

# 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

- 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

- We are here and ready to serve
- Safe practices to help our co-workers, patients and community
- Close monitoring
  - Restarting services gradually
  - Visitor restrictions remain in effect



# GETTING BACK TO BUSINESS

How can you re-open safely and wisely?

## Parkview Business Connect

*Sharing what have we learned;*

*Sharing the best of what others are doing*

- Living document
  - Workplace considerations
  - People considerations
  - Best practice Resources page

# 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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A detailed map of the Fort Wayne, Indiana area, showing major highways, city boundaries, and local landmarks. The map is partially obscured by the title text.

# **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

# BACK ON TRACK INDIANA PLAN EXPLAINED

## KEY

 CLOSED/VIRTUAL ONLY

 ESSENTIAL ONLY










































 75% CAPACITY

 FULLY OPEN WITH SOCIAL DISTANCING

 PICKUP AND DELIVERY ONLY

 50% CAPACITY

 OPEN WITH RESTRICTIONS

	STAGE 1: March 24 - May 4	STAGE 2: May 4 - 23	STAGE 3: May 24 - June 13	STAGE 4: June 14 - July 3	STAGE 5: July 4 and Beyond
<b>Social Gatherings</b>	10 People or Fewer	25 People or Fewer	100 People or Fewer	250 People or Fewer	250+ People Permitted
<b>Facial Coverings</b>	Recommended	Recommended	Recommended	Optional	Optional
<b>Government Offices</b>	Closed to the Public	Limited Public Access	Limited Public Access		
<b>Manufacturing, Industrial</b>					
<b>Office Settings</b>		Remote Work Encouraged	Remote Work Encouraged		
<b>Retail</b>					
<b>Restaurants</b>		 May 11th			
<b>Bars and Clubs</b>					
<b>Gyms</b>					
<b>Personal Services</b>		 May 11th*			
<b>Entertainment and Tourism</b>					
<b>Religious Services</b>		Services May Convene Following Guidelines Starting May 8th	Services May Convene Following Guidelines	Services May Convene Following Guidelines	

A detailed map of Northeast Indiana, showing major cities like Fort Wayne, Columbus City, and Huntington. The map is overlaid with a blue and yellow graphic that forms the letters 'FW' in the background.

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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

