



Caring Heights - COVID-19 Policy/Protocols:

Following discussions with Judy Kaneen, Human Resource, the Company will be following the below protocols as it relates to COVID-19:

Dear Caring Heights Team Member:

These are challenging times and we appreciate everything you are doing for our residents. Due to one or more of our residents testing positive for Covid-19, I have decided to offer the direct caregivers providing direct resident care (Nursing Assistant, LPN, RN) an extra \$3.00/hour extra for each hour worked in the unit (or with the positive residents if there is no designated unit). Housekeeping and Activities staff will receive an extra \$2.00/hour for each hour worked in the unit or with the positive residents. This does not apply to PTO hours.

The dollars will be added automatically and coded on your pay stub as Covid-19 shift differential. The plan will be in place from 6/14/20 through 6/27/20, or whenever the resident cases resolve, whichever comes first. If we still have active cases on 6/27/20, the plan will be evaluated at that time. Again, we appreciate your service and dedication to our residents.

The Company stated they are committed to continuing dialogue as any matter(s) arise and the environment/circumstances change.

June 15, 2020



Caring Heights - COVID-19 Policy/Protocols:

Following discussions with Judy Kaneen, Facility Administrator , the Company will be following the below protocols as it relates to COVID-19:

These are challenging times and we appreciate everything you are doing for our residents.

-The Company has decided to offer the direct caregivers providing direct resident care (STNA, LPN, RN) an extra \$3.00/hour extra for each hour worked. If nurse administration is providing direct resident care, this will also apply.

-Housekeeping, Laundry and Activities staff will receive an extra \$2.00/hour for each hour worked.

-Dietary will receive an extra \$1.00/hour for each hour worked. This does not apply to PTO hours.

-The dollars will be added automatically and coded on your pay stub as Covid-19 shift differential.

-The plan will be in place for the next 14 days through 4/12/20 and will be evaluated at that time. Again, we appreciate your service and dedication to our residents.

- **Company extending the hazard COVID pay through 5/13**

Please let me know if you have any questions. We will get through this together.

The Company stated they are committed to continuing dialogue as any matter(s) arise and the environment/circumstances change.

Caring Heights - COVID-19 Policy/Protocols:

Following discussions with Lyn Mans, Facility Administrator , the Company will be following the below protocols as it relates to COVID-19:

These are challenging times and we appreciate everything you are doing for our residents.

-The Company has decided to offer the direct caregivers providing direct resident care (STNA, LPN, RN) an extra \$3.00/hour extra for each hour worked. If nurse administration is providing direct resident care, this will also apply.

-Housekeeping, Laundry and Activities staff will receive an extra \$2.00/hour for each hour worked.

-Dietary will receive an extra \$1.00/hour for each hour worked. This does not apply to PTO hours.

-The dollars will be added automatically and coded on your pay stub as Covid-19 shift differential.

-The plan will be in place for the next 14 days through 4/12/20 and will be evaluated at that time. Again, we appreciate your service and dedication to our residents.

Please let me know if you have any questions. We will get through this together.

The Company stated they are committed to continuing dialogue as any matter(s) arise and the environment/circumstances change.

Memo

To: All Employees
From: Kelly Mutchler, VP Talent Management
Date: 3/10/20
Re: Employee Travel Guidance

First, we want to thank you for your service and for everything you do for our residents. We continue to work our plan to prevent Covid-19 from entering our facilities in an effort to keep our residents, you and your families safe. With that, Saber is recommending that all employees limit travel to essential travel in order to prevent the spread of illness and to keep all employees, their families, our communities and our facilities safe and healthy. We know this will be a fluid situation so expect further communication if/when our guidance changes. **Effective immediately, the following guidelines are in place:**

Work Related Travel:

- No air-travel for work related purposes unless deemed essential by the Karen Stanfield, COO (this includes conferences)
- No corporate or regional staff should enter a facility if they are not well
- All regional and group meetings should be conducted via TEAMS or appropriate webinar

Employee Personal Travel:

We strongly encourage staff to reconsider travel outside the United States and monitor areas of outbreak in the United States for potential travel restrictions. Saber will follow the recommendations of the CDC and US State Department regarding recommendations for self-isolation after travel.

