

# 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 4<sup>th</sup>
- 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

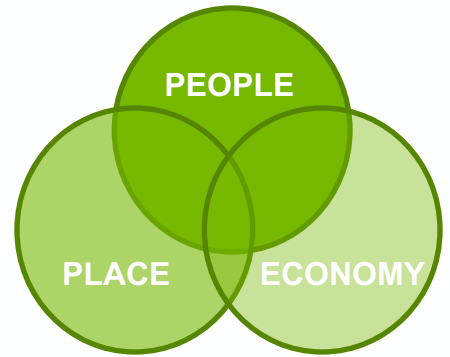
# Keeping Your Workplace Well

Dr. Jeffrey Boord,  
Chief Safety & Quality Officer

# WORKPLACE

What is Your Workplace?

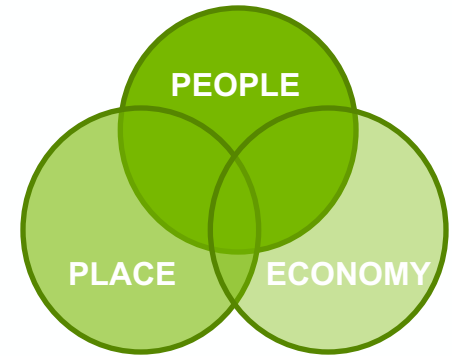
- Physical building
- Physical space (ex. room)
- Built environment
- Public or Outdoor Space



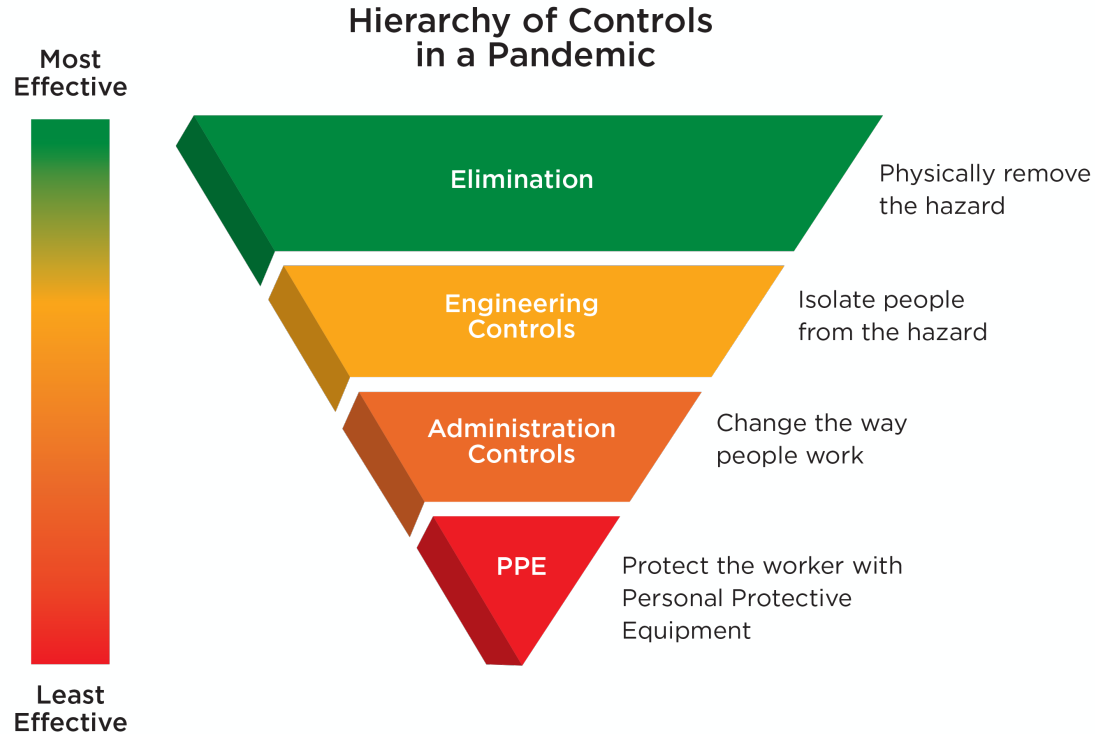
# WORKPLACE CONSIDERATIONS

## 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

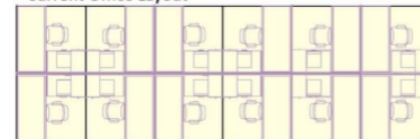
- Improve ventilation system and engineering controls such physical barriers
- Educate and support respiratory and hand hygiene for co-workers & customers
- Routine or enhanced cleaning & disinfection



