



Lakeland Regional Health®



we are
OPEN
- support local businesses -

COVID-19:
Returning to Work and
Transitioning to the New Normal
for local businesses, schools, churches and organizations

Lakeland Regional Health

COVID Safe Recommendations and Services

RESOURCE CENTER CONTACT INFORMATION

For additional information or to request personalized assistance call 863.904.1859 or e-mail COVIDsafe@myLRH.org.

During this COVID-19 pandemic, Lakeland Regional Health is working diligently to care for those in our community. We continue to work closely with public health and government officials to monitor the health of our community. As we navigate our new normal, we have developed a Resource Center to support local organizations as employers and employees return to work and community members return to normal activity.

Each organization's return-to-business plan will be unique, and a variety of plans may be required based on location, local requirements, job functionality or service offerings. Key factors to consider include the location of the organization, the number of employees working or community members involved, and the ability to ensure proper social distancing while interacting.

Our team of experts stand ready to consult with you and assist you with your specific return-to-work strategy.

SERVICES

RESOURCE CENTER

Our online resource center is a one-stop shop that gives organizations resources and best practices to create a healthy environment. Resources include policies and procedures you can use to tailor health initiatives to your business's unique needs.

"CARE" (COMPASSIONATE ASSISTANCE AND RISK EDUCATION)

In these unprecedented times, we understand it is difficult to stay focused and fear and anxiety can be easily triggered. We are here to educate your team and community on how to stay safe and remain mindful. Trainings regarding protective measures and the latest recommendations are available through scheduled live and prerecorded virtual conferences.

STRATEGY DEVELOPMENT

Our experts are available to assist you in developing a unique strategy for your business, school/university, church or other civic organizations.

MEDICAL DIRECTOR + HEALTH AMBASSADORS

Our medical director and team of community health ambassadors are available as you develop new policies and procedures and need insight on health related questions.

24/7 ACCESS TO COVID-19 HOTLINE

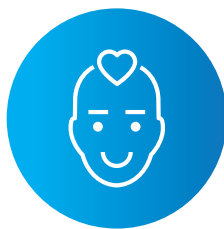
When you have a question, LRH team members are available around the clock to provide information and guidance based on the latest recommendations. The hotline can be reached at **863.687.1100 extension 4695**.



Return to Work Planning



PERSONAL HYGIENE + SOCIAL DISTANCING



CARE FOR THE BODY + MIND



NEW POLICIES + PROCEDURES



STATE + LOCAL DIRECTIVES

PERSONAL HYGIENE + SOCIAL DISTANCING: Individuals will need to take personal responsibility for hand hygiene, social distancing and wearing protective masks to assure their safety and the safety of others.

CARE FOR THE BODY + MIND: The physical and mental health of employees, students and community members depends on not just the capacity of the healthcare system to care for them but also on the community members' ability to return to a sense of normalcy to the best of our collective ability. This includes returning to school, work, nature, exercise, church and efforts to decrease isolation.

NEW POLICIES + PROCEDURES: Organizations will need policies to provide guidance for screening and testing processes, social distancing recommendations, the wearing of protective masks and other personal protective equipment; and facility cleansing in accordance with the Centers for Disease Control and Prevention (CDC) and other regulatory and accreditation agencies.

STATE + LOCAL DIRECTIVES: Organizations should resume activity and adhere to all state and local directives.

Return to Work and Activity Checklist

<input type="checkbox"/>	Review staffing with social distancing in mind - individuals should be kept 6 feet apart.
	<ul style="list-style-type: none"> ○ Does the work or activity space need to be reconfigured? ○ Does it make sense for some staff to continue to work from home? ○ Consider splitting shifts, if needed, to encourage social distancing.
<input type="checkbox"/>	Develop processes to protect employees and accommodate social distancing.
	<ul style="list-style-type: none"> ○ Screen all employees with symptom and temperature checks (using a tympanic or temporal thermometer if available). Send symptomatic persons home immediately. ○ Encourage staff and guests to wear masks. ○ Have adequate masks, soap and hand sanitizer available.
<input type="checkbox"/>	Develop daily interaction guidelines.
	<ul style="list-style-type: none"> ○ All meetings and gatherings need to assure the ability to maintain a distance of 6 feet between individuals - organizations are encouraged to conduct virtual meetings when possible. ○ Minimize shared equipment use (e.g. telephone, computers, credit card scanners, etc.). ○ Sanitize work surfaces frequently after contact with employees or guests. Think through daily interactions with guests - redesign interaction points (i.e. arrows and dots on floor, cough and sneeze guard, etc.)
<input type="checkbox"/>	Prepare a plan of communication for employees and community members.
	<p>Communication should address:</p> <ul style="list-style-type: none"> ○ Teleworking and staggered schedules policies (<i>if applicable</i>) ○ Anxiety and misinformation ○ Measures organization is taking to provide a safe environment ○ Vacation time and standard paid sick leave policy (<i>if applicable</i>) ○ Where individuals can find additional information
<input type="checkbox"/>	Design staff training on safety procedures.
	<ul style="list-style-type: none"> ○ Schedule virtual or small in-person trainings (adhering to social distancing protocol) to review safety procedures and answer questions. ○ Stay in close communication with staff and provide continuous updates.

