



Corporate operations recovery guide

Working safely during the Coronavirus

Revised: 05/20/2020



A letter from Dr. Charles Bregier

Corporate Team Members,

These are unprecedented times. The Covid-19 pandemic continues to change the way of life in our community, our country, and our world. We are likely to see millions more new cases and perhaps many tens of thousands of deaths from this invisible killer. So, let us ensure that we do not let our guard down by putting safety at the forefront of all that we do.

It is imperative that we be very mindful and deliberate in our steps to protect each other when we are engaging in corporate areas. We need to re-evaluate every aspect of our business practices and procedures to maximize the safety of our most valuable resources – our team member.

It is very important that you incorporate pre-shift screening processes before you come to any Novant Health location. A “temperature check” by itself is not enough; it needs to include questions that screen for signs and symptoms of Covid-19. Should you or another fellow team member show any symptoms, please have them contact EOH immediately to determine the appropriate next steps.

As we return to engaging with others at work and at home, please do everything you can to incorporate social distancing minimums of 6 feet. Always wear facial coverings or masks that completely cover your mouth and nose and wear them at all times when you are around others. Encourage and facilitate frequent hand washing and the use of hand sanitizer. All of us as healthcare workers need to model the use of these essential infection control measures.

We are all in this together. I am confident that we will weather this storm and find what our “new normal” may be. Remember to be safe, practice social distancing and hand hygiene, and we will persevere.

Regards,

Dr. Charles A. Bregier, Jr., MD, FACEP, MRO

Novant Health EOH Medical Director

This is an interactive eBook - click the buttons to navigate through the information.

- Click the **arrow** below to **start**.
- Click **each tab** on the **Main Menu** page to review the information.
- Click the **NEXT or PREV** buttons to review additional information.
- Click the **MENU** button to return to the Main Menu.



Corporate operations recovery quick guide

This Corporate Operations Recovery Quick Guide will provide general recommendations as to how you can prepare your office to return to full operations during the COVID-19 pandemic. You and your team will determine the best methods to incorporate these recommendations with the focus aimed at team member and visitor safety.

Key elements of this quick guide:

1. Team members are well and safe when coming to work.
2. Corporate offices prepare in advance to return to full operations.
3. Team members feel safe when returning to offices by visibly seeing our commitment to the pre-screening process, masking, and communication.
4. Flexible schedules and remote work options are encouraged to ensure the practice of social distancing.
5. Ongoing communication and feedback to keep everyone safe and well.

Main menu



Team member safety



Masking



Office preparation



Cleaning



Champion guidance



© Can Stock Photo

Ordering supplies

PREV

NEXT



Team member safety

1

Team member pre-shift screening process

All corporate team members reporting for work to any Novant Health location in North Carolina will join our acute and non-acute team members in completing a pre-shift COVID-19 symptom screening. The extension of this screening into the corporate setting allows us to further support and protect all Novant Health team members.

We encourage all team members who are able to work remotely to continue to do so. However, we realize there may be circumstances in which this is not possible. If you need to report to any NC Novant Health location, please complete this process daily, prior to your arrival onsite. You will display your results to the security officer or your designated team champion when entering the facility. Visit this site to complete your pre-shift questionnaire:

www.NovantHealth.org/preshiftscreening

Other resources:

- Paper screening tool:
<https://nh.team/nhmgscreeningpapertool>.



Team member safety

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How the pre-shift screening works

No more than 2 hours prior to your arrival at work, visit NovantHealth.org/preshiftscreening on your smartphone to complete a pre-shift questionnaire. This will include answering questions about any symptoms you may be experiencing and documenting your temperature. If you are unable to check your temperature, such as because you do not own a thermometer or feel like you may be running a fever, you need to stay home until you can check your temperature or are feeling better.

