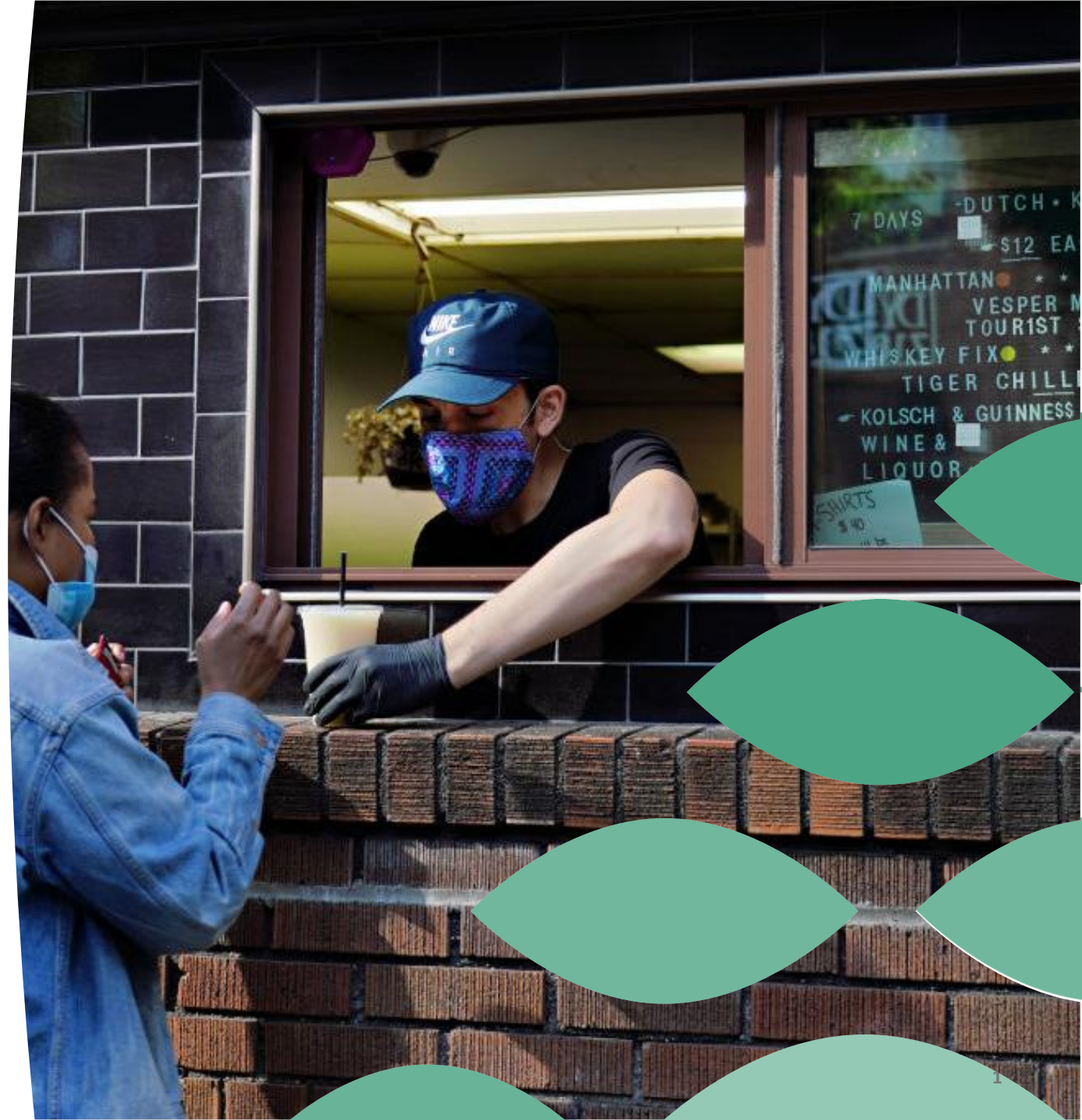


Safe Return to Business Series

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

07/09/2020



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 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 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.