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Special Considerations

ALL VULNERABLE INDIVIDUALS (those who are at high risk for severe illness from COVID-19) should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.

Strongly consider SPECIAL ACCOMMODATIONS for personnel who are members of a VULNERABLE POPULATION.

MINIMIZE NON-ESSENTIAL TRAVEL and adhere to CDC guidelines regarding isolation following travel.

Close COMMON AREAS where personnel are likely to congregate and interact, or enforce strict social distancing protocols.

The CDC has identified several groups who may be high risk for severe illness from COVID-19:

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People with underlying medical conditions, especially if not well controlled, including: chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised
- People with severe obesity
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

TESTING AND CONTACT TRACING GUIDELINES FOR ORGANIZATIONS

The Equal Employment Opportunity Commission (EEOC) updated its guidance on April 23, 2020, on the Americans with Disabilities Act (ADA) and coronavirus, explaining that employers may screen employees for COVID-19. Any mandatory medical test must be job-related and consistent with business necessity, the EEOC explained.

It is important to note that accurate testing only reveals if the virus is currently present; a negative test does not mean the individual will not acquire the virus later. Organizations and employers should require that employees and guests engage in social distancing and regular handwashing to the greatest extent possible.

TESTING OPPORTUNITIES

RESPIRATORY CARE CENTER

The Respiratory Care Center is a specific location dedicated to the care and treatment of those with symptoms of COVID-19 and other acute respiratory illnesses. Think of the Respiratory Care Center as an urgent care alternative for respiratory illnesses. **To make an appointment, call 863.284.5000. Walk-ins are welcome.**

DRIVE THRU TESTING CENTER

Those tested at the Drive-Thru Testing site must schedule an appointment and **have a doctor's order** for a COVID-19 test and are able to remain in the comfort and safety of their car throughout the process. To schedule an appointment call 863.413.5907.

The drive-thru location will remain open as testing kits remain available.

COVID-19 TELEHEALTH SERVICE

Our new dedicated COVID-19 Telehealth Service allows you to have COVID-19 symptoms evaluated by a Lakeland Regional Health Medical Staff provider from the comfort and safety of your home. The service is available from 8 a.m. to 5 p.m. seven days a week. **The cost for this service is \$49 and is available for those ages 2 years and older.** To start a virtual visit, visit <https://mylrh.org/covid-19-telehealth/>.

SEVERE SYMPTOMS? EMERGENCY ROOM

If you are having severe symptoms of COVID-19, such as difficulty breathing, please call 9-1-1 or visit your nearest emergency room. Through our new Call-Ahead Service, those with injuries or illnesses that would benefit from an Emergency Department visit can call **863.687.1414** before coming to the Medical Center. During the call, patients are registered, screened, and given an arrival time.

TESTING AND CONTACT TRACING GUIDELINES FOR ORGANIZATIONS

CONTACT TRACING

Contact tracing occurs when trained staff interview people who have been diagnosed with a contagious disease to determine who they may have recently been in contact with. The technique is a “cornerstone” of preventative medicine. If an individual in your organization tests positive for COVID-19 identify those individuals who have been exposed.

PRIVACY

To protect patient privacy, contacts are only informed that they may have been exposed to a patient with the infection. **They are not told the identity of the patient who may have exposed them.**

Contacts are provided with education, information, and support to understand their risk. They need to know, what they should do to separate themselves from others who are not exposed, how to monitor themselves for illness, and the possibility that they could spread the infection to others even if they themselves do not feel ill.

QUARANTINE

Contacts are encouraged to stay home and maintain social distance from others (at least 6 feet) until 14 days after their last exposure, in case they also become ill. They should monitor themselves by checking their temperature twice daily and watching for cough or shortness of breath. To the extent possible, public health staff should check in with contacts to make sure they are self-monitoring and have not developed symptoms. Contacts who develop symptoms should promptly isolate themselves and notify public health staff so they can be evaluated for infection and for the need for medical care.

If your organization has additional questions regarding how to handle positive cases of COVID-19 the 24/7 hotline can be reached at **863.687.1100 extension 4695.**

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