

Pandemic Planning for Strategic Business Units

(January 2020)

Objectives: 1) reduce transmission among workers and customers; 2) protect people at risk of pandemic-related complications; 3) maintain business operations; and 4) minimize adverse effects on other entities.

Hazelden Betty Ford, Newberg

Name of SBU/Department/Section

Amanda Nelson BSN, RN

(Site Infection Control Officer)

Possible Scenario

A. Impact of a pandemic on your business unit	Plans (who/what/when/how)
1. Identify a pandemic coordinator/team to oversee your unit's pandemic plan. Define roles and responsibilities for maintaining the unit's pandemic plan.	The site Executive Director, Heidi Wallace in conjunction with the site Infection Control Officer Amanda Nelson, the site Environment of Care team and any other necessary site leadership and medical team members.
2. Identify essential individuals or numbers of workers required to maintain your business unit's operations.	Site Executive Director (Heidi Wallace), Medical Director (Jeff Young), and Nursing Leadership (Amanda Nelson and Alex Etzkorn) in partnership with site leaders. Essential staffing of nurses and medical provider's dependent on current census and acuity. <u>Minimum staffing:</u> <ul style="list-style-type: none"> • Nurse - (2) day shift, (2) evening shift, (1) night shift • Addiction Counselor – 2-day shift • Addiction Technicians – 1-day shift, 1 evening shift, 1-night shift • Access to physician; on-call supervisor --Maintain roster with staff contact information, work hours, availability and cell phone/contact number.
3. Forecast absenteeism based on the identified pandemic and work out plans to cover key functions/operations of your business unit. <i>Consider that an increased number of workers also will stay home to care for sick family members, or to care for children if schools and childcare centers close. Expect workers to be out 3- 5 days.</i>	<ul style="list-style-type: none"> • Clinical services groups can be combined if needed; keep social distancing in place • Discontinuation of non-essential services: Driver taking pt's to offsite recovery meetings (Caduceus and Q-Center); discontinue drives to Fred Meyer each week. • Determine which roles, if any, can work remotely, and how to partner with other sites for administrative and non-direct patient care needs. • Work from home if necessary: Leadership • Work from home patient facing positions: MH providers (psychologist, psychiatry, psych NP, 1 men's counselor (assigned), 1 women's counselor (assigned)).
4. Identify upcoming events or operations that would be affected by local public health restrictions or advisories, such as mass gatherings: how will you handle restrictions or closings.	<ul style="list-style-type: none"> • The Pandemic Response Team will convene and implement the pandemic response plan immediately • Any participant / staff member showing signs of illness as evidence by temperature of 100.0 (temporal thermometer) or higher will be asked to leave immediately and will not return to services until medical clearance is provided (i.e. no longer contagious) • All onsite scheduled 12-Step Meeting/Recovery meetings will be cancelled

	<ul style="list-style-type: none"> • All major gatherings (i.e. Alumni Events, CE events, Sales/outreach events or guests) will be cancelled • Staff facilitators will inform program participants by phone, as well as having signs posted on the outside of the building suite <p>Set up a temporary tent and table in the roundabout. Cars will be directed to go to the tent while remaining in their car. We will create staffing plan to support taking the temperature of all individuals who enter the campus, including food delivery area.</p> <ul style="list-style-type: none"> • Staff will be present to check temperatures of all visitors, employees, and contractors (food suppliers) prior to entering any building. • Signs will be posted to instruct individuals where to go for check-in; additional staff may be needed to re-direct visitors to the correct entry point. <p>Cancellation of non-essential clinical services and activities to occur:</p> <ul style="list-style-type: none"> • These include on-site 12 Step meetings, Alumni Supper Club, CE events, referent visits. • Family program: call all participants and ask screening questions. If they answer “yes” they cannot attend family program. Take temperature of each family member/attendee when they arrive by car each day and when they return to program after lunch off campus and each day. Temperature guidelines are listed below. <p>Meals:</p> <ul style="list-style-type: none"> • Sodexo has moved to single serving meal distribution and disposable utensils, plates and cups. Patients and staff are not allowed or able to self-serve food. • All staff will eat in their offices or break rooms (social distancing in place). • Move female patients to staff dining for larger space and provide social distancing in this space; move tables apart with only 4 chairs around each table (square tables). • Limit 5 pt’s per large round tables in men’s dining room • Cleaning protocols in between meal service implemented <p>Lectures:</p> <ul style="list-style-type: none"> • Implement Social distancing protocols for lecture. Provide lecture separately for men/women’s residential units. • Cleaning protocols implemented
<p>5. Identify upcoming business travel that would be affected by local conditions.</p>	<p>Through April only essential travel is authorized and approved through Nick Motu. All non-essential travel cancelled through the end of April at this time.</p>
<p>6. Set up an emergency communications plan for your business unit and update as needed. Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.</p>	<p>Executive Director to set up and execute Emergency Communication plan:</p> <ul style="list-style-type: none"> • Ensure each team has each other’s cell phones. Start a group text. This will be initiated by the manager/supervisor. Ensure there is an all staff roster of contact information made available to all staff. • Specific notification will be posted for employees in the break room as this information

