

11MAY2020

COOK FAMILY HEALTH CENTER

# Operating during COVID-19

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COOK FAMILY HEALTH CENTER

# The New Normal

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Throughout the COVID-19 pandemic, the Cook Family Health Center (Cook Clinic) has worked hard to protect employee and patient health and safety while continuing business operations and customer service.

Some Cook companies have had to scale back operations, put significant policy changes in place, and rethink how we work. As the globe adjusts to this new normal, we want to share our plans for moving forward.

The harsh reality is that many of the adjustments we have had to make will need to continue in some form. Until we have a vaccine available for the vast majority of the global population, it is unlikely that we will return to the “normal” we all remember.

Instead, we will need to adapt. This document provides an overview of how we will approach our operations as a company in this new environment.



COOK FAMILY HEALTH CENTER

# Our role in healthcare

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The Cook Clinic is a primary care and pharmacy provider for Cook company employees and their families. We are part of the critical healthcare industry.

**Serving patients is a privilege**, and we all play a role in ensuring that we can continue to deliver this service to our patients.

Preserving our ability to operate safely in a pandemic environment is critical not only to the health of our company and our employees, but to the patients we serve.



COOK FAMILY HEALTH CENTER

# Our priorities

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This is an extraordinary time in the world.  
As a company, our goals are to:

- ✓ Keep employees and patients healthy and safe
- ✓ Protect our ability to continue to provide essential care to patients

## COOK FAMILY HEALTH CENTER

# Table of contents

Sections	Page(s)
Operating during COVID-19	6
Employee & Patient Health and Safety	7 - 13
Facility Cleaning & Sanitization	14 - 19
Physical Distancing	20 - 27
Conclusion and Resources	28 - 31

COOK FAMILY HEALTH CENTER

# Operating during COVID-19

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**Cook Group companies have continued to operate** at varying degrees throughout the pandemic. We have implemented policies and procedures in the following areas to ensure employee and patient safety and mitigate risk of virus transmission. *The following pages will provide detail about our approach, policies, and procedures associated with these areas.*

1

**Employee & Patient  
Health and Safety**

2

**Facility Cleaning  
and Sanitization**

3

**Physical  
Distancing**

1

SECTION ONE

# Employee & Patient Health and Safety

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## APPROACH

# Employee Health and Safety

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**Keeping employees safe is our first priority.** Without you, we cannot deliver products to patients who need them. The Employee Health and Safety segment of our plan is focused on policies and procedures to protect and care for employees.

- ✓ New HR policies
- ✓ Onsite illness
- ✓ Employee health screening
- ✓ Enhanced healthcare coverage



## POLICIES

# Employee Health and Safety

We have new HR policies to accommodate employees facing the following scenarios:

- Tested positive or are diagnosed by a healthcare provider as having COVID-19
- Dependent or household family member requiring care that is tested or diagnosed by a healthcare provider as having COVID-19
- Close contact with an individual tested or diagnosed by a healthcare provider with COVID-19 and have been required to quarantine
- Required to be on site with concerns about their own individual high-risk health concern
- Dependent or household family member with an individual high-risk health concern
- Childcare challenges due to local school and daycare shutdown

## PROCEDURE

# Onsite Illness

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Cook Clinic staff members who fall ill at work will be assessed by a staff provider and managed accordingly (testing as necessary, quarantine/isolate as necessary, return to work per CDC guidelines, close contacts assessed and advised to quarantine as necessary)

If sent home because of suspicion of COVID-19, areas that person worked will be immediately cleaned and sanitized

## POLICY

# Employee Health Screening

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Cook Clinic employees and contracted providers are required to undergo a screening prior to each work shift at the Cook Clinic.

- Temperature is taken and if 100.4 or higher, not allowed to work and instructed to seek medical advice.
- Assessed for common symptoms of COVID-19 (per the CDC), and if present instructed to seek medical guidance before being allowed to work.