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



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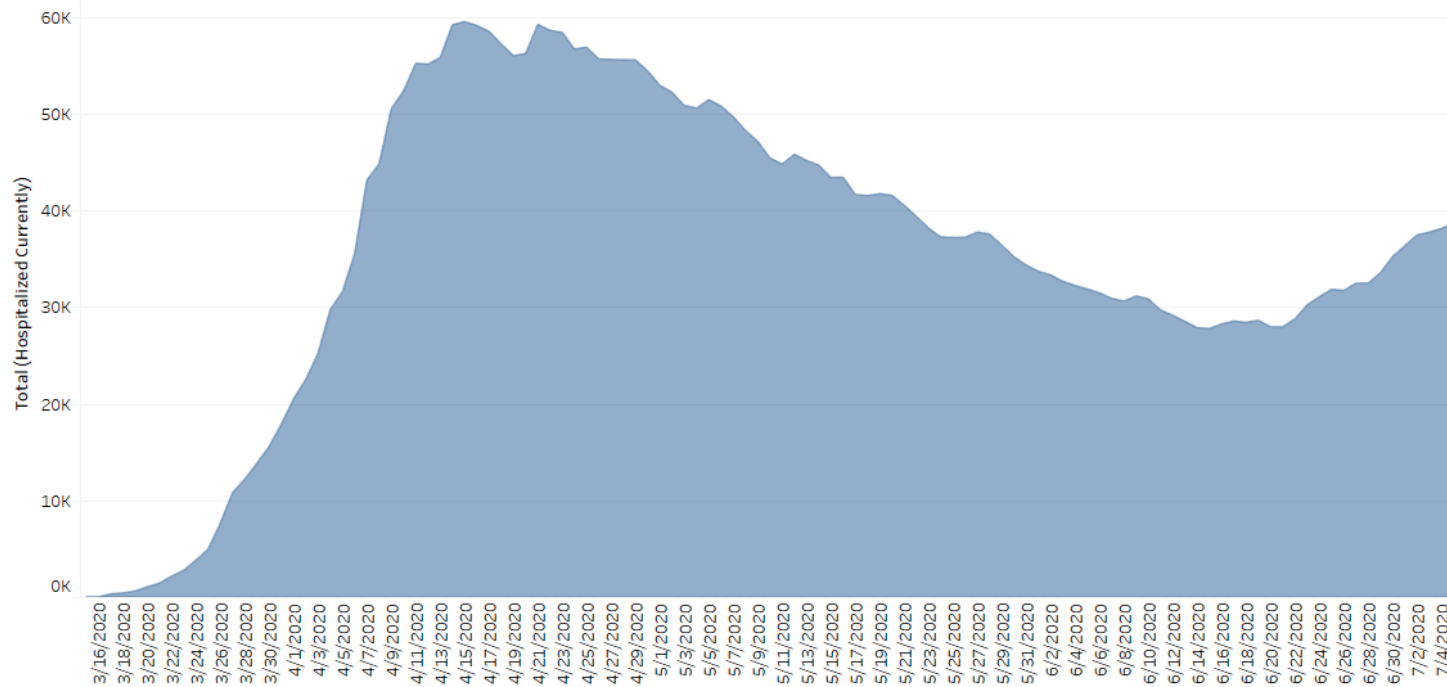
Second wave? Summer travel?