	<p>becomes available</p> <ul style="list-style-type: none"> • All email updates from the national incident command, CMO and/or CEO will be printed daily and posted in staff room. • Staff are cross trained on major functions; coverage for admissions, assessments, and clinical care as appropriate to position • Facilities manager will notify suppliers; order needed supplies • Set up phone tree for communication of absenteeism and urgent communication pathways for off hours and people not at work • Keep track of staff's temperatures each shift. For those with a fever, communicate this to the national incident command center and/or the Regional VP who will communicate it to the national incident command center. • Post signs indicating that onsite recovery support meetings/12 step meetings are cancelled. Provide on-line recovery support meeting resources. <p>In addition, Hazelden Betty Ford Newberg is a level 3 Yamhill County Push Partner in case extra emergency support and updates are required.</p>
<p>7. Refine key indicators for increasing level of pandemic response plan in your business unit. Take into account local public health advisories, recommendations and restrictions.</p> <p><u>Key indicators for decision and response:</u></p> <ol style="list-style-type: none"> disease severity in the community where business is located; number of people sick in the local community; amount of worker absenteeism in your business unit/location; impact of disease on workforce populations that are vulnerable and at higher risk. 	<p>Executive Director, Clinical Director and Nursing Manager:</p> <ul style="list-style-type: none"> • Monitoring of Public Health Alerts (Oregon Health Authority) received from local Departments of Health (State or County) and notify staff as appropriate pandemic alerts; Collaborate with Yamhill County Department of Health • National Incident Command Team (NICT) will provide guidance related to CDC recommendations • Continue education on protective measures • Review plans of outbreak including, reporting, emergency response, communication process, and job duties; • Continue to evaluate absenteeism and assess if more on call or back up staff are necessary • Promote wellness activities to reduce higher risk populations from impact • ERT will notify NICT (through Chris Yadron) of any changes or restrictions OHA implements • Provide key indicator data as requested by NICT
<p>8. Implement an exercise/drill to test your plan.</p>	<ul style="list-style-type: none"> • Executive Director, leadership and EOC team to engage in exercise of this. • Replaced by actual event – keep good documentation to track decisions; evaluate what worked well / information learned for after action • Participate in annual Yamhill County Push Partner PACE exercise to evaluate site pandemic response.
<p>9. Prominently post signs that warn workers to stay home if sick and that encourage respiratory etiquette; include visitor and</p>	<ul style="list-style-type: none"> • 8 Ways to Stay Healthy signs to be posted in clinic space. E-mail communication is to be sent to heighten awareness during high risk seasonal times.