## POLICY

# Personal Protective Equipment

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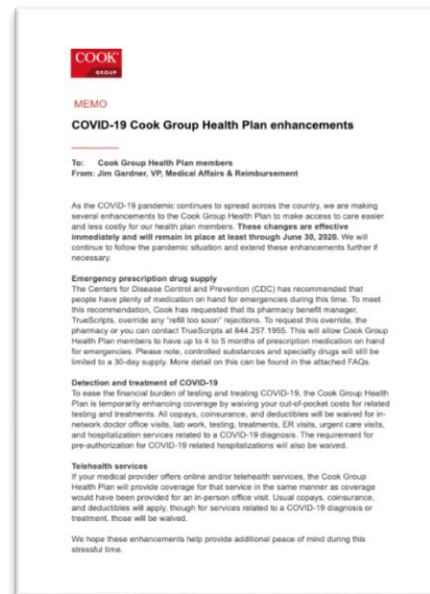
- All employees required to wear a surgical mask while in the Cook Clinic.
- All employees provided respirators, gowns, goggles/face shields, and gloves when working with patients thought to be at heightened risk of COVID-19. Training provided in appropriate donning and doffing of PPE
- All patients asked to wear face coverings when in the Cook Clinic; surgical masks provided at entry.

## BENEFIT

# Expanded Healthcare Coverage

It's important to us that employees have access to quality healthcare when they need it. In the pandemic environment, we have made several changes to our health plan to make access to care easier and more cost effective for employees. These include:

- Emergency prescription drug supply
- Enhanced coverage of detection and treatment of COVID-19
- Enhanced coverage of telehealth services



2

SECTION TWO

# Facility Cleaning and Sanitization

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## APPROACH

# Facility Cleaning and Sanitization

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The Cook Clinic has always required a high degree of cleanliness and sanitization. Wherever possible, we have enhanced those policies and procedures to ensure our facilities are clean and sanitized for employees and patients.

- Procedures for enhanced cleaning of common spaces and exam rooms
- Employee reminders for healthy habits
- Supply of cleaning & disinfectant materials

**PROCEDURE**

# Facility Cleaning Procedures

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The Cook clinic has always required a high degree of cleanliness and sanitization. Wherever possible, we have enhanced those policies and procedures to ensure our facilities are clean and sanitized for employees and patients.

- Daily and nightly cleaning and disinfection
- Housekeeping of noncontrolled areas
- Heightened decontamination guidelines
- Incident specific decontamination procedure



## POLICY

# Employee Reminders: Healthy Habits

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Employees who are in Cook facilities every day share a responsibility for keeping our buildings clean and sterile. We expect employees to regularly practice healthy habits, clean their workstations, cafeteria tables, etc. Reminders are posted throughout the facility and cleaning supplies are readily available.

- Disinfect cafeteria tables after each use
- Regularly wash hands with soap and water for at least 20 seconds.
- Use hand sanitizer when soap and water isn't available
- Cover coughs and sneezes
- Wear appropriate PPE

## PREPAREDNESS

# Cleaning and Sanitization: Supplies

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To help keep our facilities as clean and sterile as possible, Cook has ensured that critical cleaning and sanitization supplies are available at key locations in every building.

## EXAMPLE

# Minimizing high touchpoints

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Where feasible, doors throughout the facility are **intentionally left open** at all times to reduce common touchpoints.

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SECTION THREE

# Physical Distancing

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## APPROACH

# Physical distancing for Cook employees

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Physical distancing is one of the most critical standards we must adapt to in this new environment. To minimize potential transmission of the virus through close contact, we have implemented several significant changes.

- Visitor screening and restrictions
- Increased distancing measures within the Cook Clinic
- Remote work where possible
- Limiting patient access to the Cook Clinic

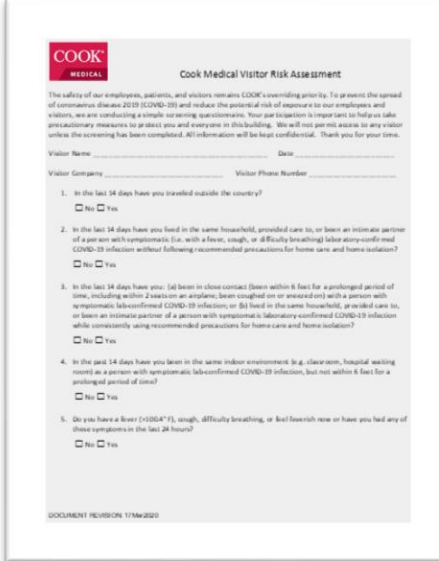
## PROCEDURE

# Visitor Screening

Every essential visitor that visits a Cook facility is screened for potential risk before being allowed to enter. They are also required to follow any PPE guidelines that are in place for employees onsite.