- An employee who is planning travel of any type is to report it to the facility HR/Payroll Representative.
- The CDC and the US State Department recommend against cruise ship travel.
- **Saber will require a 14 day self-isolation prior to an employee returning to work if they have been on a cruise regardless where the cruise sails to.**
- **Saber will require a 14 day self-isolation prior to an employee returning to work if you have visited a country noted to be a level 2 or 3 Travel Health Notice at any time during the employees travel. IF you are traveling out of the country and while you are there an advisory is posted that the country**

you are in is designated a level 2 or 3, you will be subject to self-isolation upon return.

- Employees who choose to travel and are then required to self-isolate will not be paid for the time they are required to self-isolate unless they use PTO.
- If you would like to read the statement issued by the US State Department, please go to the following: <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/cruise-ship-passengers.html>. Passengers with plans to travel by cruise ship should contact their cruise line companies directly for further information and continue to monitor the Travel.state.gov website and see the latest information from the CDC: <https://www.cdc.gov/quarantine/cruise/index.html>.
- **Any employee traveling on a cruise or out of the country should contact their facility Administrator or HR Representative or the Corporate HR generalist before returning to work and before reentering the facility.**

Human Resources Responsibility:

- The Human Resources Department is tracking cruise and foreign travel for All Saber Facility and Corporate Employees.
- Facility Administrators and/or HR should be in contact with their HR Generalist to share any travel-related requested time off (PTO, LOA, etc.) for their employees in order to log the information and provide direction.
- Corporate employees should contact Marie Cottrell to share travel-related requested time off (PTO, LOA, etc.) in order to log the information and provide direction.
- Last week, we advised facilities to be using the applicant screening form in order ascertain health can travel-related information in order to property set start dates of new hires. This practice should remain in place.



Saber Healthcare Group, LLC
26691 Richmond Rd.
Bedford Heights, OH 44146
phone: (216)292-5706 • eFax: (216)292-5709
saberhealth.com

March 1, 2020

All Saber Employees,

Saber Healthcare Group is closely monitoring both local and regional influenza outbreaks as well as the evolving global concern for "coronavirus disease 2019" (COVID-19). We want to ensure that all our facilities have access to current and accurate information and are appropriately focusing on the prevention of respiratory illnesses in our facilities. We also want to streamline communication to avoid confusion.

Starting immediately, I will be sending updates out twice a week to help facilities remain focused and prepared. These will be sent to all Saber email users. Please print the emails and attached materials and distribute to staff and post in breakrooms and common areas.

I will also host a weekly webinar to review basics of both influenza and COVID-19 and be available to answer any questions that you may have. All NHAs and DONs will be invited to the webinars and can attend as desired. Please feel free to broadcast the webinar from a conference room for staff to participate.

What can you do to prevent the spread of respiratory illnesses like Influenza and COVID-19?

- Wash your hands often with soap and water for at least 20 seconds and use alcohol-based hand sanitizers
- Avoid touching your eyes, nose and mouth with unwashed hands
- Stay home if you are sick
- Clean and disinfect frequently touched objects and surfaces
- Avoid close contact with people who are sick

To ensure that all Saber Employees are trained in appropriate hand-hygiene, a mandatory 15-minute hand hygiene course has been assigned to all employees in Relias. Employees have 2 weeks, until March 14th, to complete the course.

Attached is a fact sheet on COVID-19. Signage about hand hygiene and facility visitation can be found in DMS:

[Covid19 Fact Sheet](#)

[Stop the Spread of Germs](#)

[Stop - do not visit](#)

[How to Hand Rub](#)

[How to Hand Wash](#)

[Cover Your Cough](#)

All administrators and DONs should print these signs to post in their facilities.

Sincerely,

Nancy A. Istenes, DO, CMD, FACP, Chief Medical Officer

Saber Healthcare Group, LLC

(216) 292-5706 or (330) 634-6698

nancy.istenes@saberhealth.com

Personal Attention. Proven Results.®



Saber Healthcare Group, LLC

26691 Richmond Rd.

Bedford Heights, OH 44146

phone: (216) 292-5706 • eFax: (216) 292-5709

saberhealth.com

March 6, 2020

All Saber Employees,

It has seemed like all we have seen and heard this week was related to COVID-19. The constant media coverage and minute by minute updates can leave us all feeling anxious and scared. Currently the chances of contracting COVID-19 at our facilities or in the communities in which we live is still very small. The chance of getting a common cold, the flu or some other seasonal illness is far more common and yet still of low risk.

