

ROADMAP — to a Healthy — REOPENING

WELCOME!



**GREATER
FORT WAYNE INC.**
METRO CHAMBER ALLIANCE



PARKVIEW
HEALTH



NORTHEAST INDIANA
REGIONAL PARTNERSHIP

Healthcare + Economic Development

Jolynn Suko,
Chief Innovation Officer

GETTING BACK TO BUSINESS

- Thanks for doing your part to slow the spread



- Able to handle the surge
- Hospitalized COVID-positive cases plateaued
- Restarting elective surgeries (gradually) – May 4th
- People coming back to the ER - important

GETTING BACK TO BUSINESS

- We will continue to have positive cases throughout the community
 - Vaccine 12 – 18 months away
 - No herd immunity
 - Will be bumpy as we re-open
 - Keep surges as low as possible
- Implementing safe practices will help our employees, customers and community
- Evolving advice / best practices on a daily basis

GETTING BACK TO BUSINESS

- How can we re-open safely?
- How can Parkview help?
 - Share what have we learned
 - Create a website to collect what others are doing (CDC, CACP, Toyota, local businesses)
 - Living document
 - Workplace considerations
 - People considerations
 - Establish hotline for questions – 1 day turnaround

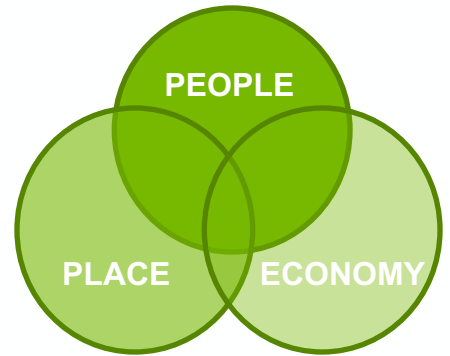
Keeping Your Workplace Well

Dr. Jeffrey Boord,
Chief Safety & Quality Officer

WORKPLACE

What is Your Workplace?

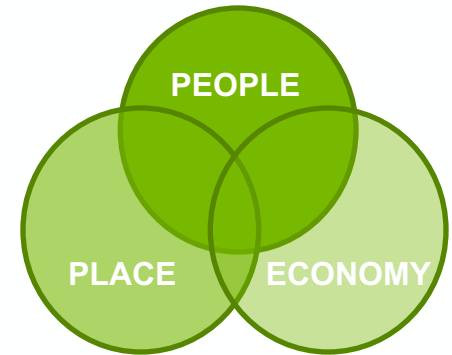
- Physical building
- Physical space (ex. room)
- Built environment
- Public or Outdoor Space



