



North Country Community Mental Health Provider Skype Meeting

COVID-19 PROVIDER RESPONSE
April 8, 2020
10:30am – 11:30am

PURPOSE OF THE VIRTUAL MEETING: to address changes and answer questions during COVID-19 pandemic.

Presenters: Brandy Marvin, Brian Babbitt, Christine Gebhard, Debra Erber, and Linda Kleiber.

Attendance: Spectrum, Summertree Residential Center, Inc., Gentle Winds LLC, Kennedy Manor, Rapid River AFC, Community Home and Health Services, Inc., Crossroads Industries, Rosanne Karlskin, Crisis Center, Inc. d.b.a. Listening Ear, Alternative Services, Inc., Cheboygan County Council on Aging (Sand Castles), Tom Howard.

Brian Babbitt reviewed the NCCMH Business Status and MDHHS directives regarding telephone and telemedicine, as follows:

- **MDHHS Allows more use of telehealth:** Brian explained how this applies to NCCMH & providers. The directive extends the use of telehealth for skills training, supported employment and CLS as authorized in POS. Providers should verify any changes with the NCCMH supports coordinator before proceeding.
- **COVID-19 2020-Health Department:** The Health Department put out an emergency declaration. It largely mirrors what we have already been addressed. However, it expands on daily checks with employees. It should be posted on the door of your facility. See Attachment A for full content.
- **MDHHS response concerning new hires issued 3/31/20: For full content see Attachment B:**
LARA_Hiring_COVID 03_31_20. Brian shared the MDHHS response on his screen. MDHHS loosened some of the criteria on hiring, training, TB testing. The Directive addressed training requirements, background checks and fingerprinting. It also addressed fire drill requirements.
- **Training Changes:** Brian reviewed NCCMH website locations for changes to provider directives. Linda Kleiber reviewed methods to obtain Recipient Rights and CPR/First Aid training. To view, please go to <http://www.norcocmh.org/training.html>. Part 1 of CPR/First Aid training is online, and Part 2 is in person, hands on. Please follow exactly all Red Cross instructions for taking the online CPR/First Aid.
- **Provider News** is Listed under NCCMH Provider Network, North Country Community Mental Health - Contract Provider Manual on our website www.norcocmh.org. Also shown will be prior issues of provider directives.

Deb Erber: Staff health screening required and must be recorded daily. Temperature is required twice daily.
Create a reporting method and keep these records in case the health department seeks compliance verification. Staff in community or public areas should minimally have on a face mask. For community based CLS/PRH services, it is ok to have the staff document their screening information at the client's residence/home.

Open Discussion:

Question: What are the homes to do if they don't have thermometers? Staff should call before visiting a client. Ask if a thermometer is available. If not, staff should take their own temperature before reporting to work if they have a thermometer at home. Each home/staff without a thermometer should try to borrow one since they are not available for purchase. If that is not an option, note in your records that you don't have one. No thermometer is not recommended as an option because the temperature is very important key factor in determining if someone is sick.

Question: Brian asked the providers to share where they are concerning PPE.

- **Deb Diekman**, Gentle Winds, commented that they are having trouble getting masks. Everyone has one currently, however, they have no extras.
- **Tamie Stevens**, Alternative Services, said they have an individual who is designated to check daily on PPE supplies. They also have morning huddles to share information. Tamie shared how they lost one staff & one consumer recently to COVID-19. They currently have another consumer who is critical. She shared the specific impacts on their operations... amazingly, the home where the staff passed away in had no impact on staffing. The fear in the other homes has skyrocketed. They secured an RV on site for extra facility and to separate clients in case of contamination. They have an emergency staffing procedure in place. They have provided funding for gas and assistance with child care for staff. Tamie offered to share the spreadsheet they use for tracking and ppe vendor list.
- **Resources:** For additional cloth mask and volunteer resources, check your local United Way. We have a link on our website.

Question: What is the requirement on use of gloves?

Brian responded that gloves are needed when in contact with contaminated areas/people or in contact with bodily fluids of any kind. Deb Erber answered that hand sanitizer and washing hands is a must. Hand sanitizer should be 70% or higher alcohol content, and if used appropriately, is better than washing hands.

Question: Micayla at CHHS asked about lack of specific training, ie medication administration training, during this time is limiting their staff resources and staff flexibility.,

Deb Erber, NCCMH, is preparing a plan to address critical training needs other than Recipient Rights and First Aid/CPR. This is now listed on our website.

Question: Tamie Stevens, Alternative Services, asked about clarification on the Executive Order and ASI's desire to limit or disallow client family/friend visits to AFC Homes. Does the Executive Order just allow anyone to come in and visit? ASI's interpretation of the executive order prohibits visitations that are unnecessary.

Brian responded that Executive order 2020-37 allows for limited guardianship visitors and limits just about everything else. Since there is a Stay at Home Order in place no one should be out visiting anyone unless there are extreme circumstances. If a visit is unavoidable, clients need to be 6' away from the visitor. They can also meet outside and are encouraged to use Video Chats as an alternative to in-person visits. Brandy Marvin, with NCCMH Recipient Rights, agreed that this is the best way to handle the situation. Specific questions may be addressed to RR. Brandy also commented about how impressed she is with many of the things she has seen from providers.

The consensus was to continue having these meetings weekly to review any changes, updates or provider concerns.

Christine Gebhard closed the meeting with a few words of encouragement. She thanked the providers and staff for all their hard work.

ATTACHMENTS:

Attachment A: COVID-19 2020-1 Public Health Emergency Order

Attachment B: LARA_Hiring_COVID 03_31_20

NEXT COVID-19 PROVIDER SKYPE MEETING: Wednesday, April 15, 2 pm – 3 pm. You will get a skype invitation. Send questions in advance to Brian Babbitt at bbabbitt@norcocmh.org.