## Screening Assesses:

- Current symptoms
- Travel history
- Exposure to anyone COVID-19 who has tested positive or been diagnosed



**COOK MEDICAL** Cook Medical Visitor Risk Assessment

The safety of our employees, patients, and visitors remains COOK's overriding priority. To prevent the spread of coronavirus disease 2019 (COVID-19) and reduce the potential risk of exposure to our employees and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. We will not permit access to any visitor unless the screening has been completed. All information will be kept confidential. Thank you for your time.

Visitor Name \_\_\_\_\_ Date \_\_\_\_\_  
 Visitor Company \_\_\_\_\_ Visitor Phone Number \_\_\_\_\_

1. In the last 14 days have you travelled outside the country?  
 No  Yes
2. In the last 14 days have you lived in the same household, provided care to, or been an intimate partner of a person with symptoms (i.e. with a fever, cough, or difficulty breathing) laboratory-confirmed COVID-19 infection without following recommended precautions for home care and home isolation?  
 No  Yes
3. In the last 14 days have you: (a) been in close contact (been within 6 feet for a prolonged period of time, including within 2 seats on an airplane, been coughed on or sneezed on) with a person with symptomatic laboratory-confirmed COVID-19 infection; or (b) lived in the same household, provided care to, or been an intimate partner of a person with symptomatic laboratory-confirmed COVID-19 infection while consistently using recommended precautions for home care and home isolation?  
 No  Yes
4. In the past 14 days have you been in the same indoor environment (e.g. classroom, hospital waiting room) as a person with symptomatic laboratory-confirmed COVID-19 infection, but not within 6 feet for a prolonged period of time?  
 No  Yes
5. Do you have a fever (100.4°F), cough, difficulty breathing, or feel noticeably new or have you had any of these symptoms in the last 24 hours?  
 No  Yes

DOCUMENT REVISION 11/May/2020

## POLICY

# Physical distancing in our **common areas**

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Employees are encouraged to **maintain 6 feet** of distance from others when in common areas (time clocks, etc.)

Chairs in break area removed to inhibit congregation

When possible, staff eat at own work station, outdoors, or in additional eating area(s) provided

Removed a number of waiting room chairs to force adequate physical distancing

Plexiglas barriers erected at check in, check out, and pharmacy windows

APPROACH

# Physical distancing for Cook Clinic patients

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- Patients told to call ahead if have COVID-19 suspicious symptoms to reduce patient traffic in Clinic
- Reduced number of non-essential appointments to reduce patient traffic in Clinic
- Patients with scheduled appointments asked to remain in cars until called rather than waiting in waiting room
- Patients with COVID-19 suspicious symptoms are assessed in the parking lot; specific parking spaces assigned; two exam rooms dedicated to COVID-19 patients if patient needs to be brought into the office
- iPads purchased to allow Telehealth visits to reduce number of face-to-face visits
- Implemented curbside pick-up service for prescription drugs



## POLICY

# Remote work guidance

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To reduce the possibility of the transmission of the virus, we will continue to limit the number of people in our Cook Clinic facility (including the Insurance Office). That means some groups of employees will work remotely for the foreseeable future. Employees who are working remotely are expected to do the following:

- Follow all company policies and expectations
  - Be vigilant about company data privacy policies
  - Be available via email and messenger during working hours and use out of office when not available
  - Be provided with the necessary IT tools and office equipment to adequately perform their job remotely
- Keep calendar up-to-date at all times, do not block anything unless it's a meeting
  - Use video function to maintain face-to-face contact with colleagues/customers during video conferencing and ensure good sound quality
  - Maintain a dedicated, quiet, and organized home workspace that is conducive to a productive work environment

## APPROACH

# Return to worksite planning

Remote workers who do need to return to Cook facilities need to do so safely. Planning for that return to work includes the categories below. HR working groups are developing these plans currently and will be communicating details in the coming weeks.

