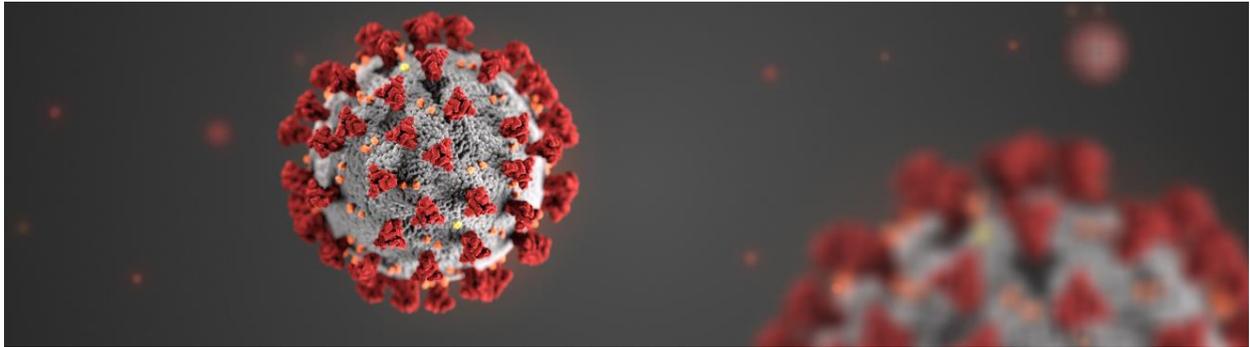


Mt. Hood Hospice COVID-19 (Coronavirus) Information Updated 04/27/2020



Mt. Hood Hospice considers the safety and wellbeing of our patients, their families and caregivers, and our staff members a top priority. As concerns about the Coronavirus (COVID-19) increase, we would like to address the preventative actions we can all take to help contain the spread of this illness.

One of the ways to help limit the impact of this illness is to follow the everyday preventive practices that you would for a respiratory disease such as influenza, including:

- **Washing your hands often with soap and water for at least 20 seconds**
 - *All caregivers and visitors must wash their hands or use hand sanitizer upon visiting patients. While an alcohol-based hand sanitizer that contains 60%–95% alcohol can be used, it's best to reserve those resources for times when soap and water are not readily available. When your hands are visibly dirty, soap and water should be used.*
- **Practicing “social distancing”, that is, keeping 6 ft between yourself and others as much as possible, regardless of the presence of symptoms.**
- **Avoiding close contact with people who are sick.**
- **Avoiding touching your eyes, nose, and mouth.**
- **Covering your cough or sneeze with a tissue.**
 - *Be sure to throw the tissue in the trash and wash your hands*

- **Cleaning and disinfecting frequently touched objects and surfaces with disinfecting wipes** (such as door handles, touch screens, phones, keyboards, closet doors, handrails, countertops, cabinet knobs, faucet handles, refrigerator and microwave handles, toilet handles, etc)
- **Staying home when you are sick so you don't infect others!**
- **If you have not already done so, consider getting the flu shot.**
 - *A flu shot is one of the best overall ways to minimize the influenza and its complications, but it is always advisable to consult with your physician first to confirm it is appropriate for you. While the current flu shot may not affect the Coronavirus, it can lessen the risk of the influenza virus, which sickens and hospitalizes thousands of people every year. Influenza remains a current active risk in our community.*

When Mt. Hood Hospice staff and/or volunteers visit you can expect:

- Screening questions about your potential exposures to illness
- Screening questions regarding any symptoms you or those close to you may be exhibiting specifically fever >100.4, cough, and shortness of breath. The CDC is also recognizing the following symptoms as potential indicators of COVID-19: chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell. Please notify MHH of any new symptoms.
- Staff will be doing self-screenings and reporting their own temperatures to our Infection Control Nurse prior to seeing patients. They will be asked to stay home if they present symptoms of illness.
- Staff that provide hands-on care (hospice aides and nurses) will be taking patients' temperatures at the start of visits and will wear a mask. If close contact is required (such as transferring, bathing, contact with bedding) they will also be wearing a gown and gloves.
- Staff that do not provide hands-on care will remain at a distance of at least 6 feet from you. Don't take this personally! This is "social distancing". We are also practicing this in our office, among other measures, so that in the event we have a staff member fall ill, other staff will remain able to work.
- Ongoing measures to minimize contamination of equipment and patient area (only bringing necessary equipment and supplies).
- Ongoing teaching regarding infection control measures
- Ongoing advice regarding preparation for *potential exposure*
- Staff will be **discouraging people from visiting patients when they are sick**—even the common cold can infect others who may be more vulnerable.

These measures are in addition to our routine infection control procedures, or "Standard Precautions", that we will continue to employ.

We are working to ensure additional supportive supplies are stocked and available, if needed. As you may have heard, there is a risk for shortages of personal protective equipment (PPE) and many supplies such as hand sanitizer and wipes. We will be deliberate in our use of such items and will be using them as advised by CDC recommendations.

The coronavirus pandemic is a new and evolving situation. People may be infecting others without having any symptoms or known exposures. At this time, we have decided to temporarily adjust how we deliver care by limiting our in-person visits to only those deemed necessary for comfort or safety. In doing so we hope to 1) limit your exposure to coronavirus, 2) limit staff exposure to coronavirus, thereby decreasing potential for subsequent spread to the vulnerable population we serve, and 3) minimize unnecessary use of PPE. We will be using phone calls and telehealth visits to supplement the care we provide and to assess whether an in-person visit is indicated. Telehealth calls are privacy protected and involve using cellphones or computers for a two-way audio/visual call.

This is not our preferred method of care delivery. We miss seeing our patients, families, and caregivers in person! Continuation of this practice will largely depend on the degree of risk in Clackamas and Multnomah Counties as well as guidance by the CDC and OHA.

We greatly appreciate everyone's cooperation in our efforts to keep our patients/families/caregivers and staff, as well as our greater community, safe. We realize that during this time, we all need to work together to protect the health of those most vulnerable.

Thank you,

Your Mt. Hood Hospice Team

Recommended resources:

www.cdc.gov

www.oregon.gov/oha