

# ROADMAP — to a Healthy — REOPENING

## WELCOME!



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METRO CHAMBER ALLIANCE



**PARKVIEW**  
**HEALTH**



**NORTHEAST INDIANA**  
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# Parkview Health Update

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
- Restarted elective surgeries (gradually)
- People coming back to the ER – important
- Virtual Health visits still in demand



# GETTING BACK TO BUSINESS

- The virus is in Community Spread
  - Not limited to one place or area
  - Source cannot be pinpointed
- Now part of our every day
  - Vaccine 12 – 18 months away
  - No herd immunity
  - Goal to keep surges low and as many people safe as possible
- Implementing and evolving safe practices will help our employees, customers and community



# GETTING BACK TO BUSINESS

- How can you re-open safely and wisely?
- How can Parkview help?
  - Parkview Business Connect
    - Share what have we learned
    - Share the best of what others are doing
  - Living document
    - Workplace considerations
    - People considerations
  - Hotline for Questions – phone and email

A detailed map of the Fort Wayne, Indiana area, showing major highways, city boundaries, and local landmarks. The map is overlaid with a semi-transparent blue and yellow banner at the top.

# **ROADMAP** — to a Healthy — **REOPENING**

## **BACK ON TRACK**



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# GUIDING PRINCIPLES

1

The number of hospitalized COVID-19 patients statewide has decreased for 14 days

2

The state retains its surge capacity for critical care beds and ventilators

3

The state retains the ability to test all Hoosiers who are COVID-19 symptomatic, as well as healthcare workers, essential workers, first responders, and others as delineated on the ISDH website

4

Health officials have systems in place to contact all individuals who test positive for COVID-19 and complete contact tracing

# WHERE WE ARE GOING **STAGE 2**

BEGINNING MAY 4<sup>TH</sup>

STAGE 2 MAY BEGIN MAY 4 FOR ALL INDIANA COUNTIES EXCEPT: Cass, Lake, and Marion counties.

STAGE 2 MAY BEGIN ON MAY 11 FOR: Lake and Marion counties.

STAGE 2 MAY BEGIN ON MAY 18 FOR: Cass County.

*Please note that local governments may impose more restrictive guidelines.*

**STAGE 2 - MAY 4<sup>TH</sup>-23<sup>RD</sup>**



### Guidelines for All:

- 65 & over and those with high-risk health conditions should remain at home whenever possible
- Recommend face coverings in public
- Continue to practice social distancing and good hygiene
- Social gatherings of 25 people max with social distancing
- Essential travel restrictions are lifted
- Continue remote work whenever possible



# Now Able to Open:

May 4

- Manufacturers, industrial operations, and other infrastructure that has not been in operation may open following OSHA and CDC guidelines.
- About 1/2 of the state's Bureau of Motor Vehicle branches will open with services by appointment only
- Public libraries may open according to their own policies and CDC guidelines
- County and local governments will make decisions based on their policies and CDC guidelines

- Retail and commercial businesses, including those that have been open for the necessities of life during previous executive orders, may operate at 50% of capacity.
- Shopping malls may open at 50% capacity with indoor common areas at 25% capacity
- Office settings are encouraged to continue to work remotely whenever possible but may return to offices in small waves

May 8

- Religious services may convene inside places of worship





# Now Able to Open:

May 11

- **Personal services, such as hair salons, barber shops, nail salons, spas, and tattoo parlors. By appointment only with operational limitations. Employees must wear face coverings, work stations must be spaced to meet social distancing guidelines, and other requirements must be met. Customers should wear face coverings to the extent possible**
- Restaurants and bars that serve food may open at 50% capacity with operational limitations. Bar seating will be closed with no live entertainment. Servers and kitchen staff must wear face coverings
- State government executive branch offices will begin limited public services, and employees will begin to return to offices in small waves
- Boating is permitted, but boaters must follow social distancing guidelines
- Visitors to beaches and shorelines must adhere to the social gathering policy and social distancing guidelines



A detailed map of Northeast Indiana, showing major cities like Fort Wayne, Elkhart, and South Bend, along with highways and geographical features. The map is partially obscured by the title text.