# GETTING STARTED

## 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

MEET  
SAFEGUARDS  
FIRST

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

MEET  
SAFEGUARDS  
FIRST

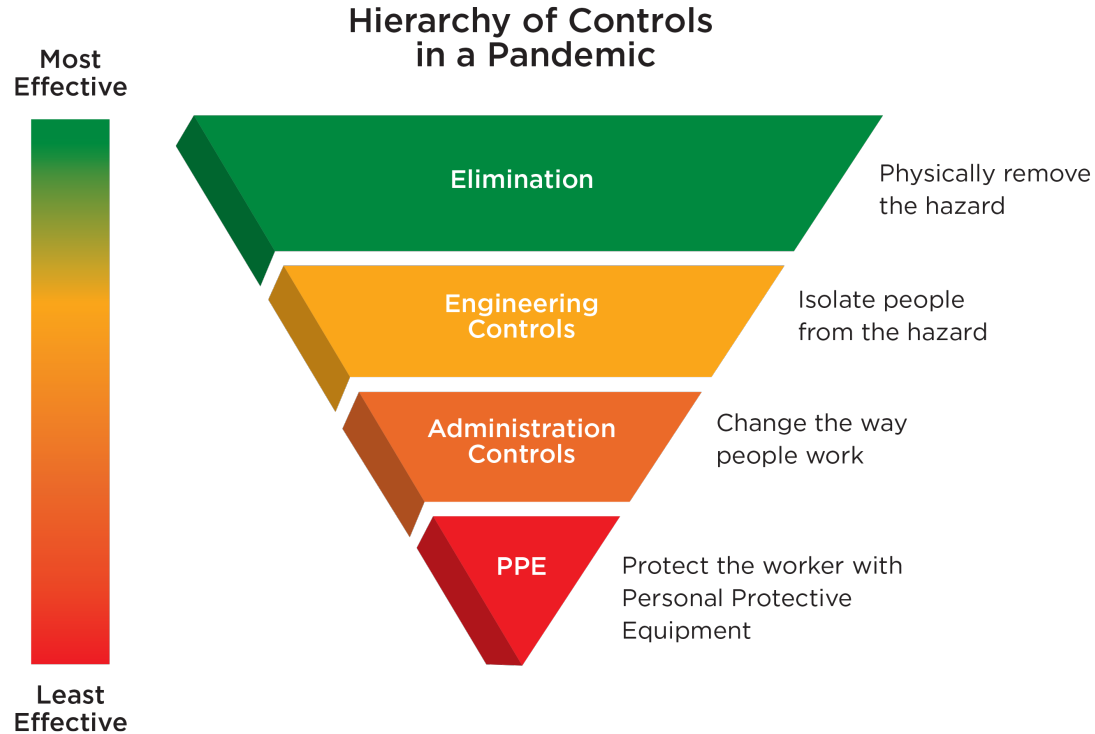
ALL  
YES

OPEN AND  
MONITOR

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

- Identify your workplace coordinator
- Determine if you're ready to open
- July 4 is not the finish line. Think about long-view

# MORE THAN A MASK



# MORE THAN A MASK

<b>ELIMINATION</b>	<ul style="list-style-type: none"><li>• Symptomatic staff, volunteers, and guests asked to stay home</li><li>• Offer virtual or streaming events instead of on-site</li></ul>
<b>ENGINEERING</b>	<ul style="list-style-type: none"><li>• Chairs are removed or blocked off to ensure social distancing among non-family groups</li><li>• Lobby areas and common spaces are marked or re-organized to promote social distancing</li><li>• Remove self-service vending, concessions, utensils, etc.</li></ul>
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"><li>• Door opens staggered for guests to minimize # of people arriving at one time; lines</li><li>• Clothes worn by staff and volunteers should be immediately washed after event</li><li>• Frequent and proper cleaning of high touch areas and items; in between all shows</li><li>• Avoid handing out materials; consider paperless/digital programs and ticketing</li><li>• Place hand sanitizer in high-contact locations including entrances</li><li>• Display proper signage regarding self-screening prior to entering</li></ul>
<b>PPE</b>	<ul style="list-style-type: none"><li>• All guests asked to wear a mask before entering</li><li>• All staff and volunteers (non-performers) wear a mask</li></ul>

# MORE THAN A MASK

## Temperature Checks

- Daily temperature screening may fulfill a governmental, public, or employee expectation. However, recent research has shown that screening measures to detect COVID-19 are largely ineffective.
- Close proximity taking temps increases exposure for your staff unnecessarily
  - ROI is low

# MORE THAN A MASK

- Your Why = What type of mask you wear
  - N95 protects me from others
  - Cloth or Surgical protects others from me
- Masks are like traffic signals
  - They don't work optimally unless everyone agrees to use them

# ROADMAP — to a Healthy — REOPENING

## Q&A SESSION



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# Q&A

*How can we design social distancing for audiences in a theatre or auditorium?*

- Designate restricted and/or one-way traffic flow
- Limit # of available tickets
- Consider adding additional, smaller shows
- Design available seating for social distancing

# Q&A

*What about social distancing in common spaces like lobbies, restroom lines, elevators, and concessions?*

- Designate restricted and/or one-way traffic flow
- Designate places to stand in common spaces
- Restroom attendant to ensure safe # of people and increase ability to frequently disinfect
- Concession's high-touch surfaces should be constantly disinfected
- Eliminate self-service options; offer table or seated service
- Increase trash receptacle locations
- Portable hand washing and/or hand sanitizer stations

# Q&A

*Can people safely walk past other people who are closer than 6 feet (at an event, in a lobby or hallway, etc.)?*

- No exposure means we stay at home continuously, not interacting with any person or place
- Some potential for exposure when out given community spread
- If hierarchy of controls are being followed, would anticipate minimal exposure briefly walking by someone

# Q&A

*How do we include the vulnerable in our safety plans? For example, Seniors who are at higher risk or those with Autism who may not understand social distancing?*

- Designate exclusive shows or “early arrival” times for older patrons
- Designate and educate a social distancing “super user” who can provide 1-to-1 help if needed
- Utilize Sensory Bags
- Connect with peers and AWS Foundation on ideas

# Q&A

*How can we communicate appropriately with our guests about expectations and precautions we will be taking prior to their arrival?*

- Share on all channels – phone, email, text, social media, mailing, print on tickets
- Signage throughout building highlighting your extra steps as well as guest expectations
- Verbal announcement at the start of every event
- Be very open about what you're doing to keep people safe

# Q&A

*What can we do in response to individuals who are not following our safety guidelines at an event?*

- Clearly communicate safety measures and requirement to comply with guidelines on signs, announcements, etc. prior to event & on-site
  - Guidelines for safety
  - Those not complying will be asked to leave
- Recommend visible security on-site if you don't have already
- Parkview Mirro Center will have staff and guest in charge of event ask individual(s) to comply. If they refuse, they will be asked to leave facility.

