Parkview Health Human Resources Response to COVID-19

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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

ROADMAP
to a Healthy
REOPENING

NORTHEAST INDIANA UPDATES

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

WEBINAR.GFWINC.COM

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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
  - Goal to keep surges low and as many people safe as possible

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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
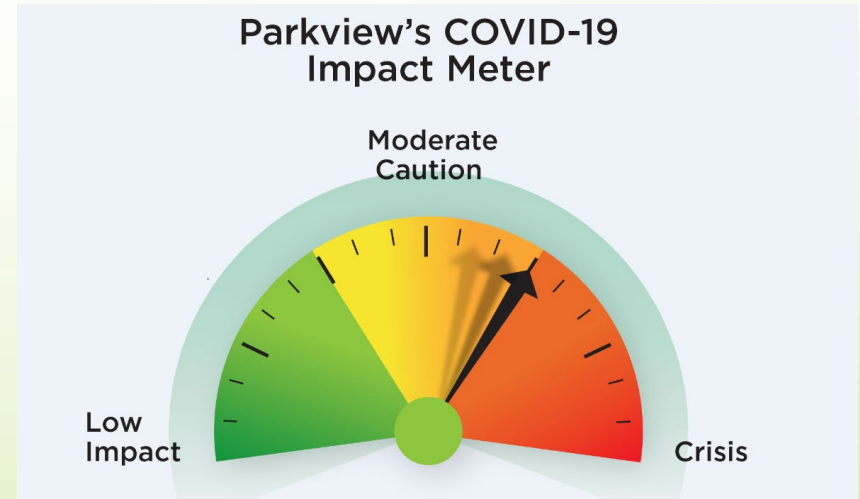
Getting Back to Business

How can you re-open safely and wisely?

Parkview Business Connect

Sharing what have we learned;

Sharing the best from others

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

Additional Resources by Industry

Note: Please reference national, state and local governing boards and institutions for most current information.

Education -

General

- US Board of Education's COVID-19 Resources
- CDC's guidelines for COVID-19 in Education
- CDC's Schools and Child Care Checklists
- Helping your child manage during COVID-19

Childcare Centers

- CDC's Interim guidance for K-12 and Childcare Centers
- CDC's guidelines for those who remain open
- ISDH Guidance for Childcare Centers

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 ›

Reopening the Workplace

The Business of Human Resources

- People
- Flexibility
- Vulnerability
- Frictionless experiences
- Voice of the co-worker

Today's Goals

- Not one size fits all

- Spark creative and innovative thinking

- Lessons learned

- Perspective

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PARKVIEW BUSINESS CONNECT

1-260-CONNECT (266-6328)

ParkviewBusinessConnect@Parkview.com

Parkview.com/BusinessConnect

SHARE WITH A COLLEAGUE - WEBINAR.GFWINC.COM

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Introduction

Hallie Custer,
Corporate HR Director

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Topics of Discussion

- Interviewing, Hiring, Onboarding, and Deployment
- Flexing Policies to Support Co-Workers
- Co-worker Support and Resources
- Child and Elder Care Assistance
- Telework and Remote Co-Workers
- COVID-19 Hotline
- High Risk Co-workers and Accommodations

Interviewing and Hiring

- Virtual Interviews

- Video Department Tours

- Remote Pre-hire Sessions

- Reviewed and consolidated steps in the hiring process

- Consistent and continuous communication with candidates through various avenues

Onboarding

- Virtual New Hire Orientation
- Limited attendance to in person trainings
- E-Learning and Video Formats
- OD Webinars and Podcasts
- Increased online resources

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Cross-Training Co-workers for Deployment

- New roles created for COVID-19 support
- Created computer-based learning curriculum to prepare co-workers to be redeployed
- Nursing Education team created an express orientation for co-workers being redeployed

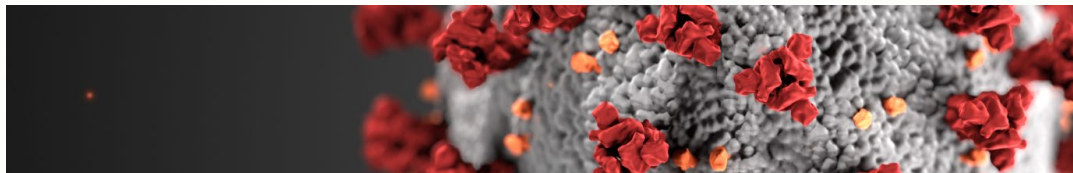PARKVIEW
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COVID-19 Co-Worker Support and Resources

