



*Caring Services Since 1976*

*Our mission: To provide high-quality care for elders and challenged adults and support for their families in order to ensure continued living at home-aging in place.*

March 11, 2020

Aloha Families and Caregivers,

We continue to follow the developments of COVID-19. Protecting the health and well-being of our participants, their families/caregivers and employees, is HIAC's top priority.

We have developed a proactive plan designed to minimize the impact of COVID-19 on your loved one. The plan is being initiated in phases beginning immediately.

The plan is attached for review. New measures that will be initiated tomorrow, March 12, 2020 include:

- A temperature and wellness screening will be performed on all participants, visitors and employees at HIAC. This will take place at the entrances of each wing. Anyone who has a temperature of 100 degrees Fahrenheit or above will not be allowed in the Center.
  - If your loved one is experiencing fever of 100 degrees or above or a cough, runny nose and shortness of breath, please keep them home, seeking medical assistance and return to HIAC with a clearance from the primary care physician.
- Children under the age of 12 and younger will not be allowed to enter the Center.
- Any participant, visitor or employee who has traveled in the affected geographic area with widespread or sustained community transmission as identified by the CDC (China & Italy), will be restricted from entering the Center for 14 days. They must be symptom free following the 14-day period before entering the Center.

We would also like to offer the following suggestions as we continue to work together on this matter:

- ✓ **WASH YOUR HANDS** – We know this works and it works best when you do it for 20 seconds. We understand 20 seconds may be an eternity for your loved one. Try singing their favorite song. Singing for 20 seconds while scrubbing hands may be more fun and engaging than counting it out.
- ✓ **PLANNING FOR CLOSURES** – In the event HIAC is required to close, develop an advance plan for how you will cover this time in your schedule.
- ✓ **PLANNING FOR RESPITE** – Create backup plans for taking a break in the event your usual routines for respite are disrupted. Try to continue to prioritize taking care of yourself. Make sure your phone contacts are up to date so you can stay in touch by phone or text message (you will need people to talk and laugh with).
- ✓ **SUPPORTING EACH OTHER** – Caregiving is an isolating experience. Check in often on your family, friends and neighbors who are caring for a loved one. They may need help running routine errands, like the grocery store or pharmacy. Or they may just need someone to talk to.

Because the COVID-19 public health emergency is rapidly evolving, the aforementioned measures are subject to change at managements discretion.

Please feel free to contact me directly with any questions, concerns regarding this matter. You may reach me at (808) 961-3747 ext. 107 or email at [msaquin@hawaiiislandadultcare.org](mailto:msaquin@hawaiiislandadultcare.org) or stop by my office.

With deepest gratitude,

Marcie Sauing, Executive Director

Hilo Adult Day Center ♥ Caregiver Connection ♥

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## COVID-19 PLAN 7 PRECAUTIONS FOR HAWAII ISLAND ADULT CARE AS OF MARCH 11, 2020

Protecting the health and well-being of our participants, their families/caregivers and employees is our top priority at Hawaii Island Adult Care, Inc. (HIAC). Toward that end, we have developed a proactive plan designed to minimize the impact of COVID-19 in our work place and home. The plan will be initiated in phases as necessary, beginning immediately. Because the COVID-19 public health emergency is rapidly evolving, this plan is subject to change. Participant/family/caregiver questions regarding this plan should be directed to Executive Director Marcie Saquing. Employee questions regarding this plan should be discussed with your supervisor or Executive Director. Thank you for your cooperation.