<p>worker entrances to buildings.</p>	<ul style="list-style-type: none"> • Hang the posters sent by marketing at front entrances and at the front desk. • Signs are being updated to include temperature for everyone entering the site. • “Cover Your Cough” signs posted throughout the facility on an on-going basis, with attention to bathrooms and break rooms • Patients, staff, visitors and vendors will have their temperature taken at time of entry to the site, if 100.0 degrees or greater (temporal) or 100.5 degrees or greater oral, must not be allowed to enter the site.
<p>10. Conduct active screening of employees in SBU. Establish area for separating those who become ill from other workers until they are able to go home.</p>	<p>The key is to watch for respiratory or flu-like symptoms, including a fever. If you are sick, please go/stay home and, if you are staff or faculty, work from there if possible. Like other sick days, if you are unable to work from home, we ask that you use PTO and floating holidays while away. You should also contact your health care provider and get tested for COVID-19 as soon as possible.</p> <ul style="list-style-type: none"> • If you test positive, please do not return to work until you have been fever-free for 14 days. • If you test negative, return to work when you feel well enough to come back, as with any illness. • If you don’t have access to a test, please do not return to the workplace until you have been fever-free for three days. • If you are not sick but have reason to believe you sustained close contact (within 6 feet, coughed or sneezed on, or touched) with someone who is infected, stay home as well, and again, use PTO or floating holidays if you are an employee and unable to work. If possible, seek medical consult. <p>If you have ability to work from home, you can choose to do so as a precaution with your manager’s approval even if you have no symptoms or reason to believe you were exposed. The availability and duration of such arrangements, which should include frequent communication with your manager, will be re-evaluated as this public health situation continues.</p> <p>Additional staff will be on-call (if available) to handle unexpected absences as needed. Know their availability for the next 3-4 weeks Staff will be asked to contact their supervisor immediately if flu symptoms are present or temperature and be allowed to go home immediately– refer to NICT protocols</p>
<p>11. Create opportunities and encourage workers to limit face-to-face contact (e.g., handshaking, seating in meetings, office layout, shared workstations.</p>	<p>Regularly wash hands for 30 seconds with soap and water.</p> <ul style="list-style-type: none"> • Cover your mouth when you cough or sneeze. • Stop handshaking, handholding and hugs, and instead bump knuckles, touch elbows or avoid touching altogether. • Maintain social distancing; https://www.myoregon.gov/2020/03/11/governor-kate-brown-announces-forthcoming-orders-on-covid-19/
<p>12. Consider changing business operations (e.g., possibly closing operations in affected areas, such as discontinuing admissions, assigning isolation units to house sick residents when they</p>	<p>Executive Director - Emergency plan accounts for keeping business open. If necessary, Executive Director and other appropriate stakeholders would be notified for temporary shutdown and plan to communicate.</p>

<p>cannot travel, limiting visitors)</p>	<ul style="list-style-type: none"> • Social distancing • Stop outside meetings • Temperature at the door for all entering the facility <p>Refer to COVID-19 Procedure: Residential in the event patient living on our campus becomes ill with respiratory symptoms that may be COVID-19. A COVID-19 discharge plan (in event patient becomes symptomatic) will be developed and documented with current patients and new patients.</p>
<p>13. Reduce or eliminate unnecessary social interactions. Reconsider all situations that permit or require employees, customers, and visitors (including family members) to enter the workplace.</p>	<p>Create entry to the site at breezeway and create staffing plan to support taking the temperature of all individuals who enter; address food delivery area.</p> <ul style="list-style-type: none"> • Social distancing • Stop outside meetings • Temperature at the door for all who are entering • Cover coughs and sneezes <p>Continuation of Family group will be evaluated on a daily basis; Screening questions and temperatures will be taken for each participant and the same protocol followed for patient’s and visitors.</p> <p>Visiting hours to be restricted and limited: OHA issued requirements of visitation. “Essential visitors include friends, family and peers who are essential for the individual’s emotional well-being and care” . We are strongly encouraging patients to not have visitors. Visitors will follow the screening process outlined, which includes screening questions and temperature check when they drive onto campus. Children under the age of 12 are prohibited from visiting according to the OHA. We will offer a technology alternative for pt’s. They will be given their cell phones during visiting hours and can face-time family/friends/peers during this time. These will be checked in and checked out before and after visitation. All visitors will be educated on good hygiene, use of alcohol-based hand sanitizer, asked to avoid touching their face and if they cough or sneeze to use their elbow and use/dispose of tissue properly. We will maintain visitor logs with the screening questions and the temperatures.</p>
<p>14. Increase frequency of cleaning surfaces with high hand contact.</p>	<p>Increased cleaning to occur on surfaces with high hand contact.</p> <ul style="list-style-type: none"> • Hand sanitizer available for staff. • Surface Sanitizer wipes available in working areas, common areas, and group rooms • All public surfaces must be wiped down frequently, including chairs prior to and following each group session. All staff are asked to help in these efforts and not have it left to only housekeeping staff. • Staff members have been instructed to wipe down work stations and telephones • Cleaning crew has been instructed to sanitize frequent “hands-on” surfaces with more frequency. Each group room will be provided with a “cleaning log” to log date/time/staff initials on when it was last cleaned. • Start group with key messages re: hand hygiene and disinfecting, discontinuation of hand holding and hugging, and to cover coughs/sneezes <p>initiate additional housekeeping services as appropriate. Housekeeping to follow proper</p>