Becky Gonzalez,
HR Director

Flexing Policies to Support Co-Workers

- Attendance/Corrective Action
- Leave of Absence
- Disability Pay
- PTO

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Enhanced Communication

- Dedicated COVID-19 Webpage
- Incident Command Updates
- HR FAQs
- HResource email
- Leader Webinar

Human Resources Updates

Support for our Parkview family

Parkview Health values you, and we want to support you in life's challenging moments. The COVID-19 pandemic is changing the way we live and work, and you'll find information on this page to help you find the resources you need.

Thank you for your dedication and engagement during this public health crisis in helping take care of not only our community, but each other.

Contact HR

We want your feedback, so we can better serve you during this ever-changing and difficult time. Please send your comments and ideas to HResource@parkview.com.

Parkview resources for co-workers

- Parkview Behavioral Health's 24/7 Helpline
- Employee Assistance Program
  - Zoom co-worker support groups
  - Webinar recording: 'Navigating your finances in crisis'
- Childcare and family care resources

Mental, Financial, and Well-Being Support

- Calm App
- Employee Assistance Program
- The Daily Dose
- Group Exercise via Zoom
- Financial Webinar
- Employee Emergency Assistance Fund

Parkview Health is proud to bring you Calm for free

The world's #1 app for Mental Fitness

Sleep more. Stress Less. Live Better.

Millions of people are experiencing lower stress, less anxiety, improved focus and more restful sleep with Calm. Whether you have 30 seconds or 30 minutes, Calm has content suited to your needs and your schedule.

Additional Resources Created for Co-Workers

- Concierge Services
- Local Community Resources
- Free Meals
- Essential Items Market
- Free Masks
- Hoteling
- Community Meals

Parkview Co-Worker Support
June 5, 2020

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CALM APP
2,463 Downloads
Click here for more information

FAMILY CARE RESOURCES
Click here for more information

Care.com
419 Enrolled
385 Days
Click here for more information

Facebook Childcare Connect
405 Members
Click here for more information

EAP & EEAF
If you have questions, please contact EAP at 260-266-8060 or 800-721-8809.

ZOOM SUPPORT GROUPS
Started on April 13:
- 14 Groups Offered Weekly
- 26 Participants

250 EEAF Applications Completed
$294,302 Amount Distributed

CONCIERGE
Please continue to send your feedback about resources that would be helpful to you or other needs we can help address to HResource@parkview.com OR text RESOURCES to 97211.

2,144 Co-workers contacted
308 Orders Taken
5,469 Items Delivered

Supplies Most Needed:
- Produce (Bread Included)
- Canned/Non-perishable Food
- Dairy (Milk/Cheese/Eggs)

Orders by Region:
- Allen County: 238
- Community: 60
- Ohio: 8
- Michigan: 2

FREE MEALS
264,000+ Free meals offered to our working co-workers within facilities with a cafeteria
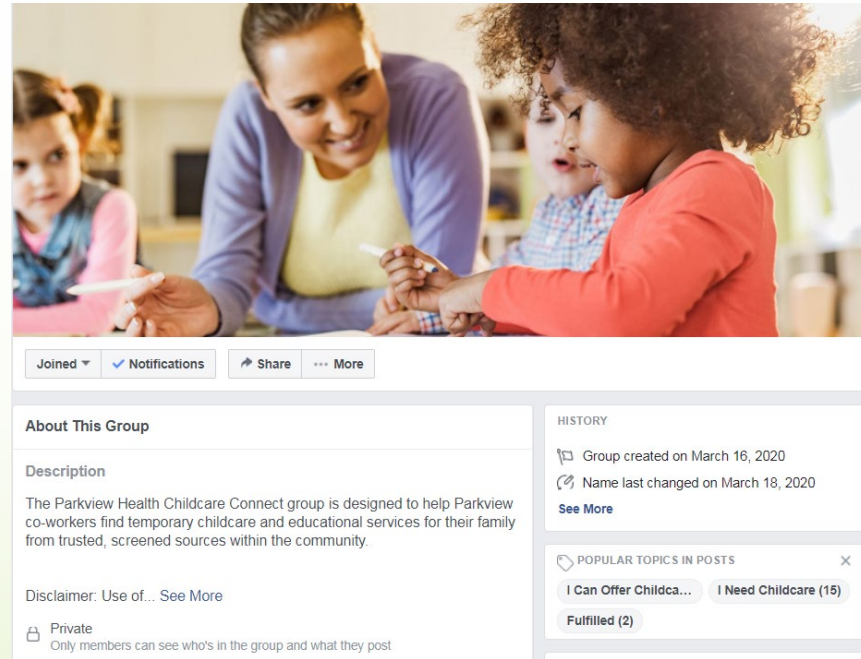
13,665 Meals donated from the community to our co-workers