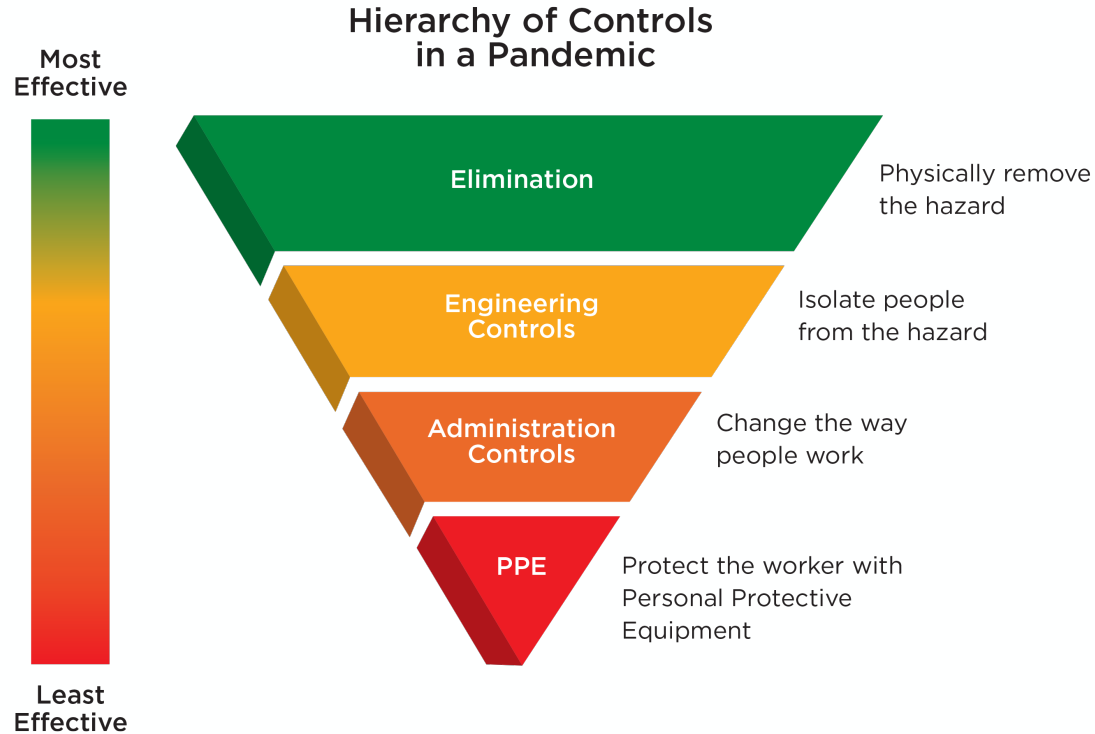
WORKPLACE CONSIDERATIONS

Current Community Status of COVID-19

- Community Spread
 - Not limited to one place or area
 - Part of our day-to-day reality now
 - Source cannot be pinpointed



WORKPLACE CONSIDERATIONS



WORKPLACE CONSIDERATIONS

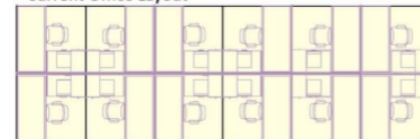
Workplace Design and Preparation

- Improve ventilation system and engineering controls such physical barriers
- Educate and support respiratory and hand hygiene for co-workers & customers
- Routine or enhanced cleaning & disinfection

WORKPLACE CONSIDERATIONS

Control Strategy	Process
Elimination Physically Remove the Hazard	Prevent or remove ill-appearing people from the building
Substitution Replace the Hazard	
Engineering Controls Isolate People from the Hazard	Reduce face-to-face contact with customers and between employees ³
Administrative Controls Change the Way People Work	Develop policies and procedures to reduce exposure Encourage sick workers to stay home Explore options for flexible worksite and work hours to facilitate social distancing Design hours/access for vulnerable groups
	Minimize face-to-face contact by utilizing virtual communications
Personal Protective Equipment (PPE) Protect the Worker with Equipment	Follow state and local government requirements Check OSHA ⁴ and CDC ⁵ websites regularly for PPE recommendations Select PPE based on hazard of worker Educate and promote safe personal hygiene for employees and customers

Current Office Layout



Proposed Office Layout



Source: Toyota Safe @ Work

¹ Use soaps and alcohol-based hand sanitizers with 60% alcohol

² Use products that are EPA-approved as effective against emerging viral pathogens

³ Install physical barriers, like sneeze guards, or use drive-through windows for customer service

⁴ <https://www.osha.gov/SLTC/covid-19/>

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

TESTING

	SAMPLE SOURCE	USES	LIMITATIONS
ANTIBODY	<p>Blood</p>  <p>Source: Clinical Lab Products Magazine</p>	<ul style="list-style-type: none">• Population Surveillance for Past Infection• Research	<ul style="list-style-type: none">• Unknown if Antibodies are Protective• Many Tests on Market are Inaccurate or Unreliable• Totally Inappropriate for Return to Work Decisions
PCR	<p>Nasal</p>  <p>Source: New England Journal of Medicine</p>	<p>Diagnose Active Infection in People with Symptoms</p>	<ul style="list-style-type: none">• False Negative Results Common in People Without Symptoms• Person with Negative Result Can Still Become Infectious

MORE THAN A MASK

- Stay home if sick
- Work from home when appropriate
- Cancel unnecessary meetings or travel
- Use virtual conference & meetings