	procedures as outlined in the Infection Control Procedures and/or instructed by Yamhill County Department of Health and or the CDC.
B. Impact on your business unit's workers and customers	
Plans (who/what/when/how)	
1. Encourage and remind workers to avoid close contact with their coworkers and customers (maintain a separation of at least 6 feet). They should avoid shaking hands and always wash their hands after contact with others. Even if employees wear gloves, they should wash their hands upon removal of the gloves in case their hand(s) became contaminated during the removal process	<p>Hand hygiene/hand washing signs to be located at the site, as well as cover your cough signs.</p> <ul style="list-style-type: none"> • Surface sanitizer wipes available in common areas and every group room • Hand sanitizer (60%); manage supply
2. Train your workforce on your business unit's pandemic plan	<p>Leaders at the site to communicate with workforce members at Newberg annually.</p> <ul style="list-style-type: none"> • All Staff meeting/Team meeting to be held annually to present the plan • Direct all staff to review site plan • Leaders to call all-staff meeting to walk the team through the plan • Record staff questions so that answer can be obtained and shared
3. Have the business unit coordinator track and report worker absences during the pandemic.	Executive Director to designate individual to track absences. Designee will report worker absences as needed.
4. Encourage workers to get recommended preventative care (i.e., vaccine, prophylactic medications, etc.).	<p>Leaders will communicate all requirements, including Mantoux tests, flu shots, etc.</p> <ul style="list-style-type: none"> • Staff flu vaccinations and Mantoux tests offered on-site in Fall each year • Preventative care includes social distancing; following established protocols; covering coughs, handwashing <p>As available, prophylactic care will be provided on-site as available through Yamhill County Department of Health.</p>
5. Provide sufficient and accessible infection control supplies (e.g., hand-hygiene products, tissues, wastebaskets) in common use areas.	<p>Facilities Manager will assess supplies on a quarterly or as-needed basis to assure supplies are available at the site (i.e. tissues, hand sanitizer):</p> <ul style="list-style-type: none"> • surface sanitizer wipes • individual hand sanitizer of 60% alcohol or greater, if local supply is available, purchase. • face masks – will only be provided to ill individuals • ensure supplies have been received from central supply and secure supplies <p>PPE available and stored on site. Will provide additional dispensers of hand sanitizers, gloves, and other PPE as indicated in appropriate areas.</p>
6. Have PPE supplies available for staff and patients as needed.	<p>Team to verify supplies are present in emergency kit as necessary (i.e. face masks, gloves, other protective barriers)</p> <ul style="list-style-type: none"> • Masks are only for those who are ill, must leave site immediately • Thermometers and associated supplies • Facilities Manager/Linda to maintain inventory of supplies and secure supplies
C. Coordinate with external organizations	
Plans (who/what/when/how)	
1. Have the pandemic coordinator monitor <u>local</u> public health	Infection Control Officer (Amanda and Alex) to monitor all local public health conditions and

<p>conditions and recommendations wherever your business unit has operations and report daily to SBU leader. Oversight Team will continue to monitor national scene.</p>	<p>recommendations. Consult with Yamhill County Department of Health and Oregon Health Authority as needed for local updates.</p>
<p>1. Residential business units: coordinate pandemic plans with local health service providers and discuss impact on operations.</p>	<p>Communication to be frequent between Executive Director, Medical Director, site and corporate Infection Preventionist, Clinical Director, and all other leaders.</p>