National COVID-19 by the numbers

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

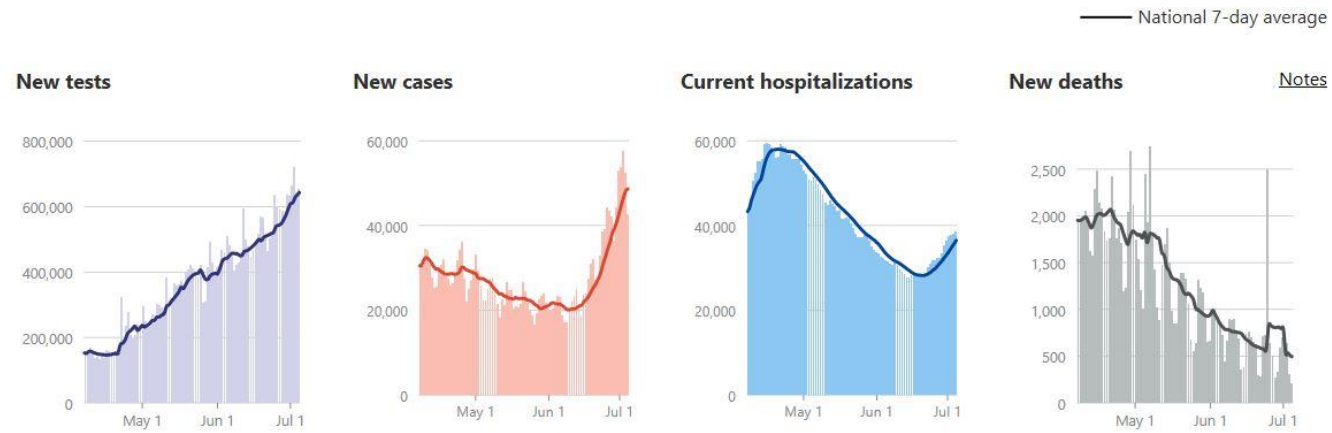


Development by Northern Light Beacon Health (kimgrant@northernlight.org)

The national picture

Cases *	Tests		Hospitalized *	Outcomes		Total Test Results Positive + Negative
	Negative	Pending		Recovered	Deaths	
2,881,016	32,631,900	1,885	38,738	906,763	122,673	35,512,916