- Closed doors in single office space
- Separate space between desks, tables, etc.
- Remove/reduce number chairs
- Mark floor with 6 feet separation points
- Install hand sanitizer dispensers
- Reduce number of physical entrances
- Remove common touch items

- Limit # of coworkers in office by staggering hours
- Refrain from shaking hands
- Clean personal workstations & offices frequently
- Frequently wash hands and use hand sanitizer
- Stagger lunch and break times

- Know and follow all prescribed PPE measures
- Use appropriate masks in group settings
- Be exceptional stewards of appropriate PPE

Elimination

Physically remove the hazard

Engineering Controls

Isolate people from the hazard

Administration Controls

Change the way people work

PPE

Protect the worker with Personal Protective Equipment

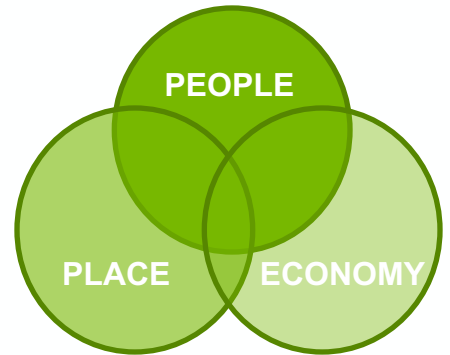
Keeping Your People Well

Dena Jacquay,
Chief Community & HR Officer

PEOPLE

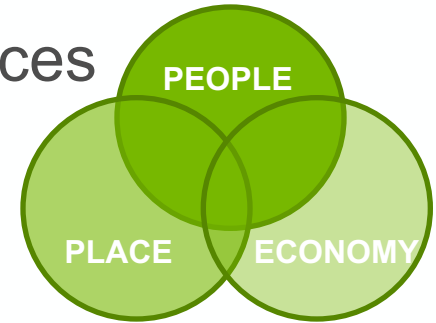
Who are Your People?

- Employees
- Customers
- Vendors
- Community



PEOPLE CONSIDERATIONS

- Identify a workplace coordinator
- Implement flexible, policies & practices
- Educate co-workers how they can help reduce spread of COVID-19
- Consider social distancing policies & practices
 - Vulnerable Accommodation Process



PEOPLE CONSIDERATIONS

Staffing

- Build flexibility/fluidity into plan
 - Internal - Roles, Schedules
 - External - Childcare Availability
- What are you going to keep in your new normal?



PEOPLE CONSIDERATIONS

What Parkview is Doing

- Return to Work Process

Co-workers must call the COVID-19 Hotline if they:

Have questions/concerns regarding COVID-19 symptoms, community exposure, recent travel, family illness, or the return to work process.

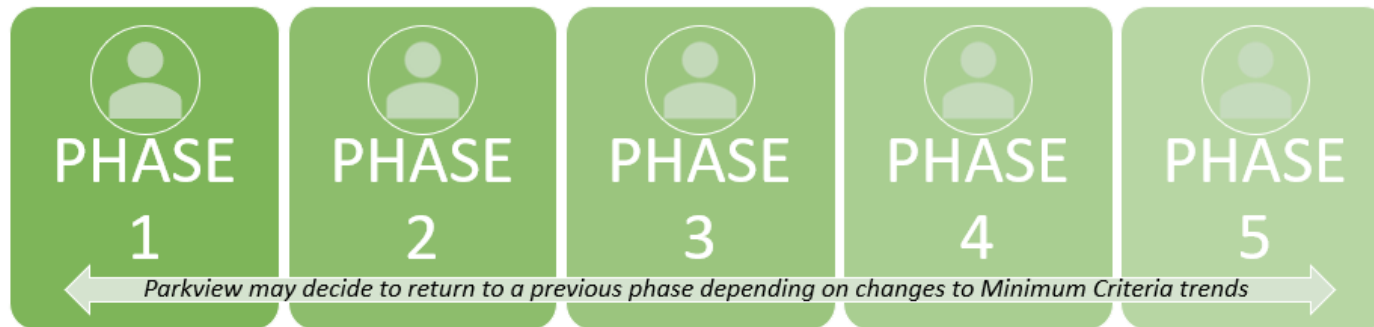
Co-workers MAY NOT report to work if they are:

Exhibiting a fever of ≥ 100 degrees, have a persistent cough, and/or shortness of breath. Hotline representative will confirm coworker's need for a leave of absence based on symptom screening and provide estimated return to work date.

