

Safe Return to Business Series

# What a Business Needs to Safely Open

06/11/2020    What a Business Needs to Safely Open



## 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.

# 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

## Today's Topics:

Risk mitigation and critical infrastructure for safety

Face coverings and screening for employees and customers

Supporting employee needs as they return to work



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## 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

# Safe Return to Work Guide Book



May 28, 2020

## Safe Recovery Guidance

COVID-19 Infection Prevention Tool  
for Safe Recovery May 28, 2020



### 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

# Safe Recovery Tool



## 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?

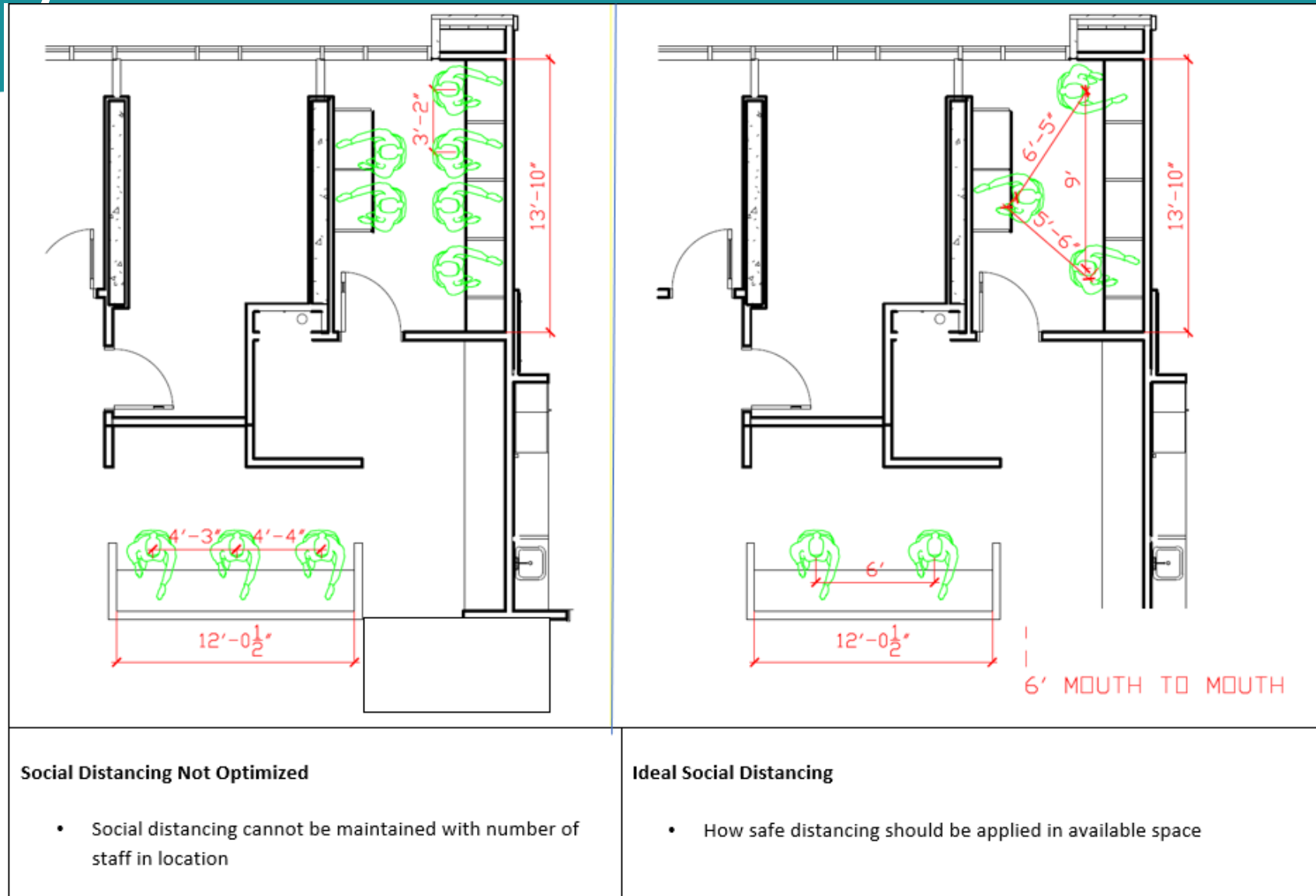
## Hand Hygiene

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



# Workstations / Cubicles



|   |  |
|---|--|
|   |  |
| <p><b>Social Distancing Not Optimized</b></p> <ul style="list-style-type: none"> <li>• Workspaces are under the 6' limit</li> <li>• Employees stand at their desks increasing the exposure</li> <li>• Side tables are frequently used due to the compressed workstation area; this brings adjacent and opposing staff into close contact</li> </ul> | <p><b>Ideal Social Distancing</b></p> <ul style="list-style-type: none"> <li>• Employees are separated a safe distance</li> <li>• Standing does not create a greater risk of exposure</li> <li>• Side tables are not shared in the same vicinity</li> <li>• <b><i>If one employee tests positive, other employees would not need to be quarantined due to the proximity of workstations</i></b></li> </ul> |



# 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>

## 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

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



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COVID Response  
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VP Clinical Services  
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Director, Work Force  
Employee Assistance Program

# For more information or to submit a topic for a future Zoom Conference:

Contact:

Lanie Abbott

Director of Communications

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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

zoom MEETING SERIES

*Maine  
welcomes  
you!*

**SAFE RETURN  
TO BUSINESS**

A Zoom conference series  
presented by Northern Light  
Beacon 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:

- Medical Accommodations –  
What are my rights as an employer?
- When does COVID become  
a work-related exposure?
- When is it safe for my staff to return  
to work post-exposure?
- Strategies for handling  
employee anxiety.

WEEK 02 - Thursday, June 18 at 11 AM

**BALANCING YOUR ON-SITE NEEDS  
AND EMPLOYEE ACCOMMODATIONS**

zoom MEETING ID:  
977 8432 0209

Our Speakers:

**Paul Bolin, MBA**  
SVP, Chief Human Resource Officer  
Northern Light Health

**Howard Jones, MD**  
Medical Director  
Northern Light Work Health

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

----- Moderated by Ed Gilkey, MD, MS, MBA, CPE, Senior Physician Executive, Beacon Health

PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING

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

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!**



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