



## AuthoraCare Collective's COVID-19 Response

Updated May 11, 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, to reduce risk as much as possible, protect our patients and staff, and preserve our PPE resources, 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 symptoms are consistent with the COVID-19 virus.*

#### Remote work and Teleconferencing

- All AuthoraCare employees who can work remotely are doing so. Field and office staff who cannot perform their job duties remotely, are following CDC guidelines for social distancing and wear face coverings and other PPE when necessary.
- In-person meetings and visits have been replaced with teleconferencing wherever possible. Virtual meetings are the preferred method of communication currently, including virtual patient and client visits. Exceptions are made for patient contacts that cannot be completed virtually.

#### PPE and Hygiene

- We will use Personal Protective Equipment (PPE) with all patients, regardless of COVID-19 suspicion or confirmation. 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 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

### Hospice, Palliative Care, and Pediatric Home Health Services



[authoracare.org](http://authoracare.org)  800.588.8879

Burlington | 336.532.0100 | 914 Chapel Hill Rd, Burlington, NC 27215

Greensboro | 336.621.2500 | 2500 Summit Ave, Greensboro, NC 27405

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

### **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 all PPE, screening and hygiene protocols put in place by our partner facilities.

### **In Private Homes**

- AuthoraCare staff will use telehealth solutions to facilitate care and services whenever possible. PPE will be used for all in-person visits with all patients, regardless of COVID-19 suspicion or confirmation.

### **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.
- PPE will be used for all contact with patients, regardless of COVID-19 suspicion or confirmation.
- Visitors are welcome at both of our Inpatient facilities. During his time, we are allowing up to four visitors, one at a time, to visit loved ones in the IPUs. To protect staff, patients and visitors we will ask all visitors to wear face coverings and gloves. In certain circumstances, other visitation guidelines may apply.
- Staff will have access to telehealth and families and patients may use this to communicate with loved ones who are unable to visit.

## **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.
- Telehealth solutions are now replacing face-to-face counseling sessions.

### **Support Groups**

- AuthoraCare has canceled some support groups while others are being conducted through teleconferencing. Please contact us for more information.

## **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

- All externally sponsored events at The Lusk Center are being rescheduled or canceled 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
- Follow the State Governor's recommendation to stay at home and only go out for necessary reasons (to get groceries, etc. ).
- Practice social distancing and avoid any type of gathering.

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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