National overview



[Chart information and data](#) ↓

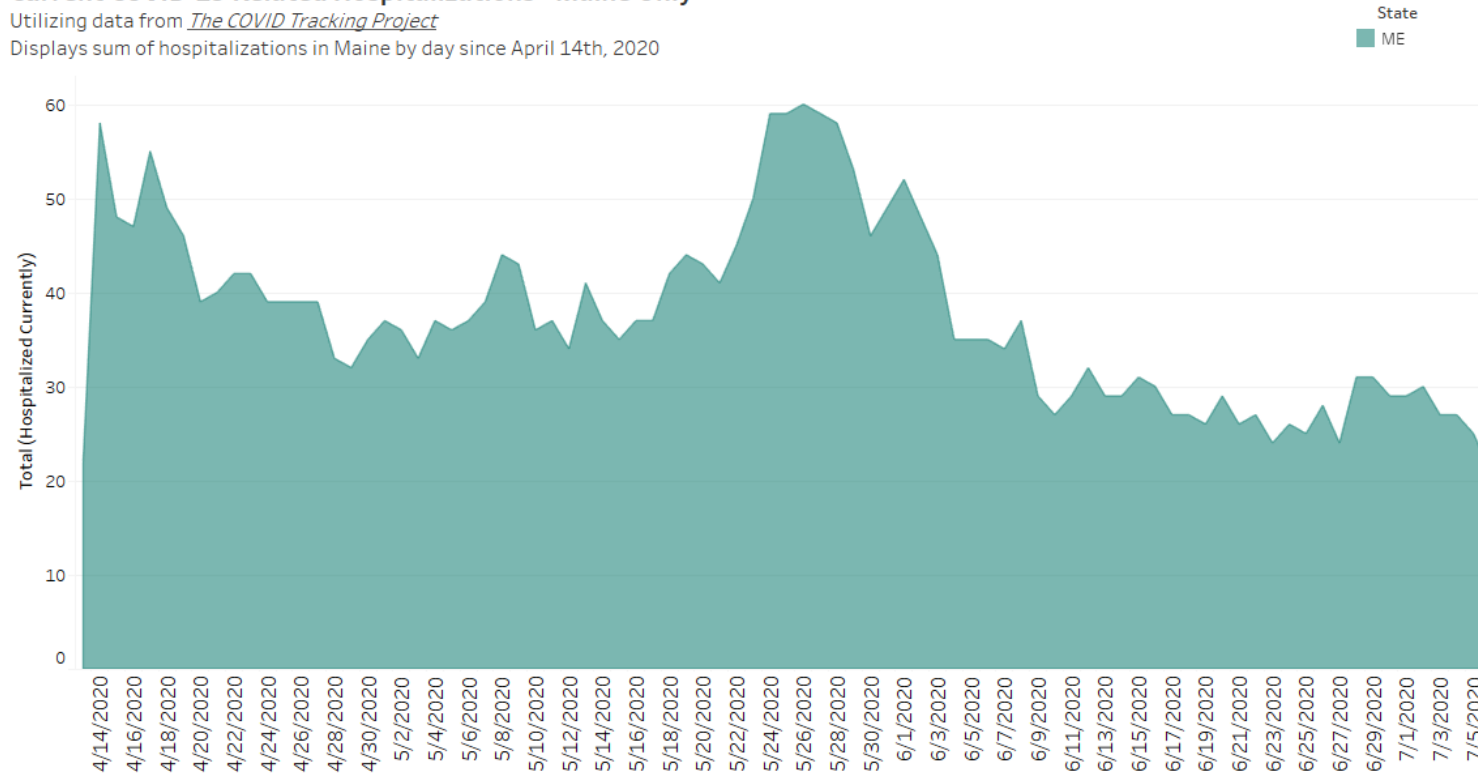


Maine COVID by the numbers

Current COVID-19 Related Hospitalizations - Maine Only

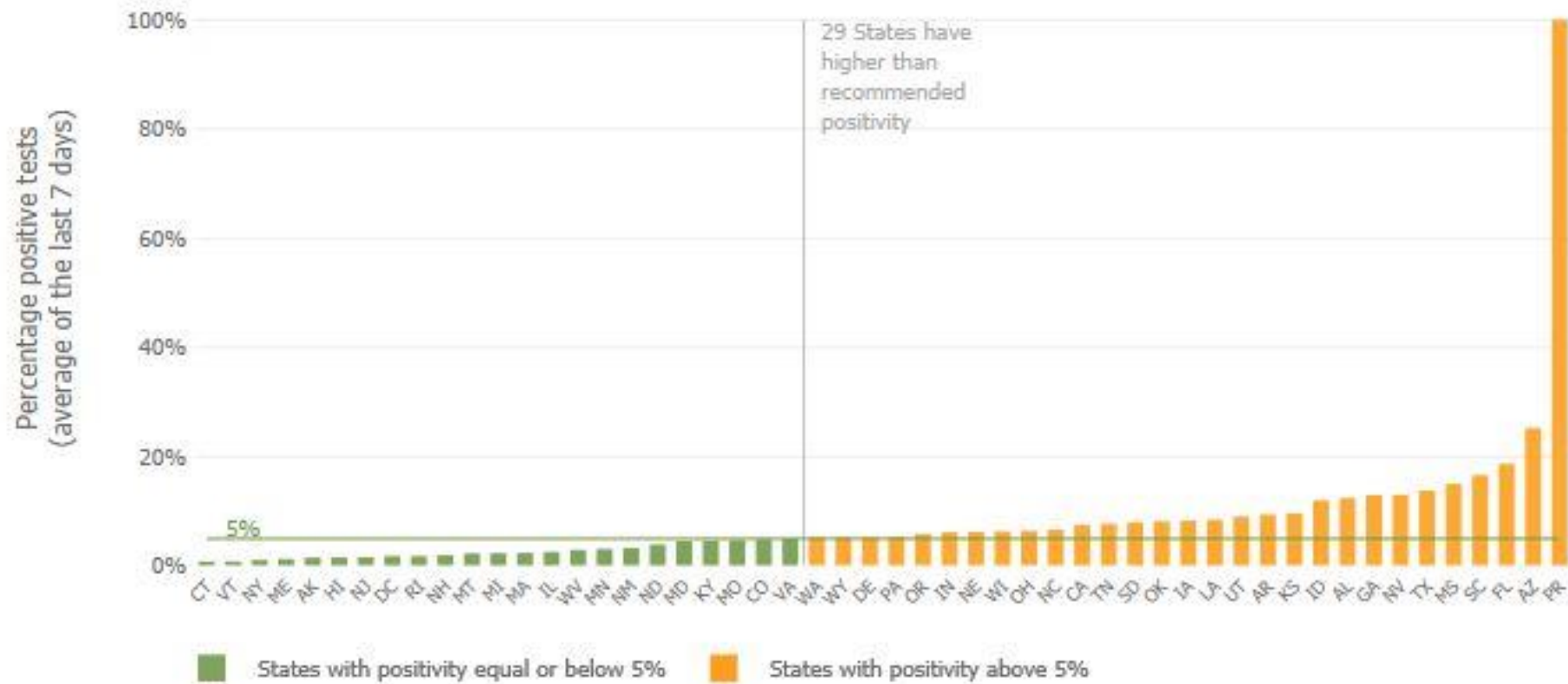
Utilizing data from [The COVID Tracking Project](#)