Food donations can be submitted to: FoodDonations@parkview.com

Child and Elder Care Assistance

- Facebook
- Care.com
- YMCA Emergency Childcare
- Internal Day Care

Telework and Remote Co-Workers

- Policy Development

- Agreement and Safety Checklist

- Leader Toolkit

- Survey

- Dedicated Resources Intranet Page

COVID-19 Hotline

COVID-19 Hotline `NOT FOR PUBLIC RELEASE`

Monday - Friday 7 a.m. – 5 p.m., and Saturday - Sunday 8 a.m. – 2 p.m.

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 or higher, have a persistent cough, and/or shortness of breath. Hotline representative will confirm co-worker'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 10 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 `NOT FOR PUBLIC RELEASE` part of the return to work process.

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Face Mask Request for Accommodation

This form should be completed by your treating medical provider to assist in clarification of necessary work activity accommodation requests. When complete, please email the form to EHS-Team@parkview.com or present this documentation to the Occupational Health Clinic of your choosing. Once reviewed, your leader, in conjunction with HR, will determine how to best accommodate your restriction.

To be completed by health care provider	
Patient Name	
Date of Birth	
Diagnosis	
Mask Restrictions	Patient is _unable_ to wear (select all that apply): ○ Cloth Mask ○ Procedure Mask ○ Surgical Mask ○ N95 Respirator ○ PAPR
Duration of restriction	
Length of time in treatment for above diagnosis	
Prognosis	
Frequency of follow-up	
Next scheduled appointment	

Accommodations

- Apprehensive in Returning to Work

- COVID-19 Request for Accommodation Form

- Face Mask Request for Accommodation Form

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ROADMAP
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REOPENING

Q&A SESSION

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NORTHEAST INDIANA
REGIONAL PARTNERSHIP

Q&A

How do you think COVID-19 will affect retaining and recruiting co-workers?

- Ensure candidates are aware of the safety precautions that the organization has in place for co-workers during the interview process.

- Provide ongoing mental, financial, and wellbeing support for current co-workers.

Q&A

We have co-workers who don't want to return to work due to the pandemic but we need many of them onsite. How do we encourage them to return?

- The CDC recommends supporting co-workers coping & resilience.

- Ask them what they need to feel confident about returning.

- Share information about how they can participate in the precautions with you.

- Encourage them to watch the "General Public/Individual" webinar at webinar.gfwinc.com

- Support ongoing remote work if possible

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Q&A

How do you track accommodations while navigating the lines between ADA requirements and COVID-19?

- Human Resources maintains a spreadsheet of validated co-worker restrictions which records:

  - Type of restriction

  - Duration of restriction

  - How the restriction was accommodated

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Q&A

How should we be monitoring and tracking co-workers' health?

- Co-workers should be conducting daily self-monitoring for symptoms
- Parkview's Free COVID-19 symptom checker: https://www.parkview.com/patients-visitors/covid-19-screening
- Remove any stigma or fear around reporting COVID-19 symptoms
- Any recording or tracking of symptom checks are considered protected health information and need to be managed as such

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Q&A

What process do we take if someone becomes ill at work or after they've recently worked?

- Parkview co-workers who become ill with COVID-19 symptoms are required, per CDC recommendations, to remain off work for at least 10 days since the onset of symptoms and at least 72 hours have passed since his/her fever has resolved without the use of fever reducing medications.

Q&A

How should we be paying co-workers who are off work due to COVID-19?

- This may look different from organization to organization.
- Organizations have the ability to follow their current sick pay practices.