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## **NORTHEAST INDIANA UPDATES**



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Industry	Date/Time	
Manufacturing/Warehousing	Thursday, April 30 at 9 a.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Restaurants/Hospitality	Thursday, April 30 at 11 a.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Retail	Thursday, April 30 at 1 p.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Other/Small Business	Thursday, April 30 at 3 p.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Professional Services/Office	Friday, May 1 at 9 a.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Personal Services/Real Estate	Friday, May 1 at 11 a.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Religious Institutions	Friday, May 1 at 1 p.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>
Schools/Education	Monday, May 4 at 1 p.m.	<a href="#">VIEW RECORDING</a>   <a href="#">DOWNLOAD SLIDES</a>

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# Industry Specific Insights

Dr. Mike Knipp,  
Parkview Total Health Chief Medical Officer

## REOPENING WORKPLACES DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist employers in making decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions.

### Should you consider opening?

- ✓ Is the workplace in a community no longer requiring significant mitigation\*?
- ✓ Will reopening be in compliance with state and local orders?
- ✓ Will you be ready to protect employees at higher risk for severe illness?

ANY  
NO



ALL  
YES

### Are recommended safety actions in place?

- ✓ Promote healthy hygiene practices such as hand washing, wearing a cloth face covering
- ✓ Intensify cleaning, disinfection, and ventilation
- ✓ Ensure social distancing such as installing physical barriers, changing layout of workspaces, encouraging telework, closing communal spaces, staggering shifts and breaks, no large events
- ✓ Limit travel and modify commuting practices
- ✓ Train all staff on safety actions

ANY  
NO



ALL  
YES

### Is ongoing monitoring in place?

- ✓ Check for signs and symptoms of employees
- ✓ Encourage employees who are sick to stay home
- ✓ Plan for when an employee gets sick
- ✓ Regularly communicate with local authorities and employees
- ✓ Monitor staff absences and have flexible leave policies and practices
- ✓ Be ready to close if there are increased cases

