**From:** Lori Dwyer <ldwyer@pchc.com>   
**Sent:** Thursday, March 26, 2020 4:40 PM  
**To:** All Employees <AllEmployees@pchc.com>  
**Subject:** Daily Update: Coronavirus Disease 2019 (COVID-19) - Thursday, March 26

Good afternoon, Colleagues.  Below is your daily update.  Sorry this one is so late!

* **COVID-19 Hero of the Day!  Congratulations to** the Unlimited Solutions Clubhouse team!!  To quote this COVID-19 Hero award:  “In a matter of days, the Clubhouse put together a telephonic and digital outreach system using best practices from Clubhouse International and the education world to keep their members from feeling isolated and to attempt to divert them from unnecessarily utilizing doctors’ offices, hospitals, and emergency services.  The heart of this effort is attempting to make contact with members every day, reaching out to provide coping skills management, anxiety management, continued work on their goals and employment, and education support. The Clubhouse Team is going above and beyond to help their members maintain the amazing progress they have made.”

***Thank you***, to everyone at Clubhouse, for providing stability and certainty for your members to the best of your ability during this strange and scary time.  You can read the full tribute (and     there’s a lot more!) here [COVID-19 Hero](http://intranet/2020/03/covid-19-heroes-teagan-otoole-pa/)

* Send your nominations for COVID Heroes to  [COVIDHEROES@PCHC.COM](mailto:COVIDHEROES@PCHC.COM).    Fyi - we select daily heroes on a “first come first served” basis. We are getting more than 1 nomination per day, so if you don’t see your nominee here today even though you’ve recently submitted a nomination, you will see them in future updates.  Don’t worry – they will be honored!

**General Updates**

* **Cleaning**.  I want to provide some clarity around what is being used to clean clinical and non-clinical spaces as we work to make sure we preserve cleaning supplies as much as possible.  Because sani-wipes, in particular, are in short supply, we will be using bleach solutions to clean surfaces in primary care practice areas and in the administrative buildings.  The goal is to preserve the EPA approved sani-wipes for the walk-in care locations and dental practice.  **If you have any questions, please contact Mark Delcourt at** [**mdelcourt@pchc.com**](mailto:mdelcourt@pchc.com)**.** Here are examples of the locations/surfaces that will be cleaned with bleach solution:
  + Clinical exam areas outside of our Walk In Cares and Dental practice.
  + Waiting areas outside of Walk In Cares and Dental practice.
  + Work spaces excluding computers, keyboards and monitors.
  + Door handles
  + Conference room tables, chairs, counters, etc.
* **Appropriate use and protective equipment when using bleach solution -** When using the bleach spray, staff should wear gloves at all times.
* **PPE**.  We monitor all federal and Maine CDC guidelines with respect to proper PPE in our setting and believe our current approach keeps employees safe.  That said, there is understandable anxiety among some staff about the conflicting advice that seems to be coming from many different directions about what and whether PPE is required in various settings –  when is a N95s required?  Should all staff wear surgical masks?  What about Cloth masks?  Homemade masks?  Bandanas?  Face shields?  Etc.  Please know that we are in constant communication with our hospital partners and other FQHCs discussing these issues.  We constantly monitor the latest research and advice of experts to ensure we are using an evidence-based approach while also being good stewards of the nationally limited PPE supply.  To provide more information and guidance on this topic, ***Dr. Nesin will send an all employee email tomorrow, that will include clear guidance for you and explain PCHC’s approach, the rationale, and the evidence***.  Please be on the lookout for that communication.
* **Infection Control reminders - Stay 6 Feet Apart ALWAYS, wash your badge & phone in addition to hands**– (I’m doing this one twice, in case you missed it yesterday) - Many of us are not doing a good job staying 6 feet apart.  I know it can be difficult in some context and spaces, but we *can do much better* than we are currently.  Please, everyone, be mindful of keeping that amount of space between you and anyone else.  Also – a reminder to wash your badgeregularly, along with your cell phones and hands.
* If you would like to have daily updates sent to your home email, send that request to [COVID19@pchc.com](mailto:COVID19@pchc.com) and we will make that happen for you.

**Testing and Threat Assessment.**

* As of yesterday afternoon,Maine has 155 confirmed cases of COVID-19, 5 in Penobscot County, 2 in Waldo County, and still 0 in Somerset.

**Employment and Staffing Concerns**

* **These are stressful times**. Don’t forget about our [Employee Assistance Program](http://intranet/departments/human-resources) (EAP). EAP is an excellent resource for managing you and your family’s wellbeing.
* **Doctor on Demand.**  For those covered on a PCHC insurance plan, don’t forget about your ability to access Doctor on Demand—PCHC’s telehealth vendor for its health plan--by going to [**www.doctorondemand.com**](http://www.doctorondemand.com) and creating an account. You’ll need your DOB and Health Insurance ID card to create your account.

**We still need your feedback**!   Survey link:  .  <https://www.surveymonkey.com/r/792HBFN>  You can complete this as many times as you like.

Be well, strong and healthy -

Lori