If you have any of the following symptoms, you **CAN** report to work but must wear a mask:

- Runny nose
- Nasal congestion
- Sore throat

If you have any of the following symptoms, you **CANNOT** report to work:

- If your temperature is $>100.1^{\circ}\text{F}$ you will receive a red box and need to contact your one up and EOH (see details in red box section on next page). Documented temperature should be taken within 2 hours of the shift you are reporting for.
- Worsening cough
- New or worsening shortness of breath
- General ill feeling (malaise)
- Recent loss of sense of smell or taste



Team member safety

3 Interpreting your results



If you receive a green indication, then you should report to work.

Open the app and display the green check on your smart phone as you enter through the designated entry point, if requested by a security officer or designated champion for your area. The green box should be valid and completed within two hours of your shift start time. If more than 12 hours has passed, you will be required to complete the process again, unless you have already completed it once for the day and are returning to work after going off-site.

If you receive a yellow indication, do as follows:

If due to feeling feverish or you have no access to a thermometer, you should work from home until you can get access to a thermometer. You may also receive a yellow check if you have symptoms, but they are not considered to be symptoms of COVID-19 (e.g. runny nose). You will need to wear a mask during your full shift. You may receive a call from EOH regarding your current symptoms.

If you receive a red indication, then you should NOT report to work.

The application will direct you to follow up with EOH and notify your one up that you are unable to report for the shift due to receiving a red box. Please engage the EOH team by completing the following form <https://www.novanthhealth.org/intakeformcovid19> or contacting the EOH COVID-19 line 336-277-6750 . EOH will follow up with you and provide guidance on next steps.



Team member safety

4

Interpreting and showing your results

Corporate team members in locations with an assigned public safety officer will display their results to the officer on duty upon entering their location. If you work in a corporate area without a public safety officer, a screening champion may be designated by your local leader to help with the process. In other instances, leaders may perform spot checks to verify on-site team members are completing the process. If you do not have a smart phone, we suggest you complete the process on your computer at home before reporting to work and present a printout of your results. Please see the information below for questions regarding how to complete the survey and how to interpret your results.

Additional tips:

- As long as you keep your browser open, you won't have to validate your information again, even after your screening time expires. Just be sure to keep that tab open on your phone.
- You can use either your corporate ID or email username (the @NovantHealth.org domain is automatically added).



Masking

1

Wear a mask!

Click the image to access a printable document.

Wear a mask. Slow the spread. Protect your neighbors.

Why mask?



High risk Medium risk Low risk

How to properly wear a mask



Always cover your nose, mouth and chin with your mask.

Learn more at [NovantHealth.org/mask](https://www.novanthealth.org/mask)

NOVANT HEALTH

2

Is it mandatory for me to wear a mask at work?

- **Yes.** All team members in North Carolina are now required to wear a mask at work — this is part of our new normal in all Novant Health facilities to keep us all safe.
- The Centers for Disease Control and Prevention (CDC) recommends wearing face masks in public settings where other social distancing measures are difficult to maintain.

How do I get a mask?

We encourage nonpatient-facing team members to bring in and wear a clean cloth mask from home. If you do not have one, a mask will be provided to you.

- **If you work in a corporate or administrative area**, we encourage you to work remotely, if possible, to conserve hand sanitizer and personal protective equipment (PPE) for team members on the front line. **If you must come into the office, please bring in a mask from home until your cloth Novant Health-branded mask is delivered to your home address in mid-May.**



Masking

3

Nonpatient-facing team member masking

Nonpatient-facing team members can wear nonmedical grade masks, such as reusable cloth masks. You may be given surgical or procedural masks until enough reusable cloth masks are available from our suppliers.

If you work within 6 feet of another person for greater than 10 minutes, each person needs to wear a mask — even while working. If you can maintain 6 feet of separation while working, the masks can be removed. Also wear your mask when walking around the building — you don't know who you may interact with and it demonstrates we are all in this together.

4

How do I prevent self-contamination while wearing a mask?

As a reminder, everyone who receives a mask should follow best practices to prevent self-contamination:

- Continue to wash your hands frequently and follow social distancing rules.
- Always keep the mask over your nose and mouth — it should never dangle around your neck.
- Remember, the mask's primary purpose is to keep any germs you may have from spreading to others as you talk, cough or sneeze. It also may keep you from touching your face. By preventing you from touching your nose and mouth, the chance of transmitting germs to yourself decreases significantly.
- If your mask is a reusable cloth mask, wash it in the laundry on hot after each shift so it's clean and ready to wear the next day.