Displays sum of hospitalizations in Maine by day since April 14th, 2020



Development by Northern Light Beacon Health (kimgrant@northernlight.org)

Which States Meet WHO Recommended Testing Criteria



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 in to 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
- <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

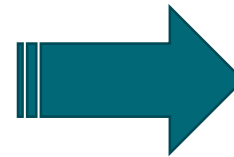
Heightened consequences of mistakes

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

Source: Tannenbaum SI, et al. BJM Qual Saf 2020; 0:1. doi: 10.1136/bmjqs-2020-011447

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.

Source: Tannenbaum SI, et al. BJM Qual Saf 2020; 0:1. doi: 10.1136/bmjqs-2020-011447

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 (ie. 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.

Source: Tannenbaum SI, et al. BJM Qual Saf 2020; 0:1. doi: 10.1136/bmjqs-2020-011447

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.

Source: Tannenbaum SI, et al. *BJM Qual Saf* 2020; 0:1. doi: 10.1136/bmjqs-2020-011447

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

Key teamwork mechanisms and recommended actions

Teamwork mechanism	Recommended action
Frame the work	Use beginnings (of teams, procedures, shifts) to: <ul style="list-style-type: none">• Establish mutual understanding: help others make sense of the situation and goals• Build team orientation: remind everyone that the work involves a network of people• Clarify roles and interdependencies: identify who's who, and what is expected of each position
Leverage communication structures	Use communication structures to: <ul style="list-style-type: none">• Share information• Learn• Adapt on the fly
Practice inclusivity	Manage discussions to: <ul style="list-style-type: none">• Surface information: ask others (including those with less power) to speak up• Manage information: pay attention to and reiterate uniquely held information voiced by others