ANY  
NO

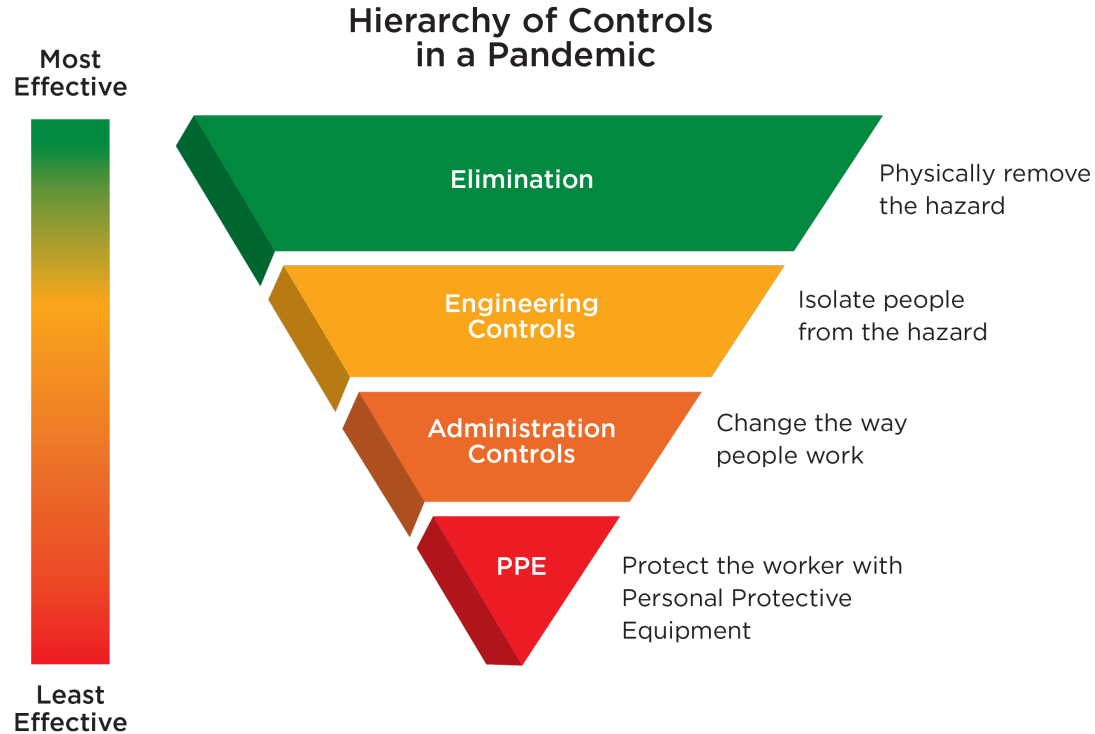


ALL  
YES

OPEN AND  
MONITOR

\*Or in an area with significant mitigation and providing essential, critical infrastructure

# MORE THAN A MASK





# MORE THAN A MASK

<b>ELIMINATION</b>	<ul style="list-style-type: none"><li>• Symptomatic providers and clients to stay home</li><li>• No guests should accompany the customer</li><li>• Develop a protocol to screen employees and clients upon entry or before they arrive at the facility</li><li>• Consider specific hours for at-risk populations (e.g. elderly and those with underlying health conditions)</li></ul>
<b>ENGINEERING</b>	<ul style="list-style-type: none"><li>• Ensure 6 feet between employees utilizing spaced stations. If this is not possible, install barriers</li><li>• Remove/reduce number chairs in waiting areas</li><li>• Remove all unnecessary items or common touch items such as magazines, newspapers, service menus, any other unnecessary paper products, and decor</li><li>• Mark floor with 6 feet boundaries</li><li>• Reduce number of physical entrances, establish traffic patterns</li><li>• Refrain from shaking hands</li><li>• Maintain Social Distancing</li><li>• Close regularly for deep cleaning</li><li>• Consider using plastic covering on cloth chairs that cannot be properly cleaned and disinfected</li><li>• Consider discontinuing use of paper appointment books or cards and replace with electronic options</li></ul>

[https://backontrack.in.gov/files/BackOnTrack-IN\\_IndustryGuidelines-Personal.pdf](https://backontrack.in.gov/files/BackOnTrack-IN_IndustryGuidelines-Personal.pdf)

# MORE THAN A MASK

## ADMINISTRATION

- Accept customers only by appointment
- Expand hours for services to limit customers in the facility at any one time
- Limit # of coworkers at one time by staggering hours; Stagger lunch and break times
- Train employees on the importance of hygiene and sanitation; Providers and clients should frequently wash hands and use hand sanitizer at high-touch areas
- Wipe down all seats and tables
- Wipe reception desk with disinfectant
- Clean high-touch items after each use (e.g. door handles, chairs, shampoo bowls)
- Sanitize chairs, shampoo bowls, stations, treatment rooms, waiting areas, restrooms, break rooms, counters, tools, doors and doorknobs, light switches, and all other touchable surfaces in between each customer
- Recommend, if available, wrap shampoo bowls in plastic and discard between each client
- Clean and disinfect all retail areas daily, including products
- Product samples should not be offered until further notice; limit number of products available or move all behind counter
- Placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place
- Clearly post social distancing signage to advise employees and guests of requirements
- Suspend cancellation policies
- Increase delivery, curbside pickup, to-go orders for all products
- The use of credit/debit transactions is preferred, using touch/swipe/no signature technology

# MORE THAN A MASK

## PPE

- Require face coverings for employees (e.g. non-surgical masks, face shields)
- Require face coverings for customer (e.g. non-surgical masks, scarfs); have unused face coverings available
- Provider should wear gloves whenever possible
- Know and follow all prescribed PPE measures

[https://backontrack.in.gov/files/BackOnTrack-IN\\_IndustryGuidelines-Personal.pdf](https://backontrack.in.gov/files/BackOnTrack-IN_IndustryGuidelines-Personal.pdf)