Learn more: <http://nh.team/universalmasking>



Masking

5

Type of mask/ respirator	Nonpatient-facing team members	Patient-facing team members
Clean cloth / homemade mask	Yes	Yes (When not providing care for patients, such as in break rooms or when entering/exiting work, may not substitute for procedural or surgical mask)
Procedural or surgical mask with eye protection	No	Yes (Team Members who expect to be within 6 feet of patients for 10 or more consecutive minutes. Follow guidance on extended use)

COVID-19 Masking reference

<http://iconnect.novanthhealth.org/News/Documents/ COVID19/Masking%204.20.2020.pdf>



Masking

6

How do I safely use a cloth face covering?

Click the image to access a printable document.



How to Safely Wear and Take Off a Cloth Face Covering

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



CS316439A 04/30/2020

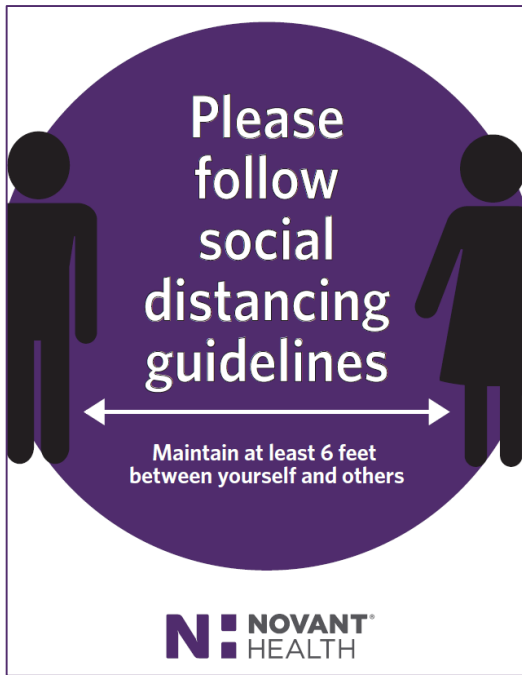
Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Office preparation

1 Be prepared with signage



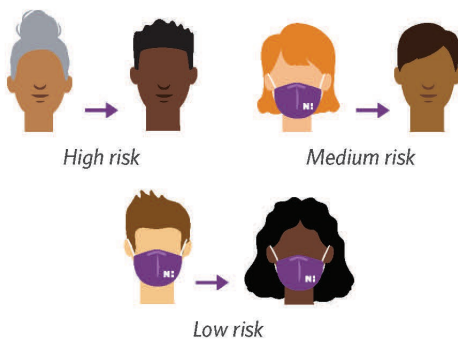
Poster size: 11" x 17"

Laminated flyer/seal blocker size: 8.5" x 11"

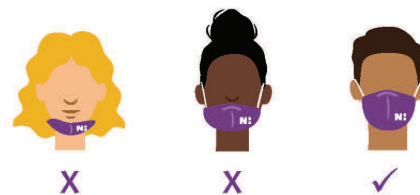
Click the image to access a printable document.

Wear a mask. Slow the spread. Protect your neighbors.

Why mask?



How to properly wear a mask



Always cover your nose, mouth and chin with your mask.

Learn more at [NovantHealth.org/mask](https://www.novanthealth.org/mask)





Office preparation

2

Recommendations for lobby areas and visitor restrooms

- All furniture should be wipeable with no tears
- Space **furniture out** with a minimum of 6 feet in between
- Remove all magazines
- Contact maintenance to **shut off all water fountains**
- Have bottled water for visitors
- Post approved **social distancing signs**
- Remind team members **no food or uncovered drinks in work areas**
- Consider removing clutter from work areas - photos, decorations, stacks of paper/forms, etc.
- Ensure dispensers for hand soap and hand sanitizer are available and working



Office preparation

3

Recommendations for preparing common areas: Breakroom

- Consider minimizing number of tables and chairs to minimize large group socialization.
- Ensure all tables and chairs are cleanable and without tears.
- Consider supplying paper products (cups, plates) to eliminate need to wash dishes.
- Clean out breakroom refrigerator and sanitize regularly.
- Ensure appropriate cleaning supplies and PPE available to wipe down appliances, tables, chairs, door and cabinet handles, commercial nourishment machines, etc.
- Remind all team members they are responsible for cleaning as they leave space.