# Q&A

*What does social distancing look like at Stage 5 and beyond?*

- Knowing July 4 could look very different than May 14, it may still include:
  - Guided traffic flow
  - Posted guidance on where to stand
  - Special event times for more vulnerable populations
  - Increased # of show times
  - Limited or re-designed seating still in place

# Q&A

*As a church or non-profit, can we safely offer community dinners to the public?*

- Follow Governor's order of 50% dining area capacity and no more than six people per table (Now)
- Use Hierarchy of Controls and design the space to accommodate social distancing - PPE, Hand washing, Hand sanitizing, Disinfecting
- Eliminate "pot luck" or buffet style meals; good, new normal.
  - Commercial kitchen prepared food only
  - No self-service, shared utensils, or drink stations
  - Disposable plates, silverware, etc

## Q&A

*Do you have recommendations on what we “need” to do? We’re trying to balance the financial benefits of re-opening with the cost of some of the products and modifications.*

- Follow Federal, State, and Local requirements
- Look higher up on the Hierarchy of Controls for solutions

# Q&A

*How do we continue to keep donors engaged in fundraising and supporting our non-profit when large events may not be possible in the same way?*

- Ask donors how they want to engage in the new normal
  - Does lack of physical proximity diminish their engagement?
- Can events be hosted online/virtually instead of in person?
- Parkview Foundations Cookin Men event successfully held online only in April

# Q&A

## *Should we postpone all in-person fundraising events?*

- Consider:
  - Location, site, and number of participants. If you cannot achieve social distancing, environment is risky.
  - Risk/reward for hosting in-person vs virtual vs cancel in 2020
- Give Donors option to donate but not attend
- Parkview Mirro Center has cancelled all events through July 2020. When open, events will be held with:
  - 6ft tables with only 3 chairs max at each (based on size of room)
  - Tables placed 6 ft apart

# Q&A

*What should we know about contract tracing? Do we need to track attendees who may be in attendance?*

- To the extent possible, info on attendees is helpful but not required

## **Current State**

- Local HD does CT
- Provides additional resources
- No one lost to follow up
- Close coordination with local HD and Hospital staff

## **Future State**

- ISDH does all CT under contract w/3<sup>rd</sup> party
- No additional resources
- Lost if they don't answer the phone x3 unless local HD chooses to find contacts (AC will)
- Coordination unknown

# Q&A

## *Can we safely hold large, public events? If yes, how?*

- Medical Safety – Yes, if you:
  - Follow all Federal, State, and Local guidelines on social distancing, number of people, and timing
  - Implement the Hierarchy of Controls
- General Safety – Yes, if you:
  - Implement general safety measures including bag checks
  - Guests remain compliant or are asked to leave
- What is the risk/reward for hosting in-person in 2020?
- Many large festivals, tours, etc. have cancelled all 2020 events

# Q&A

*How do we safely rehearse bands, choirs, orchestras, or stage/theatre productions?*

- If goal of “safe” is to optimize and minimize exposure risk, you can:
  - Implement Hierarchy of Controls
  - Zoom/Video call rehearsals for groups
  - Do the most and best that can be done
  - If the risk outweighs the event, either cancel or host virtually

# Q&A

*We don't own our space; we share it with several other organizations. How do we assure our guests it's safe to attend?*

- Maintain open and constant communication with the owner and shared users of space
  - Shared concern with collaborative solution
  - Standardized risk mitigation
- Stagger schedules to minimize congestion of common spaces and allow for cleaning between uses
- Communicate with guests about safety measures being used

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**

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# **REOPENING**

## **THANK YOU FOR ATTENDING**



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### Guidelines for All | July 4:

- 65 & over and those with high-risk health conditions should social distance and remain cautious at work and in community
- Face coverings are optional
- Remote work optional
- Gatherings of more than 250 should adhere to CDC social distancing guidelines



## Guidelines for Cultural, Entertainment, Sports & Tourism:

- Open – July 4 – Stage 5
- Conventions, Sports Events, Fairs and Festivals may resume
- Must meet social distancing guidelines
- Screen employees daily
- Face coverings optional
- Consult Industry best practice

