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**VNA COVID-19 Emergency Management Plan**

**Message to Staff, Volunteers, Clients and Patients**

Here at VNA, we have the honor and privilege of caring for seniors throughout North Texas. The health and well-being of our patients, clients, volunteers and staff are always our top priority. Our team is taking necessary precautions to prepare for a potential outbreak of the coronavirus disease 2019 (COVID-19) in North Texas and the potential impact this could have on the vulnerable seniors we serve.

We are closely monitoring information and resources being shared by the experts in disease control and are putting prevention and response plans into place. We follow the Centers for Disease Control and Prevention's recommended steps to protect against coronavirus similarly to how we prevent the spread of other illnesses. We continue to update staff and volunteers on how to practice proper hygiene practices to protect clients, patients and themselves.

We know the critical importance of preparation and remaining calm in times like this. Much is being learned about this newly emerged virus. Staff have received additional training on prevention and treatment. Staff and volunteers are being reminded to stay home if they feel sick and to practice proper handwashing protocols.

Based on the current information, health officials are recommending local communities and health care organizations take similar steps to protect against coronavirus COVID-19 as we take to prevent the spread of everyday illnesses like the common cold or the flu:

* Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer (60%+ alcohol). All staff and volunteers should wash hands or use hand sanitizer before, during and after visits with clients and patients.
* Avoid touching your eyes, nose, and mouth with unwashed hands.
* Avoid close contact with people who are sick.
* Volunteers and staff should stay home if they feel sick or have a fever.
* Cover your mouth and nose with the inside of your elbow when you cough or sneeze.
* Clean and disinfect frequently touched objects and surfaces, including meal coolers and insulated bags.

Additionally, we recommend that volunteers and staff traveling out of the country be familiar with and follow CDC’s traveler’s health notices. Be aware that additional countries have been added to the list of destinations that have an increased risk of community spread of COVID-19. Current travel notices are available at [www.cdc.gov/coronavirus/2019-ncov/travelers/index.html](file:///C:\Users\jonesc\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\93TIOD98\www.cdc.gov\coronavirus\2019-ncov\travelers\index.html).

Please feel free to reach out to our team with any questions or concerns. Following are some good resources:

Updated information from the CDC on Coronavirus in the United States can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

The most recent information about Coronavirus in Texas may be found at: <https://dshs.texas.gov/coronavirus/>.

Information from the World Health Organization may be found at: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

Proper handwashing protocol may be found at:

<https://www.who.int/images/default-source/health-topics/coronavirus/social-media-squares/blue-1.png>

<https://www.cdc.gov/handwashing/pdf/wash-your-hands-poster-english-508.pdf>

**Response Actions**

**Measures taken to date (as of 3/12/20)**:

* Daily monitoring of the CDC, State and local community health department websites for up-to-date policies and procedures
* Collaboration with the Collin County Health Dept on patient education
* Remote access via the VNA SharePoint System to all Meals on Wheels information including the following:
  + Daily manifests for clients
  + Daily kitchen meal pack-out lists
  + Daily reconciliation with Valley (Meal summary by drop site)
  + Daily recurring volunteer list
* Received memo from TRIO regarding their response and mgmt. of kitchen operations moving forward, as well as other contracted entities for hospice patients to coordinate emergency preparedness planning
* Hand sanitizers for all volunteers at drop sites
* Inventory and ordering complete for hospice employees (PPE and disinfecting products)
* In-person Meals on Wheels staff training
* In-person, ongoing training of hospice staff
* Attention signs up at all VNA facilities to alert staff/visitors/volunteers before entering VNA facilities
* All staff Relias training on COVID-19
* All staff supplying alternative phone number via Relias course for emergency contact
* Volunteer email via SalesForce
* In-person Meals on Wheels paid driver training, ongoing
* Staff message, Board and Foundation Board messages
* Social media posts
* Website slider with information
* Handwashing signs up at all VNA facilities
* VNA employee emergency texting system
* Hand sanitizer at Meals on Wheels
* Fit-testing for N95 masks underway for hospice nurses
* Emphasizing no close contact between clients/drivers
* Screening questionnaire for employees/patients for hospice prior to visits per CMS guidelines
* COVID-19 good hygiene flyer to all Meals on Wheels clients and volunteers
* Sent the Dallas County deceleration restricting groups of 500+ gathering etc.. 3/12

**Media**:

* Katherine Participated in a press release via Dallas Mayor Eric Johnson’s Office on March for Meals, had questions regarding VNA’s response to COVID-19 FOX 4 – 3/5
* KRLD interview with Olivia – 3/10
* Ken Kalhoff NBCDFW covering a media route on how we are responding 3/12
* Robbie Owens CBS11 interview on response to outbreak and how we are responding via Meals on Wheels 3/13
* Turtle Creek News Reporter interview on response to outbreak and how we are responding via Meals on Wheels 3/13

**Planned actions still in process**:

* Continue passing out hand sanitizer for volunteers and paid drivers at drop sites
* HR evaluating options for employee compensation in the event of government-ordered quarantine
  + Examining options regarding FMLA
  + Reviewing current policies
* Exploring options to modify meal delivery to reduce the risk of transmission, i.e. keeping six feet apart from clients, leaving the meal at the door once we know that the client is present.
* If/when cases are identified among clients, individuals will be removed from current route and transitioned to a designated route with trained staff delivering while maintaining proper protocol
* Business contingency plan in place for hospice
* Continued staff training on contact/airborne/droplet precautions in the event of a positive COVID-19 testing of a patient