4

Recommendations preparing common areas: Team member restrooms

- Stock hand towels, tissue, hand soap and hand sanitizer and ensure dispensers are in working condition.
- No extra paper towels/toilet paper sitting outside of the holders
- Ensure appropriate cleaning supplies and appropriate PPE readily available.
- Remind all team members they are responsible for cleaning as they leave space.



Cleaning

1 Lobby and visitor area cleaning

Tasks to consider

- Wipe down door handles
- Wipe down all chairs: handles and arm rest.
- Wipe down any tables/side tables (if applicable)
- Straighten furniture and ensure it is spaced out according to social distancing guidelines.
- Replenish sanitation kiosk/supplies (sanitizer, tissues, masks)
- Remove trash as needed out of trash cans or floors

2 Recommendation for cleaning: Lobby restrooms

Lobby Restrooms

- No extra paper towels/toilet paper sitting outside of the holders.
- Restock hand towels, tissue, and hand soap as needed.

3 Recommendation for cleaning: Team member space

Team Member Space

- Wipe down countertops, light switches, door knobs and handles.
- Wipe down all phones and desk surfaces.
- Wipe down iPads , key pads, keyboards, and monitors after each use, if in use.
- Wipe down all pens after use



Cleaning

4

Recommendations for cleaning common areas: Breakroom /team restroom

Breakroom

- Ensure all tables and chairs are placed back in appropriate social distancing space.
- Wipe refrigerator handles and all touch pads and delivery doors on vending machines.
- Place all trash in trash receptacle.
- Wipe down all countertops, appliances, cabinet and drawer handles.

5

Electronic devices shared between team members can be a source of transmission of organisms that can lead to infection. See the 4P for cleaning recommendations and antimicrobial sleeves for iPads and tablets

Team Member Restrooms

- No extra paper towels/toilet paper sitting outside of the holders.
- Restock hand towels, tissue, and hand soap as needed.
- Empty trash as needed.

[4P Electronic Devices with Ariba.pdf](#)





Cleaning

6

Wearing gloves for your protection.

- Gloves should be worn when cleaning common areas, shared surfaces, lobby areas, kitchens, restrooms, and any time sani-wipes are being used.
- Gloves should be worn when emptying trash receptacles.
- To properly remove gloves, follow the steps below:
 - Outside of gloves are contaminated!
 - If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
 - Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove • Hold removed glove in gloved hand
 - Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
 - Discard gloves in a waste container
 - Wash hands

Please see CDC illustration for guidelines for REMOVING gloves on next page.



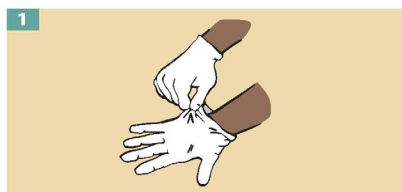
Cleaning

7

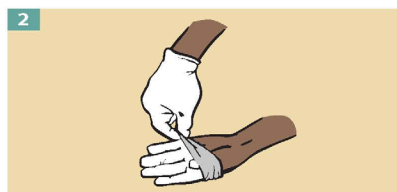
Wearing gloves for your protection (cont).

How to Remove Gloves

To protect yourself, use the following steps to take off gloves



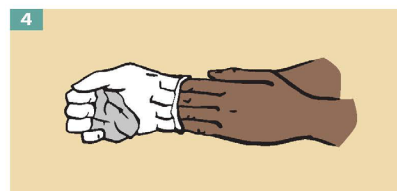
Grasp the outside of one glove at the wrist.
Do not touch your bare skin.