Even though the risk is low, Saber is taking many steps and continually planning to make sure that we are doing all we can to prevent illness in our residents and staff, their families and our communities.

A few of the things that facilities are doing to ensure that they are prepared are:

- Ensuring all employees are appropriately trained in hand-hygiene.
- Ensuring that all our infection control and cleaning processes are in place.
- Limiting all out-of-facility activities to reduce patient exposure to potential illness.
- Asking that visitors and vendors refrain from entering the facility if they are sick or are concerned that they may have been exposed to someone who is sick.

What can you do to prevent the spread of respiratory illnesses like Influenza and COVID-19?

- **Complete the required hand-hygiene training in Relias.**
- Practice hand-hygiene often and as required
- Cover your cough by coughing into your upper sleeve
- Avoid touching your eyes, nose and mouth with unwashed hands
- Stay home if you are sick
- Clean and disinfect frequently touched objects and surfaces such as computers, phones and work surfaces
- Avoid close contact with people who are sick
- Limit large group activities that would increase your risk of encountering someone who is sick

I am hosting a weekly webinar to provide updates and review the basics of both influenza and COVID-19. Facilities are encouraged to participate and offer group viewing of the webinar for staff.

Currently there are no cases or potential cases of COVID-19 in any Saber facilities or amongst our staff. The Saber Healthcare Group wishes all those affected, their families and their communities a quick and successful recovery.

Sincerely,

Nancy A. Istenes, DO, CMD, FACP, Chief Medical Officer

Saber Healthcare Group, LLC

(216) 292-5706 or (330) 634-6698

nancy.istenes@saberhealth.com

Personal Attention. Proven Results.®



Saber Healthcare Group, LLC

26691 Richmond Rd.

Bedford Heights, OH 44146

phone: (216)292-5706 • eFax: (216)292-5709

saberhealth.com

March 10, 2020

All Saber Employees,

As testing for COVID-19 has increased in the United States, we are seeing the anticipated increase of identified cases in our communities. At this time, there are no cases of COVID-19 identified in any Saber Healthcare facility.

Even though the risk for most US citizens continues to remain low, our nursing home residents are the most vulnerable and therefore we must do the most to protect them. Regardless if a case has been identified in the counties around our facilities, we will operate as if they have and work to continue to isolate our facilities to protect our residents.

Saber is recommending restrictions on corporate travel and have provided guidelines to employees to help them make informed decisions about their personal travel. Employees planning to travel on a cruise or outside the country should contact HR to review these recommendations.

Saber is recommending screening of all visitors, vendors and volunteers to reduce the risk of Influenza and COVID-19 in our facilities. Your NHA and DON will be implementing this. We are also taking steps to limit foot traffic of non-essential people in our facilities.

What can you do to prevent the spread of respiratory illnesses like Influenza and COVID-19?

- **Complete the required hand-hygiene training in Relias, due date is Friday March 13th.**
- Practice hand-hygiene often and as required
- Cover your cough by coughing into your upper sleeve
- Avoid touching your eyes, nose and mouth with unwashed hands
- Stay home if you are sick
- Clean and disinfect frequently touched objects and surfaces such as computers, phones and work surfaces
- Avoid close contact with people who are sick
- Limit large group activities that would increase your risk of coming in contact with someone who is sick

Facilities are encouraged to participate in my weekly webinar to remain up to date with current recommendations from national resources and Saber Healthcare group.

Sincerely,

Nancy A. Istenes, DO, CMD, FACP, Chief Medical Officer

Saber Healthcare Group, LLC

(216) 292-5706

nancy.istenes@saberhealth.com

Personal Attention. Proven Results.®



Saber Healthcare Group, LLC
26691 Richmond Rd.
Bedford Heights, OH 44146
phone: (216)292-5706 • eFax: (216)292-5709
saberhealth.com

March 13, 2020

All Saber Employees,

These are unprecedented times. The social isolation and actions taken by our communities are monumental. This can be frightening, overwhelming or seem excessive. These steps recommended by the CDC and public health agencies to decrease the spread of COVID-19 are designed to reduce the risk to our nation's elderly and chronically ill, those same people that we care for. According to the CDC and public health agencies these steps should keep our hospitals and healthcare system from becoming overwhelmed and continue to have the capacity to care for anyone who needs care.