Co-workers MAY return to work when:

At least 7 days have passed since symptoms first appeared AND at least 72 hours have passed since fever has resolved without the use of fever-reducing medications. Co-worker must call 260-425-5490 as part of the return to work process.

PHASED PLAN FOR ON-SITE RETURN OF NON-CLINICAL WORKERS



If Minimum Criteria is met, these must also be in place:

- Department has adequate safety measures in place (for example: sanitation; PPE (if applicable))
- Department work spaces are designed to support social distancing (6 ft. and/or partitions/barriers)

CURRENT

If Minimum Criteria and Phase 1 is met and HR has communicated Phase 2 start:

- Department can return no more than 25% of their workforce.

CURRENT
+25%

If Minimum Criteria and Phase 2 is met and HR has communicated Phase 3 start:

- Department can return no more than an additional 25% of their workforce.

CURRENT
+50%

If Minimum Criteria and Phase 3 is met and HR has communicated Phase 4 start:

- Department can return no more than an additional 25% of their workforce.

CURRENT
+75%

If Minimum Criteria and Phase 4 is met and HR has communicated Phase 5 start:

- Department can return no more than an additional 25% of their workforce.

100%
not including any moved into
FT remote work status

MINIMUM CRITERIA

- Stay-at-Home Restrictions Lifted by State Officials

If the above is true, these must also be in place:

- Decreasing rate of COVID-19 positive cases by region*
- Decreasing fatality rate of COVID-19 by region*
- Testing Status
- Parkview's staffing levels and patient capacity

**Parkview's Regions =
10 Indiana Counties or
Ohio Counties*

PEOPLE CONSIDERATIONS



Considerations on who to prioritize returning to work through Phases 2-5:

- Co-workers expressing desire to come back
- Co-workers with childcare resources (if needed)
- Co-workers without adequate remote work environment (phone, internet, workspace, etc.)
- Co-workers (or members of their household) who are not considered part of a “vulnerable” population
- Determine if roles are more suitable to on-site work
- In order to mitigate risk, consider returning a variety of roles (instead of all returning all of one specific job code).
- If greater than 25% of the department desires to return on-site, the leader may allow this, but is not able to have more than 25% onsite on a single day (example: use flexible schedules, alternate days on site, etc.)

PEOPLE CONSIDERATIONS

Remote Workforce

- Technology and Equipment
- Office Set up and Ergonomics
- Process and Guidelines
- Measure Outcomes

PEOPLE CONSIDERATIONS

What Parkview is Doing

- Ask them. What do they need?
- Flexing Benefits
 - PTO
 - Sick-Leave Banks
 - Leave of Absence
 - Attendance

PEOPLE CONSIDERATIONS

What Parkview is Doing

- Caring for Mental Health
 - Hoteling
 - Calm App
 - Employee Assistance Program
 - “Daily Dose”

Industry Specific Insights

Dr. Mike Knipp,
Parkview Total Health Chief Medical Officer

OFFICE CONTROLS

Consider all spaces and surfaces:

- Breakroom refrigerator, coffee pot, water cooler
- Paper

Engage people in being a part of the solution

Communicate the controls you put in place

Control Strategy	Process
Elimination Physically Remove the Hazard	Prevent or remove ill-appearing people from the building Handwashing ¹ Routine housekeeping practices ²
Substitution Replace the Hazard	Substitute health-enhancing policies, programs and practices. Not typically possible in a pandemic.
Engineering Controls Isolate People from the Hazard	Reduce face-to-face contact with customers and between employees ³ Install barriers between people
Administrative Controls Change the Way People Work	Develop policies and procedures to reduce exposure Encourage sick workers to stay home Explore options for flexible worksite and work hours to facilitate social distancing Design hours/access for vulnerable groups Discourage workers from sharing phones, desks and other tools and equipment Minimize face-to-face contact by utilizing virtual communications Redirect traffic flow Limit the number of people in a building at one time
Personal Protective Equipment (PPE) Protect the Worker with Equipment	Follow state and local government requirements Check OSHA ⁴ and CDC ⁵ websites regularly for PPE recommendations Select PPE based on hazard of worker Remove, store, maintain and dispose of PPE properly Consider offering facemasks to employees and customers Educate and promote safe personal hygiene for employees and customers

¹ Use soaps and alcohol-based hand sanitizers with 60% alcohol

² Use products that are EPA-approved as effective against emerging viral pathogens

³ Install physical barriers, like sneeze guards, or use drive-through windows for customer service

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Ensuring Social Distancing in Common Areas – Break Areas, Shared Appliances



Coffee Makers

(Unplug and do not use in common areas)

- Educate group on use of non-critical items.
- Post no use sheet on each coffee maker.

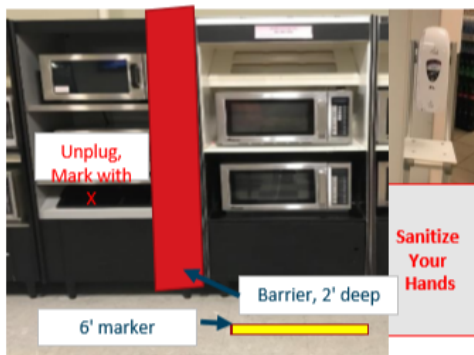


Barriers and floor markings

Vending Machines

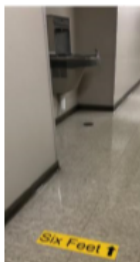
Eliminate use if possible. If not possible:

- Utilize items from home vs vending.
- Utilize barriers between machines if needed.
- One machine used at a time, clean more frequently, 6' floor markings, and hand sanitizer made available.
- Maintain 6' distance when waiting.
- Sanitizer in area.
- Sanitize/Wash hands before and after use.
- Post standard.
- Waiting area marked.



Microwaves/Refrigerators

Eliminate the use of refrigerators and microwaves or Add visual marker to indicate 6' from microwave/refrigerator



Water Fountains/Bottle Fill Stations

Eliminate use of drinking fountains - cover up.

- Use paper cups and bottle fill only.
- Add dividers if needed.
- Floor markings to indicate 6' distance.
- Mark floor for 6' spacing.
- Sanitize fountain 2 times per day.
- Take care to not touch nozzle with bottle.
- Sanitize or wash hands after use.

TOYOTA

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Social Distancing in Common Areas

Smoking Areas

- Tables and seating removed from smoking areas to reduce sanitization needs/risks.
- Cigarette butt and smokeless tobacco disposal will be critical and necessary in proper container.
- 6' social distancing marking should be used.
- Ash stations moved to smoking area center.
- Post standard at the location.



Bathrooms

- Add Dividers/Plexiglass between Urinals and Hand Wash Stations
- Sink partitions - 7' high and 4" overhang. If no barrier, close down sinks/faucets for 6' distance.
- Post maximum capacity at entrance.
- Men's urinal partitions - 7' high. If no barrier, close down urinals for 6' distance.



Add
partitions to
separate
spaces

Lactation Stations

- Allow TM to leave site if necessary.
- Remove chairs if they do not meet social distancing guidelines.
- Sanitize area before and after use.
- > 6ft. = zone identification required.
- Remove all unused chairs.
- No sit zone must be marked with X.
- Partition must be 7' high minimum.