Peel the glove away from your body,
pulling it inside out.



Hold the glove you just removed in
your gloved hand.



Peel off the second glove by putting your fingers
inside the glove at the top of your wrist.



Turn the second glove inside out while pulling
it away from your body, leaving the first glove
inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Clean your hands immediately after removing gloves.



Champion guidance

1 Champion guidance information

Screening Champion

Screening champions can be designated by each corporate location and in addition can be designated by a specific leader to assist in monitoring and adherence to infection control measures to ensure our team members safe return to work. In corporate locations where a security officer is not present, the identified champion would ensure that the pre-screening process has been completed for those team members reporting to work. All teams should select a champion to assist in the processes and activities mentioned below.

Guidance for Champion

- Be familiar with the COVID-19 Resources tab on the NH intranet site.
- Establish a standard communication method and ensure up to date contact information for alerting fellow team members regarding necessary changes to onsite work schedule, practices, or procedures related to COVID-19.
- Serve as the point of contact for reporting pre-shift screening results immediately upon team member arrival to the designated work location.
- Identify needs for cleaning products, hand sanitizer, and all PPE and connect with your leader and designated team member for ordering through Ariba.
- Model and provide positive feedback to others demonstrating desired infection control practices (masking, hand-washing, and social distancing).
- Walk through at least weekly all shared areas, breakrooms, supply rooms, lobby areas, etc. to identify items that need to be removed or altered to adhere to cleaning and social distancing guidelines.
- Identify any existing barriers that interfere with adherence to infection control practices and notify team leader.
- Be familiar with the EOH process for reporting exposure and assist others in engaging in the process if applicable.



Ordering supplies

1

Wipe guide

Be aware of the disinfection to be used in your areas. Use the grid below to assist in your cleaning plan. Remember to wear gloves when using the agents when indicated.



DISINFECTION & FOOD SERVICE WIPES



Lawson# 99403

SANI-CLOTH AF3 (alcohol free)

USES: Hard surfaces - IV poles, BP cuffs, glucometers, wheel chairs, commodes.
3 minute contact time.
2 year expiration (check date).
WEAR GLOVES



Lawson# 99404

SANI-CLOTH BLEACH

USES: For all isolations, including *C.diff*, *Norovirus*; specific equipment like CareFusion Alaris pumps.
4 minute contact time.
11 month expiration (check date).
WEAR GLOVES



Lawson# 592232

SANI-WIPE

USES: Food service items -dining tables, coffee pots, refrigerators, microwaves, office desks/mouse/keyboard, toys.
1 minute contact time.
2 year expiration (check date).
GLOVES NOT NEEDED



Lawson# 485974

EASY SCREEN

USES: Clean smudges and dirt from touchscreens, smart phones, tablets, electronic medical record equipment, Accuvein scanners and other medical equipment with touchscreen computer monitors.
GLOVES NOT NEEDED



Lawson# 485752

SANI-HANDS

USES: Patient Hand Hygiene: Before & After; Bathroom, Eating & Drinking, Contact with others and Coughing / Sneezing.

DO NOT FLUSH WIPES DOWN TOILET!



Ordering supplies

2 Ariba details for ordering

Supply Ordering Information			
Description	Order in Ariba from following Supplier	Novant #	
Procedural/Surgical Mask	Novant Health Logistics Center	191385	
Sani-Cloth AF3 Wipe	Novant Health Logistics Center	99403	
Sani-Cloth Bleach	Novant Health Logistics Center	482608	
Easy Screen Wipes	Novant Health Logistics Center	485974	
Sani Wipes	Novant Health Logistics Center	592232	
Sani-Hands Wipes	Novant Health Logistics Center	485752	
Small Nitrile Gloves	Novant Health Logistics Center	135622	
Medium Nitrile GLoves	Novant Health Logistics Center	135623	
Large Nitrile Gloves	Novant Health Logistics Center	135624	
Hand Sanitizer 1oz	Novant Health Logistics Center	300554	

EXIT

MENU

PREV

NEXT