# WORKPLACE CONSIDERATIONS

Control Strategy	Process
<b>Elimination</b> Physically Remove the Hazard	Prevent or remove ill-appearing people from the building
<b>Substitution</b> Replace the Hazard	
<b>Engineering Controls</b> Isolate People from the Hazard	Reduce face-to-face contact with customers and between employees <sup>3</sup>
<b>Administrative Controls</b> 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
<b>Personal Protective Equipment (PPE)</b> Protect the Worker with Equipment	Follow state and local government requirements Check OSHA <sup>4</sup> and CDC <sup>5</sup> 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

<sup>1</sup> Use soaps and alcohol-based hand sanitizers with 60% alcohol


<sup>2</sup> Use products that are EPA-approved as effective against emerging viral pathogens

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

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

<sup>5</sup> <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"><li>• Population Surveillance for Past Infection</li><li>• Research</li></ul>	<ul style="list-style-type: none"><li>• Unknown if Antibodies are Protective</li><li>• Many Tests on Market are Inaccurate or Unreliable</li><li>• Totally Inappropriate for Return to Work Decisions</li></ul>
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"><li>• False Negative Results Common in People Without Symptoms</li><li>• Person with Negative Result Can Still Become Infectious</li></ul>

# 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

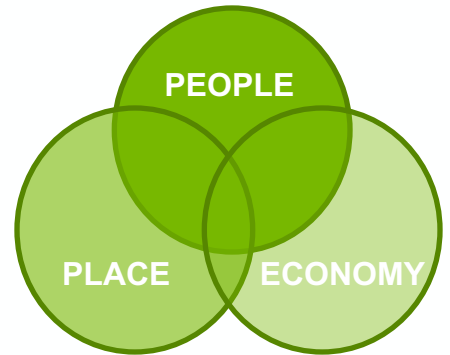
# Keeping Your People Well

Dena Jacquay,  
Chief Community & HR Officer

# PEOPLE

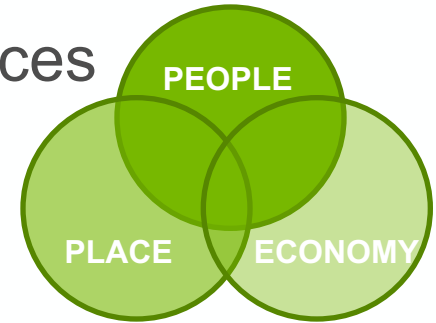
## Who are Your People?

- 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
- What do you 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  $\geq 100$  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.

# PEOPLE CONSIDERATIONS

## What Parkview is Doing

- Ask them. What do they need?
- Flexing Benefits
- Caring for Mental Health

# Industry Specific Insights

Dr. Mike Knipp,  
Parkview Total Health Chief Medical Officer

# REAL ESTATE CONTROLS

Consider all spaces and surfaces:

- Breakroom refrigerator, coffee pot
- Paper

Engage people in being a part of the solution

Communicate the controls you put in place

## ELIMINATION

- 90% of showings are virtual via Zoom or Facetime. If they really like the house, they set up a second showing on same or next day

# REAL ESTATE CONTROLS



Source: Brad Noll

## ADMINISTRATIVE

- 10% needing in-person showing (urgency)
  - Masks are required.
  - Realtor wears gloves and supplies hand sanitizer to client.
  - Clients are not allowed to touch light switches, door knobs or any high touch area; realtor does that. 6 ft distance is maintained on tour.
  - Only one group in home at a time.
- Closings are remote, in your vehicle. All paperwork brought out and closer reviews everything from sidewalk.

# REAL ESTATE/SERVICE

Coronavirus: A Guide for REALTORS®



A Guide for REALTOR



Transaction Guidance



Open House Guidance





# 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](https://Parkview.com/BusinessConnect)
  - Resources
  - Contact Form
- ParkviewBusinessConnect@Parkview.com

# ROADMAP — to a Healthy — REOPENING

## Q&A SESSION



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# 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

## *Where I can find masks, hand sanitizer, and plexiglass barriers?*

Resources and action items

- [www.GFWINC.com](http://www.GFWINC.com)
- Click “COVID-19 Info”  
in upper left



### [Masks and more](#)

Face masks, hand sanitizer, and other PPE items are key tools for a healthy reopening. Our [spreadsheet](#) can help you shop local to acquire these items.

# Q&A

*How can we meet with our customers or clients in face-to-face meetings in small spaces 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

*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

*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

*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.

# PARKVIEW BUSINESS CONNECT

1-260-CONNECT (266-6328)

[ParkviewBusinessConnect@Parkview.com](mailto:ParkviewBusinessConnect@Parkview.com)

[Parkview.com/BusinessConnect](http://Parkview.com/BusinessConnect)

***SHARE WITH A COLLEAGUE - [WEBINAR.GFWINC.COM](http://WEBINAR.GFWINC.COM)***



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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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