# PERSONAL SERVICES

## What Parkview is Doing | Outpatient Therapy

<b>ELIMINATION</b>	<ul style="list-style-type: none"><li>• Symptomatic providers and clients to stay home</li><li>• Family members directed to wait in vehicles, not in reception area</li><li>• Patients offered virtual care options if appropriate; Therapists allowed to work from home</li></ul>
<b>ENGINEERING</b>	<ul style="list-style-type: none"><li>• Chairs are removed from all reception areas to ensure social distancing</li><li>• All treatment areas are respaced to allow for social distancing</li></ul>
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"><li>• Schedules modified to allow change over between patients so patients are not interacting</li><li>• Clothes worn by Therapists each day should be immediately washed</li><li>• Frequent and proper cleaning of high touch areas</li><li>• Equipment tables sanitized following treatment</li></ul>
<b>PPE</b>	<ul style="list-style-type: none"><li>• All Therapists wear a Procedure Mask and Gloves</li><li>• Speech Therapists for any treatments involving coughing, deep breathing, or swallowing wear N95 mask, Eye Protection, and Gloves</li><li>• All therapy providers are recommended to have a change of clothes to change into following work, or change clothes prior to entering their home. Many wear scrubs.</li><li>• All Patients wear masks, either their own or provided by facility</li></ul>

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## Q&A SESSION



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# Q&A

## *How do we encourage customers to return?*

- Communicate your safety measures you're putting in to place
- Communicate how they can participate in their own personal health and safety
  - In your Marketing efforts on social media, text, emails, phone
  - At time of making appointment
  - At time of appointment confirmation
- Offer an incentive – discount, complimentary item, etc.



# Q&A

- Use social media, text, emails to communicate process.
- Instagram Example sharing safety measures and process



# Q&A

- Use social media, text, emails to communicate process.
- Email Example sharing safety measures and expectations



**Dupont  
Veterinary  
Clinic**

**Compassionate Care For You And Your Pet**

**UPDATE Effective 5/7/20: A Message from Dupont Veterinary Clinic regarding Coronavirus (COVID-19)**

In order to protect our team members and clients, we've made several policy changes related to the COVID-19 crisis. We are still dedicated to providing you with a safe experience while bringing your pet to our office. Thank you for your compliance and for keeping us all safe!

**Updated Clinic Hours: We have resumed normal business hours**

Due to COVID-19, we are requiring all clients to wear a mask or face covering when coming into our office for upcoming appointments. We are still operating with increased time between appointments to allow for thorough disinfection of rooms and equipment.

Our technician appointments will still operate under current curbside protocols.

For clients needing prescriptions or food refilled, we will let you know when the prescription has been filled and you can pay over the phone as well. Once you get to the hospital, please call and we will bring the prescription or food out to you.

Once again, if you do not feel well or are concerned you have been in contact with someone who has been ill, please contact our office to reschedule your appointment or ask to speak with one of our support staff to discuss options at this time.

Our goal has always been to keep our clients, our team and our patients as healthy and safe as possible. We appreciate your understanding and will update you with any changes.



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# Q&A

- Use social media, text, emails to communicate process.
- Email Example sharing a discount off services expiring in early June



Dear Jolynn R.,

It's been a while since we've seen you at WOODHOUSE DAY SPA, and we'd love to see you again!

## 10% Off Service

Offer expires 06/06/2020  
Some restrictions apply


This discount is good on a single service and is valid Monday through Thursday only. Must show this coupon at checkout in order to redeem.

[Book Now](#)


# Q&A


- Use social media, text, emails to communicate process.
- Share this Parkview.com blog post with what they can expect and do to stay well

Create Post



What's on your mind, Heather?





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**Ready for a haircut? Read this first**

Smart measures both hairdressers and clients can take to avoid COVID-19.

# Q&A

*What are simple steps we can take to ensure only healthy people come into our business?*

- At confirming appointment (24 hours prior), ask symptom screening questions
- On exterior, post instructions to gain access
- Have client to wait in car until provider is ready to offer service; do not allow visitors with clients.
- At arrival, have symptoms posted for client to self-screen

## Q&A

*How do we keep socially distanced while delivering one-on-one services like hair cut, nails, or massage?*

- Recommend mask for both service provider and client
- Have client hand wash prior to service; as well as service provider
- Consider service provider changing clothes prior to leaving



# Q&A

*How should we be cleaning in client areas and other common areas?*

- Use FDA approved cleaners on a recommended schedule.
- See CDC decision tree for cleaning (next slide).
- Be mindful of all items including chairs, cape, scissors, shampoo bowl, reception desk, etc.

