



COVID-19 DAILY UPDATE



Weekend Update on COVID-19 Response - April 4, 2020

Current Team Member FAQ's

TODAY'S TOP 4 - April 4, 2020

1. As of Monday, all team members not involved in direct patient care may bring in their own cloth masks and can take them home to launder. To prevent self-contamination during laundering, immediately wash your hands after handling.

Masks need to be washed and completely dried daily after use prior to re-wearing

2. Even with the thorough screening measures we have put in place there is the chance that a team member who is exposed and test positive be asymptomatic. Please be assured that if a coworker tests positive for COVID-19, there are plans in place to ensure that those around them remain safe. Plans include getting a thorough history from the positive team member to determine if anyone else might have been exposed and following up with anyone who is a concern, and deep cleaning of the area where the team member worked. We know this can may add to the level of anxiety being experienced. If you have any questions or concerns, please speak with your supervisor.

3. We understand that this is a very stressful time, both personally and professionally. There are multiple support options to help you cope with this difficult time.

Our Wellness Partners, OMC, have specific services available for dealing with stress management, children being home, physical activity, nutrition, and many more. The Healthy Decisions Portal will be updated with these resources and will be available in the next few days. You can access our Wellness website by visiting <http://www.cmmfhealthydecisions.com> and clicking on the Wellness Tab, or by clicking here: <https://cxp.pdhi.com/Portal/Member/f21c5d90-c0fa-4ac3-a85a-08272049e22d>

CMH team members can also utilize our Employee Assistance Program (called Ability Assist) for issues with stress, anxiety and/or depression as well as other life issues. You can visit online at <http://www.guidanceresources.com/>. If you are a first time user you will need to set up an

account. In the company/organization field enter: HLF902. In the Company Name field at the bottom of the personalization page use: ABILI or you can call 1-800-964-3577.

Also remember that you can access other community services by calling 211. It is a free, confidential referral service that helps individuals find local resources they need 24/7 for a variety of needs (housing, heat, food, healthcare, etc).

4. During this time of uncertainty, it is now more important than ever to come together as one Central Maine Healthcare team with our CMH Service Standards guiding us. In order to provide the best care possible to our patients, community and each other, we must use our CMH standards of teamwork, honesty, accountability, serving as a role model and asking for help when needed, as our guiding principles. By following the CMH Service Standards, we will work better as a team, better support each other and our patients, and we will get through this pandemic as an even stronger organization.



CMH SERVICE STANDARDS

1. I am creating a welcoming, caring, and non-judgmental environment

- Use a warm, friendly greeting both in person and over the phone
- Maintain culturally appropriate eye contact
- Talk to others at eye level
- Ask for and use the person's preferred name
- Ask "How can I help?"
- Use positive tone, vocabulary and body language
- Close all interactions with confirmation that needs have been met

2. I am actively listening and seeking information

- Be patient; don't interrupt
- Focus on the conversation
- Be considerate; wait for the right time to speak
- Avoid distractions such as cell phones
- Check multiple means of communication including email, newsletters, and team huddles for information about the organization

3. I am honest, truthful, and consistent

- Follow through on commitments
- Ask for help when needed
- Know my limitations
- Be mindful (aware of who is around you and what you are discussing)
- Give people the benefit of doubt; assume positive intent

4. I am respectful, treating all individuals with dignity and empathy

- Be kind
- Be responsive and attentive
- Respect others' time; don't rush
- Express gratitude and appreciation
- Deliver important messages in person
- Be courteous
- Treat others how I would like someone I care about to be treated

5. I am serving as a role model, taking both initiative and ownership when appropriate

- Take pride in what I do
- Recognize and respond when someone needs help
- Share my expertise and take the lead when needed
- Show a personal interest, get to know people, build relationships
- Ask open-ended, engaging questions
- Welcome feedback and questions
- Apologize if appropriate

6. I am working collaboratively and demonstrating teamwork

- Manage up others (support and recognize the work of others)
- Ask clarifying questions to better understand expectations or seek to understand
- Speak up and provide constructive solutions
- Follow up when you say you will
- Focus on solutions working together for the benefit of the customer, regardless of roles or titles

For additional and the most up-to-date information, please access the public website at www.cmhc.org/team-alerts.

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