Q&A

What are some ways we can communicate our precaution measures to both our co-workers and our customers?

- Use existing communication channels to share your precautions prior to their arrival in the workplace

- Virtual training and meetings for co-workers

- Post signs at all entrances explaining the precautions in place

- Post signs throughout workplace reminding co-workers of good hand hygiene, proper mask wearing, etc.

- Additionally, regular customer interactions can be an opportunity to communicate.

Q&A

Can we mandate co-workers return to onsite work?

- Depending on the individual's position, if the job requires them to be on-site, then you may require them to return to the workplace.

- There may be certain circumstances that a co-worker's job will allow them to work remotely on a long-term basis.

- Ask yourself, does the co-worker have to be on-site to be successful in the role?
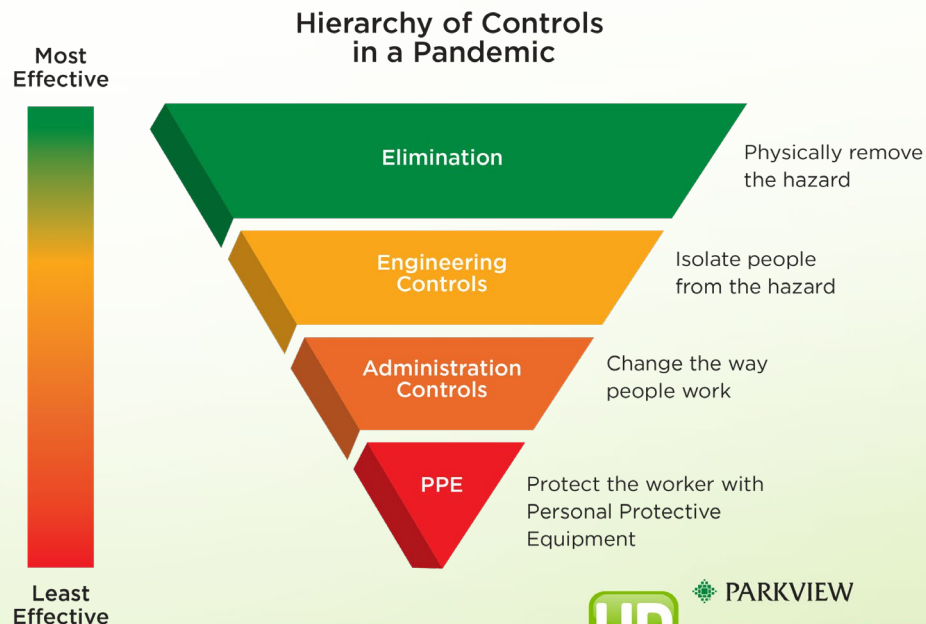
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Q&A

How can we best engage our co-workers to be a part of managing our precaution measures?

- Ask them what they need and what ideas they have to offer
- Ensure the standard measures apply to all
- Explain why you are taking the measures and why you're doing it to keep them and your customers well
- Offer virtual training and update any policies or procedures
- Provide adequate supplies so they can implement well

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Q&A

What really works to keep co-workers safe?

- Hierarchy of Controls
- 4 main things:
  - Sick People Stay Home
  - Good Hand Hygiene
  - Social Distance
  - Wear a Mask

Hierarchy of Controls in a Pandemic

Most Effective

Least Effective

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

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Q&A

Should we be taking temperatures of everyone entering the building (staff, visitors, customers, etc.)?

- Temperature Checks may fulfill a governmental, industry, or public/employee expectation or requirement, but
  - Have not been proved effective during past pandemics and current COVID-19 pandemic at identifying infected persons *(Gostic et al. 2015 & 2020)*
  - Consumes PPE and other resources which may be costly and difficult to obtain and maintain
  - Exposes screener to multiple persons
  - Produces a high volume of protected health information that must be appropriately managed
- **Are not recommended as part of a COVID-19 surveillance program**

Q&A

How long are we taking precautions to minimize spread of COVID-19 in our workplaces?

- Until there is a vaccine, you will need to take precautions.
- Could be 12-18 months
- Hierarchy of Controls are good practices to have in place regardless of a pandemic to ensure your workplaces are as healthy as they can be.

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SHRM CE PROGRAM CODE: 20-JDTWS

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