accepted
- ❖ Develop thoughtful policies
- ❖ Secure PPE, cleaning supplies, etc
- ❖ Maintain up to date CDC guidelines
- ❖ Determine financial strategies
- ❖ Maintain flexibility
- ❖ Community partnerships critical
- ❖ Listen- communicate -communicate!!!

Questions: Please use the chat function



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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

H-1TH S IS A HANDSHAKE FREE ZONE

Handshake Free Zone - Poster

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:

- Wearing a face covering is a must at all times
- Keep at least six feet physical distancing from others
- Wash or sanitize your hands every chance you get

For the safety of all - Poster

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
Risk of spreading germs

Low

Medium

High

Very High

Wearing a face covering - Poster

Wearing a face covering - Poster

Wearing a face covering. Risk of spreading germs

[Download File](#)

Please Wear a Face Covering
Beyond This Point

Please Wear a Face Covering - Poster

Please Wear a Face Covering - Poster

Please Wear a Face Covering Beyond This Point

[Download File](#)

SAFELY PROVIDING CARE
FOR MEDICAL OFFICE VISITS

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



Join us next Thursday:



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

zoom MEETING SERIES

SAFE RETURN TO BUSINESS

SPECIAL EDITION

Hear directly from four Maine business owners about how they're managing in the pandemic.



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:

- What did you do
- What did you learn
- Anxiety management

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

WEEK 11 - Thursday, August 20 at 11 AM

OUTBREAK DISCUSSION and ROUND TABLE

Learning from our Neighbors

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

Shelly Hayden
Corporate Director of Clinical Operations
Continuum Health Services

Su-Anne Hammond, DO
Primary Care Medical Director
Chief of Ambulatory Medicine
Northern Light Mercy Hospital

Ben Waxman
Co-Owner
American Roots Wear

Catherine Bean, RN
Manager, Clinical Services
Northern Light Home Care & Hospice

Moderated by Ed Gilkey, MD
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 labbott@northernlight.org

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