TOYOTA

19

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PARKVIEW

OFFICE

Keeping the workplace safe



Implementation of Mitigation Strategies



Interim Guidance for Businesses and
Employers



COVID-19 Guidance for Retail workers



We Can Help

Jolynn Suko,
Chief Innovation Officer

PARKVIEW BUSINESS CONNECT

Services

- Coaching for a safe, phased approach to re-open your business
 - Return to Work Process
 - Employee Safety
 - HR Practices & Policies
 - Well-being Initiatives

PARKVIEW BUSINESS CONNECT

[Home](#) / [TotalHealth](#) / [COVID-19](#)



COVID-19 Resources for Businesses

Reopening the Workplace

As businesses and organizations prepare to reopen while COVID-19 remains in our community, we face many challenges. As we all navigate a new normal, Parkview wants to be a resource for our community, partnering with you to provide information on best practice. We'll also share our own insights and lessons learned while maintaining operations since the start of the pandemic.

Parkview's plans call for a phased approach that will be dependent on numerous factors. It will require ongoing monitoring and we expect changes and new learning along the way. Our focus is creating a sustained approach – a marathon rather than a sprint – with a focus on co-worker, patient and community safety.

Business Connect

Contact our Parkview team to be connected with resources and receive guidance on how to safely reopen your business. We're here to help!

[Contact Us Today](#)



CONTACT US

- 1-260-CONNECT (266-6328)
- Parkview.com/BusinessConnect
 - Resources
 - Contact Form
- ParkviewBusinessConnect@Parkview.com

ROADMAP — to a Healthy — REOPENING

Q&A SESSION



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Q&A

What is the responsibility of our business versus our landlord for cleaning, building changes for social distancing, etc.?

- Revisit any specified cleaning/maintenance arrangement in the lease contract.
- You can be more assured that proper cleaning and disinfecting was performed, if you do it yourself.

Q&A

*Should we restrict visitor access to our buildings?
If so, what steps can we do to limit this?*

- The less people you have in the building, the less risk of spread.
- Proper communication is necessary so guests have an understanding of expectations.

Q&A

Should I require all my employees to wear a mask while they work? If so, what kind?

- First, follow State, Local, Industry regulations.
- Consider your Hierarchy of Controls. PPE is the least effective control; does it add any more value to the measures that are more effective?

Q&A

How can you safely social distance an office space?

PLACE

- *Can spaces (desks, conference chairs) be placed 6ft apart? If no, can you install barrier?*

PEOPLE

- *Can you limit # of people in business at one time through remote work and/or phase back onsite workers so you don't have 100% of team onsite?*

Q&A

We currently have a waiting room where visitors sit before appointments. How can we encourage visitors to use social distancing or other safety measures there?

- Engineer social distancing including (re)moving chairs
- Remove magazines or any other high touch items
- Make hand sanitizer available
- Request that only the person with appointment attends

Q&A

How can we meet with our customers or clients in face-to-face meetings in small spaces like financial advising; therapy; or other one-on-one situations?

- In situations where the 6 ft. recommendation cannot be maintained due to the nature of the space, masking of both parties for source control would be a potential strategy

Q&A

How do I make sure my employees are virus free when they come to work? Should I be doing temperature checks at the start of every shift?

- Right now, at community spread, you will have employees working with or carrying the virus.
- If you want a virus free workplace, everyone should work from home.
- In positive cases of COVID-19, not everyone had a temperature.
- We are not doing routine temp checks at the beginning of shifts.

Q&A

*One of my employees went on vacation. Do I allow them to return to work or ask them to quarantine?
Does it matter where they went?*

- International or U.S. Travel Advisory areas, follow CDC & State Department Guidelines.
- Other travel, ask them to self-monitor and follow standard company policy on illness.

Q&A

One of my employees has tested positive for COVID-19. Should I test everyone they work with?

- No
- Our Guidance: If workers are asymptomatic, self-monitor for 14 days. If symptoms develop, worker would notify employer and follow standard illness policy.

PARKVIEW BUSINESS CONNECT

1-260-CONNECT (266-6328)

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A detailed map of the Fort Wayne, Indiana area, showing major highways, cities, and landmarks. The map is partially obscured by the text overlay.

ROADMAP — to a Healthy — **REOPENING**

THANK YOU FOR ATTENDING



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