Team	Summary
<b>Health and Safety</b>	What work area modifications, materials, procedures do we need to minimize transmission and protect our employees
<b>Site Governance</b>	How do we manage our entrances and exits, common areas, and cafeteria, and monitor compliance with PPE and distancing policies
<b>Transportation and Logistics</b>	How do we handle parking, visitors, and resumption of travel
<b>Human Resources</b>	How do we prepare and communicate with our employees about returning, what policies need to be modified
<b>Workforce Continuity</b>	What is the proper order, timing, and quantity of employees to return

## COOK FAMILY HEALTH CENTER

# Return to worksite planning

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- We will bring back employees who are critical to onsite operations or have regular need to be onsite to complete a task
- Returning employees will complete a training and orientation program
- Appropriate PPE will be available for returning employees

## COOK FAMILY HEALTH CENTER

# Conclusion

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Managing the changing operations of the company in this new environment requires daily management. A Pandemic Preparedness team was formed at the onset of the pandemic and continues meeting as needed. This team is made up of:

- Dr. Colin Chang, Medical Director
- Susan VanDeventer, Director/Nursing Manager
- Brian Jager, Pharmacy manager
- Peg Harmon, Health information manager
- Michelle Gaither, Front office manager

COOK GROUP

# Communication

Rapidly changing the operations of the company requires all of us to change our expectations and our behavior. A global communications team is working to ensure clarity and consistency of information being shared with employees to make these changes easier to understand and adopt.

COVID-19 NOTICE

## Take care and **stay** aware of your health

To protect yourself, fellow coworkers, your families, and the company, it is critical for you to:

**Monitor your health.**  
Watch for these common symptoms and talk to your supervisor if you are concerned:

- Fever
- Cough
- Shortness of breath or difficulty breathing

**Or at least two of these symptoms:**

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

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COVID-19 NOTICE

## Gowning Room Occupancy is limited to 10 employees

Thermometers are available for voluntary use in gowning areas and sick rooms. These should be sanitized before and after use. Masks are available from your supervisor. If you're well, but want a mask, please use one per week.

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COVID-19 NOTICE

## Self-Assess Before Entering

By using your fob to access the building you are confirming that you have self-assessed your health and are not ill.

**Do not enter the building if you have:**

- Fever
- Cough
- Shortness of breath or difficulty breathing

**Or at least two of these symptoms:**

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

If you are unable to enter the building due to these symptoms, please contact your manager or supervisor by phone.

We have active procedures in place to keep employees safe. Employees who would like to read these procedures can reach out to their manager or a member of HR.

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COVID-19 NOTICE

## Please keep a physical distance of **six feet.**

**Reduce the chance of virus transmission.**

- The Centers for Disease Control and Prevention (CDC) has defined six feet as the key measure to create physical distance.
- **Everyone is expected to keep this distance while in a Cook facility.**

**Please do your part:**

- If you are completing a task that requires you to be within 6 ft of another person, both are required to wear masks.
- Maintain six feet of distance between yourself and all employees, even if you and a coworker live in the same house.
- Follow the one-chair-per-table policy in the cafeterias.
- Do not congregate in the cafeterias or hallways.
- Pay attention to the bus-taped guidelines on the floors to help you remember physical distancing requirements.
- Talk to your manager to work out a solution if you find you cannot keep six feet of distance between your coworkers in the course of the day.

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COOK GROUP

# Resources

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There are people and resources available to support you if you have questions or concerns at any time.

- You can visit the global COVID-19 intranet page for updated communication and resources: <https://intranet.cookmedical.com/xf/cc/Pages/CoronavirusUpdate.aspx>
- Anthem EAP: visit <https://www.anthem.com/employer/eap/employee/> and enter company code “COOK”
- Your supervisor or manager
- Your healthcare provider



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# Questions?

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