



AuthoraCare Collective's COVID-19 Response

Updated March 25, 2020

With the spread of COVID-19 becoming more prevalent in our service area, AuthoraCare is taking strong measures to ensure the safety of patients, families and our team.

Our hospice, palliative care, grief support and Kids Path services are essential to the community. Therefore, we will continue to provide our full range of services during this epidemic. However, in an effort to reduce risk as much as possible, we are making certain changes to our operations during this time. Read our full list of current COVID-19 protocols below.

Staff Protocol

Virus screening

- All AuthoraCare Collective employees are screened for symptoms of the COVID-19 virus daily.
- Any staff member who screens positive will be immediately removed from the office or field and we will follow CDC and Health Department protocols.
- Our staff will stay home when sick, *regardless of whether or not symptoms are consistent with the COVID-19 virus.*

Remote work and Travel

- All AuthoraCare employees who are able to work remotely are doing so as of March 25, 2020. Because certain personnel cannot perform their job duties remotely, we are acting to reduce risk as much as possible by limiting our on-site staff.
- Reduction or elimination of in-person meetings: our team is working hard to reschedule or cancel any in-person meetings. Technology is being used when appropriate to hold virtual meetings.

PPE and Hygiene

- We will use Personal Protective Equipment (PPE) when coming into contact with highly suspicious or confirmed COVID-19 patients. AuthoraCare is monitoring our current inventory of PPE supplies and securing additional supplies as we can.
- Hygiene practices: our team is being encouraged to practice diligent personal hygiene, including but not limited to:
 - Thorough handwashing for at least 20 seconds
 - Use of alcohol-based hand sanitizers
 - “Social distancing” – the practice of keeping a distance of six or more feet away from others whenever possible and avoiding large groups
 - Coughing/sneezing into elbows
 - Refraining from touching the face
 - Keeping our facilities clean and sanitary by wiping down communal surfaces frequently



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Formerly Hospice & Palliative Care Center of Alamance-Caswell & Hospice and Palliative Care of Greensboro

Hospice, Palliative Care, and Pediatric Home Health Services

In Long-Term Care Facilities

- Most long-term care facilities continue to recognize AuthoraCare clinical staff as “essential” care partners, permitting our staff entry. Telehealth solutions are also being deployed to facilitate care.
- AuthoraCare staff will adhere to any and all PPE, screening and hygiene protocols put in place by our partner facilities.

In Private Homes

- AuthoraCare staff will administer a screening via telephone to confirm that the patient’s home is safe to visit. This screening will include questions about general health of patients and family members residing in the home. Telehealth solutions are also being deployed to facilitate care.

In Our In-Patient Hospice Facilities (The Hospice Home and Beacon Place)

- Our two in-patient facilities will continue to provide hospice care to current patients and accept new patients.
- In an effort to keep our patients and staff safe, visitation is limited to two identified visitors during the patient stay. Exceptions to allow a total of four visitors can be made for patients whose death is imminent. All visitors will participate in a screening prior to being permitted entrance to our facility.

Grief Support Services

Adult and Kids Path Counseling Services

- Clients receiving scheduled, ongoing bereavement counseling will be contacted by their counselor to make alternate counseling arrangements, which may include phone calls or virtual sessions.
- Face-to-face counseling sessions will be substituted for remote sessions whenever possible and until further notice. Telehealth solutions are also being deployed to facilitate care.

Support Groups

- AuthoraCare has canceled all support groups through the end of April. If there is an urgent need, support group attendees should contact AuthoraCare about the possibility of making arrangements for virtual group meetings.

Meetings and Events

Events

- All AuthoraCare-sponsored events are canceled until further notice, including but not limited to:
 - Lunch & Learns
 - Grief Support groups, workshops and events, including the Retreat at Lake Mackintosh.
 - Kids Path events, such as CHAMP Camp and Camp Pathfinder
 - Volunteer Training Sessions
- External vendors who are planning to have an event at The Lusk Center in the near future are being contacted and offered the option of either rescheduling or canceling for a full refund.

What you can do to be prepared

The CDC reinforces our infection control guidelines that include for you to:

- Cover your nose and mouth with a tissue when you sneeze or cough. Dispose of the tissue immediately.
- Handwashing: Use alcohol-based gel sanitizer or soap and water to wash hands for at least 20 seconds – especially after coughing or sneezing
- Avoid touching your eyes, nose and mouth
- If you are sick, avoid contact with others so that you do not spread the infection
- Keep a distance (6 ft when possible) from others when in crowded situations
- Limit your travel in your community if you are going somewhere you know someone else is ill or has traveled to a known affected area.

Please do not hesitate to call us or your other healthcare provider to ask questions. Visit the CDC website ([cdc.gov](https://www.cdc.gov)) for an up-to-date hub of information regarding COVID-19.



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