Successful Practices & Continuing Challenges during COVID-19

May 13, 2020
2:00pm

COVID ECHO Sessions
Quarantine week 4:
I cut it myself

The Arcadia Family of Companies

- Arcadia
- 15 Craigside
- Arcadia At Home
- Arcadia Elder Services
  - Manages the Central Union Church Adult Day Care & Day Health Center
- Arcadia Home Health & Home Care Services
- The Arcadia Foundation
- Arcadia Community Services
COVID-19 Timeline & Overview

• 3/3/20

• Began Weekly COVID-19 Meetings to ensure concerted and collaborative pandemic response across our family of companies

• Hosted COVID-19 informational sessions for residents and staff to provide basic information and education

• Revised Return to Work form to include COVID-19 related screening questions

IF YOU ARE A HAIR STYLIST, SLEEP NOW - CAUSE WHEN THIS IS ALL OVER YOU BETTER HAVE YOUR DOORS OPEN 24/7 FOR THE AMOUNT OF UN-GROOMED, BOXED HAIR DYED, HOME CUT BANGS YOU GOTTA FIX...

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COVID-19 Timeline & Overview

3/10/2020

- Daily Wellness & Temperature screenings for all staff within the organization
- Implemented social distancing
- Restricted visitors 12 years or younger
- Posters and signage were placed at entrances to the communities
- All staff were trained on Wellness Screening and the importance of staying home if they are ill
Enacted the required “no visitors” mandate from the State

Health Care Centers at both communities were placed under quarantine, with the expectation that only family members for end of life situations are allowed to visit

Limited access to only essential contractors and vendors
“Window Visits”
COVID-19 Timeline & Overview

• 3/16/2020
  • Started resident temperature checks in both communities

• 3/18/2020
  • CUC Adult Day Care and Day Health Center closed; 18 staff redeployed within the family of companies
  • Implemented 10 person max attendees for all Programs and Wellness Classes within the communities
COVID-19 Timeline & Overview

- **3/19/2020**
  - Initiated in room dining community wide

- **3/30/2020**
  - Additional support staff from our Home & Community Based Services redeployed within the family of companies
COVID-19
Timeline & Overview

• **4/3/2020**

  • Universal face masking begins for the AFC

  • Reusable cotton face masks worn by all staff while at work

  • To ensure employees were equipped with masks, residents assisted in sewing masks and the organization accepted donations from the community
...”Masking Up”...
..."Masking Up"...
COVID-19 Timeline & Overview

- **4/7/2020**

- Secured PPE from external vendors
- It is highly likely that the state and federal agencies will not be able to support our vulnerable population, so we are in the process of securing PPE from other vendors to ensure we are ready to face COVID-19 prepared

<table>
<thead>
<tr>
<th>ITEM</th>
<th>QTY</th>
<th>Estimated Arrival Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booties (50K - 125K pairs)</td>
<td>100,000</td>
<td>100K by week of 5/18/20</td>
</tr>
<tr>
<td>Medical Gown (AAMI 2 - 3)**</td>
<td>100,000</td>
<td>10K – week of 5/18/20 90K – Week of 6/1/20</td>
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<tr>
<td>Gloves (Size S 10% Med - 90%s)</td>
<td>250,000</td>
<td>25K Sm / 60K Med – week of 5/18/20 Remaining amount TBD</td>
</tr>
<tr>
<td>Masks (3 ply medical)</td>
<td>500,000</td>
<td>10K – Week of 5/4/20 Remaining amount every 2 – 3 days till order is complete</td>
</tr>
<tr>
<td>Hand Sanitizer (by Gallon)</td>
<td>418</td>
<td>Week of 5/4</td>
</tr>
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3D Printing
COVID-19 Timeline & Overview

• Week of 4/20
  • 15 C Launched “Floor Friends”, Staff and Resident Buddies

• Week of 5/4
  • Arcadia launches “Hanai a Kupuna”
COVID-19 Timeline & Overview

• Week of 4/27

• Launched Hydration and Snack Carts that visit resident apartments each day
How are we communicating?

- Use of technology throughout the communities and trends
- Channel 900
- MS Teams
- Telehealth
- Remote Access for employees to work offsite
Microsoft Teams
Microsoft Teams for Live Streaming
Microsoft Teams for Telehealth
Telehealth: Digital Stethoscope
Additional Communication Platforms

• “Conversations”, a weekly online show to communicate with employees, residents and families on the topics and changes during this time:
  • How Arcadia is preparing for COVID – 19
  • Inventory and Proper donning and doffing of PPE
  • On location at the Capitol with LG Josh Green – he shared COVID data for the State, PPE usage for staff and residents and offered creative ideas for social distancing
  • Insights & Perspectives from Residents of 15C and Arcadia
  • Insights & Perspectives from Employees of the AFC
Additional Communication Platforms

• “Silver Linings of COVID-19”

  • Weekly newsletter distributed to employees, residents, family members, members, clients, contractors and partners in the community

  • A venue to share and celebrate the good things that are happening amidst this pandemic

Silver Linings of COVID-19
Uplifting updates from the Arcadia Family of Companies delivered to you weekly

Keeping the Faith
Technology gives us the incredible ability to communicate and maintain relationships over vast distances. This ability to connect, even virtually, has never been more important than now. With in-person religious services currently on hold, Reverend George Scott utilizes technology to create “Word of Hope,” an exclusive video broadcast on Channel 900.
Giving Back to the Community
Giving Back to the Community

ARCADIA
FAMILY OF COMPANIES
Continued Challenges

• Due to the constantly changing guidelines, staff education (keeping up with it) remains a challenge

• Encouraging our Independent and Assisted Living Residents to STAY HOME – they are getting antsy!
  • Implemented a 14-day quarantine if residents leave for anything other than medically necessary appointments.
  • If any resident within our buildings spend time in the hospital, ER or visit an urgent care clinic, they are quarantined for 14 days as well.

• PPE burn rate from quarantine situations
Challenges

• Staff’s fear of coming to work believing they will contract COVID-19 and give it to their families
  • Solution – constant education and dialogue with staff. Reiterating preventative measures and to practice those at home

• Residents with dementia who are under a 14-day quarantine
  • Solution – 1:1 care

• Planning what re-opening and “new normal” will look like and hoping for recommendations/guidelines from CDC and DOH
Mahalo for your time!

Stay Safe
Stay Healthy
Stay Strong
Stay Hopeful
&
Keep your sense of humor!