### **PHASE ONE: CONFIRMED CASES IN HAWAII**

***Effective immediately, and until further notice, EMPLOYEES must:***

- Maintain good hygiene by regularly washing your hands with soap and water for at least twenty (20) seconds (40-60 seconds for total procedure). If handwashing is not possible, employees should regularly use a hand sanitizer containing at least 60% alcohol.
- Avoid touching your face (especially eyes, nose, and mouth).
- Practice good respiratory hygiene by covering your mouth and nose with a bent elbow or tissue upon coughing/sneezing. Used tissues should be disposed of immediately.
- Stay home if experiencing any symptoms of a respiratory infection (e.g., cough, runny nose, fever, difficulty breathing) until you have been symptom-free for twenty-four (24) hours. A note from their PCP (Primary Care Physician) to return to work is required.
- Discuss all travel plans with your supervisor. Depending on the risk level assigned to your destination (and any layovers) by the CDC/U.S. Department of State/Hawaii Department of Health, your travel may be cancelled or postponed.
- Notify your supervisor before you commence personal air travel and contact your supervisor before you return to work. Depending on the risk level assigned to your destination (and any layovers) by the CDC/U.S. Department of State/Hawaii Department of Health, you may be required to self-quarantine for up to 14 days and/or obtain clearance from a healthcare provider before returning to work. Employees who are able to work remotely should discuss the possibility of remote work with their supervisor.
- Adhere to HIAC's policies and procedures as outlined in the Employee handbook (e.g., Attendance, Vacation, Sick and Leaves of Absence Without Pay).

***Effective immediately, and until further notice, HIAC will:***

- All participants, family members/caregivers should sanitize their hands upon entering HIAC.
  - Hand sanitizer dispensers are located on the walls at each entrance of the center.
- Perform a temperature and wellness screening on all participants, families/caregivers, visitors and employees prior to entering the center.

- Anyone who has a temperature of 100 degrees Fahrenheit or above will not be allowed to enter the center.
- Any participant, family member/caregiver, visitor and employee who exhibits flu-like symptoms will not be allowed to attend, visit or work until 24 hours after being symptom free and providing PCP return to center/work documentation.
- Children age 12 and younger will not be allowed to enter HIAC.
- Continued daily surveillance of participants, visitors and staff for signs of communicable illness.
- Send home employees displaying visible symptoms of a respiratory infections (e.g. cough, runny nose, fever, difficulty breathing).
- Any visitor, vendor, employee who has traveled to an affected geographic area with widespread sustained community transmission as identified by the CDC (Level 1, Level 2, Level 3 health notice) will be restricted from entering HIAC for 14 days. They must be symptom free following the 14-day period before entering HIAC.
- Maleen Martin, Health Care Coordinator and Marcie Saquing, Executive Director are the designated points of contact within the Company for questions about COVID-19 to ensure a coordinated and consistent response.
- Provide additional cleaning for common physical surfaces (e.g., tables, chairs doorknobs, counters, etc.)
  - Cleaning of restrooms will be done twice a day (mid-day and at end of day), effective 3/9/20.
- Provide employees with tissues and hand sanitizer.
  - Six (6) additional hand sanitizers were installed on 3/5/20.
- Provide employees with disposable wipes/disinfectant to clean commonly used surfaces.
- Provide employees with up-to-date information regarding the Company's COVID-19 Plan.
- Entertainer and special group events may be cancelled.

## PHASE TWO: COMMUNITY TRANSMISSION

### ***Effective upon verified community spread in Hawaii, EMPLOYEES must:***

- Continue following all guidelines outlined in Phase One.
- Practice "social distancing" when appropriate (e.g., avoid close physical contact with colleagues and/or customers).
- Notify your supervisor if anyone in your household gets sick with respiratory symptoms. Depending on the situation, you may be required to self-quarantine for up to 14 days and/or obtain clearance from a healthcare provider before returning to work. Employees who are able to work remotely during this time may do so.
- Identify opportunities to replace in-person meetings with videoconferencing and/or telephone calls.

### ***Effective upon verified community spread in Hawaii, HIAC will consider:***

- Continue following all guidelines outlined in Phase 1.
- Further restricting, suspending and/or cancelling programs, ancillary services and large gatherings.
- Discourage participants, families/caregivers and employees from attending largely populated events.
- Cancel HIAC excursion trips that are recreational in nature; minimize errand runs.

## PHASE THREE: DIRECT IMPACT TO HIAC

***Effective upon verified direct impact to the HIAC, EMPLOYEES must:***

- Continue following all guidelines outlined in Phases One and Two.
- Notify employees of exposure if employee is confirmed to have COVID-19 while maintaining the confidentiality of employee health information pursuant to applicable law.

***Effective upon verified direct impact to HIAC, HIAC will:***

- Work with the Department of Health to implement any quarantine and isolation procedures.