## MAKING YOUR PLAN TO CLEAN AND DISINFECT

**Cleaning** with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

**Disinfecting** kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.



Is the area indoors?

**YES**

It is an indoor area.

**NO**

Maintain existing cleaning practices.

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

Has the area been occupied within the last 7 days?

**YES**

Yes, the area has been occupied within the last 7 days.

**NO**

The area has been unoccupied within the last 7 days.

The area will need only routine cleaning.



Is it a frequently touched surface or object?

**YES**

Yes, it is a frequently touched surface or object.

**NO**

Thoroughly clean these materials.

Consider setting a schedule for routine cleaning and disinfection, as appropriate.



What type of material is the surface or object?

**Hard and non-porous materials like glass, metal, or plastic.**

Visibly dirty surfaces should be cleaned prior to disinfection.

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

**Soft and porous materials like carpet, rugs, or material in seating areas.**

Thoroughly clean or launder materials.

Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.



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# Q&A

*Do we need to consider our HVAC systems?  
Should we be using hair dryers?*

- If there are concerns about indoor air quality, consider purchasing an air filter with a HEPA filter
- Ensure you are purchasing the correct size unit based on square feet as well as number of people occupying the space
- If everyone is masked, the risk of particulates being spread by a hair dryer is low. Offer clients opt out.

# Q&A

*Should we be wearing gloves while delivering services? Can I greet clients with a handshake?*

- PPE, including gloves, shouldn't interfere greatly with your ability to do your job. Hand hygiene before and after is an important control.
- Handshakes are probably a no
- Clean all high touch use items between clients

# Q&A

*For personal trainers and gyms, should clients be required to wear a mask?*

- A mask may present challenges with breathing and completing exercises
- Ensure social distancing between trainer (who should be masked) and other clients
- Clean all used surfaces in between clients

# Q&A

*What should we consider when it comes to the products we use and sell?*

- Consider cross contamination of products between clients and service providers throughout the experience (ex. Shampoo, etc.)
- Remove any product testers from display
- Limit number of products on display. If clients can touch products, ensure hand sanitizer is available for clients to use after shopping.

# Q&A

*How do we keep ourselves safe in breakrooms?*

- Limit number of chairs
- Stagger breaks and shifts to limit the number of people using
- Have cleaning supplies on hand and ask staff to clean space before and after they use it
- Regularly clean high touch areas or eliminate from the breakroom





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



### Coffee Makers

(Unplug and do not use in common areas)

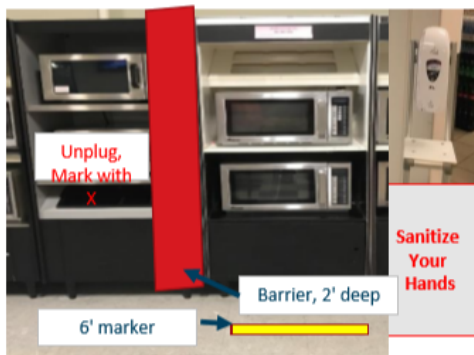
- Educate group on use of non-critical items.
- Post no use sheet on each coffee maker.



### 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.

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18

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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

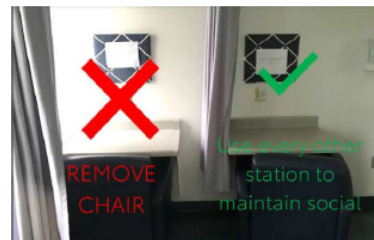
- Add Dividers/Plexiglass between Urinals and Hand Wash Stations
- Sink partitions - 7' high and 4" overhang. If no barrier, close down sinks/faucets for 6' distance.
- Post maximum capacity at entrance.
- Men's urinal partitions - 7' high. If no barrier, close down urinals for 6' distance.



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.



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19

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# 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](#)



# PARKVIEW BUSINESS CONNECT

1-260-CONNECT (266-6328)

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

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

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# **ROADMAP** — to a Healthy — **REOPENING**

**THANK YOU FOR ATTENDING**



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