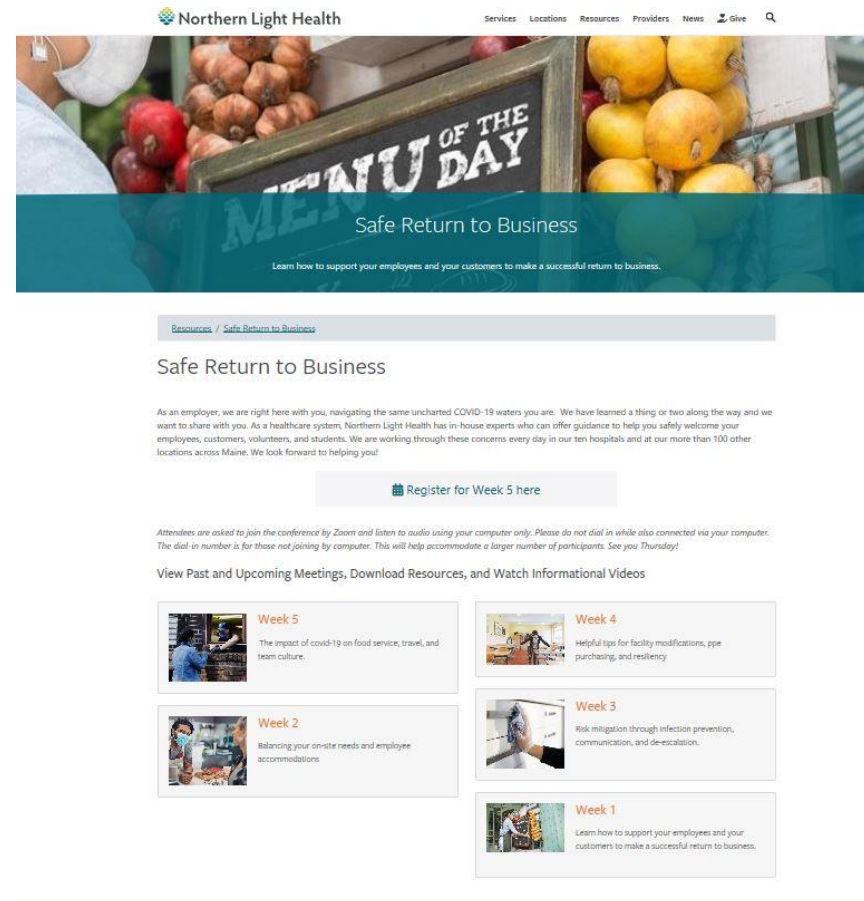
Latest on testing and screening

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>



The screenshot shows the Northern Light Health website page for "Safe Return to Business". The page features a header with the organization's name and navigation links. Below the header is a large banner image of a market stall with a "MENU OF THE DAY" sign. The main content area includes a breadcrumb trail, a title, an introductory paragraph, a "Register for Week 5 here" button, a note about the conference format, and a section for viewing past meetings. The "View Past and Upcoming Meetings, Download Resources, and Watch Informational Videos" section contains five cards for Week 1 through Week 5, each with a thumbnail image and a brief description of the content.

Northern Light Health Services Locations Resources Providers News Give

Safe Return to Business

Learn how to support your employees and your customers to make a successful 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 5 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

- Week 5**
The impact of covid-19 on food service, travel, and team culture.
- Week 4**
Helpful tips for facility modifications, ppe purchasing, and resiliency.
- Week 3**
Risk mitigation through infection prevention, communication, and de-escalation.
- Week 2**
Balancing your on-site needs and employee accommodations.
- Week 1**
Learn how to support your employees and your customers to make a successful return to business.

Questions:

Let our experience help guide you

Remember to use the chat function to ask questions.



Ed Gilkey, MD
Senior Physician
Executive, Northern
Light Beacon Health



Michael Duffy, MD,
Senior Physician Executive
Northern Light Mercy



Valerie Langbein,
Director of Food and
Nutrition Services,
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Yemaya St. Clair, LCPC-C
Employee Assistance
Program Counselor
Northern Light
Work Force



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

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



One-hour Zoom conferences on Thursdays at 11 am
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:

- Plan for what do if an employee or customer gets sick
- Virtual Team Building
- Latest on testing, screening, and face coverings

WEEK 06 - Thursday, July 16 at 11 AM
CARING FOR OUR EMPLOYEES
Return to Work Guidelines, Team Building, and COVID-19 Testing

zoom MEETING ID:
938 0252 8309

Our Panelists:

Jennifer Hutchins Director of Human Resources Northern Light Mercy Hospital	Angela Fileccia, LCSW Manager Healthy Life Resource Program Northern Light Acadia Hospital	James Jarvis, MD, FAAFP Medical Director, Clinical Education Northern Light Eastern Maine Medical Center COVID-19 Response Incident Commander
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Moderated by Ed Gilkey, MD, MS, MBA, CPE
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

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