The World Health Organization, the CDC and leading health care experts say that many Americans may get COVID-19 but most will have mild to moderate symptoms and many could be asymptomatic. These experts report that children tend to have the mildest cases but even without symptoms can spread the virus to others. Reports from leading healthcare agencies state that those who have the greatest risk for severe disease are adults older than 60 and those with chronic health issues.

Saber knows that this crisis has put a strain on many of our employees. Many of you are searching for childcare while schools are closed, are cancelling much anticipated vacations and are worried about family and friends who are affected.

Saber's residents need the care and service that each and everyone one of you provide. We ask that you continue to work and provide care to our residents during this challenging time. If at any point you have concerns or questions, please contact your facility leadership and human resources.

What can you do to prevent the spread of respiratory illnesses like Influenza and COVID-19?

- Practice hand-hygiene often and as required
- Stay home if you are sick
- Cover your cough by coughing into your upper sleeve
- Avoid touching your eyes, nose and mouth with unwashed hands
- Clean and disinfect frequently touched objects and surfaces such as computers, phones and work surfaces
- Avoid close contact with people who are sick
- Limit large group activities that would increase your risk of coming in contact with someone who is sick.

Sincerely,

Nancy A. Istenes, DO, CMD, FACP, Chief Medical Officer
Saber Healthcare Group, LLC
(216) 292-5706

Personal Attention. Proven Results.®

What you need to know about coronavirus disease 2019 (COVID-19)

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get COVID-19?

COVID-19 is spreading from person to person in China, and limited spread among close contacts has been detected in some countries outside China, including the United States. At this time, however, this virus is NOT currently spreading in communities in the United States. Right now, the greatest risk of infection is for people in China or people who have traveled to China. Risk of infection is dependent on exposure. Close contacts of people who are infected are at greater risk of exposure, for example health care workers and close contacts of people who are infected with the virus that causes COVID-19. CDC continues to closely monitor the situation.

Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but now it seems to be spreading from person to person. It's important to note that person-to-person spread can happen on a continuum. Some diseases are highly contagious (like measles), while other diseases are less so. At this time, it's unclear how easily or sustainably the virus that causes COVID-19 is spreading between people. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

What are severe complications from this virus?

Many patients have pneumonia in both lungs.

How can I help protect myself?

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

There are simple everyday preventive actions to help prevent the spread of respiratory viruses. These include

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled to China and got sick?

If you were in China within the past 14 days and feel sick with fever, cough, or difficulty breathing, you should seek medical care. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.



STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

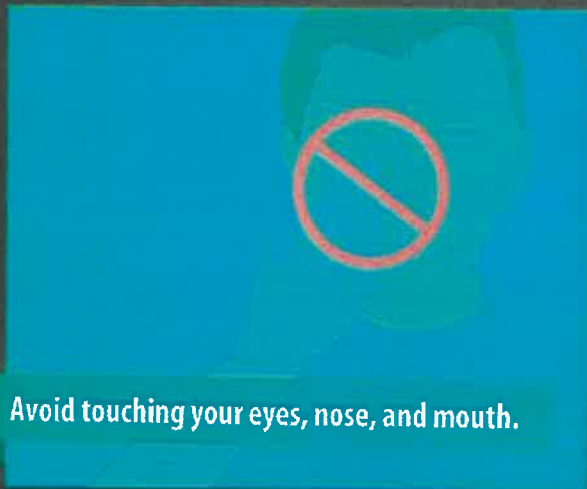
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue,
then throw the tissue
in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently
touched objects and surfaces.



Stay home when you are sick,
except to get medical care.



Wash your hands often with soap
and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19



Help Protect Our Residents!

Please do not visit if you have a fever or cough.



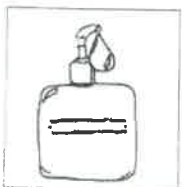
All healthy visitors please:



- Clean your hands after arriving and before leaving.



- Always cover your cough.



- Use a tissue or your sleeve when you cough or sneeze.
- Clean your hands after coughing or sneezing.



If you are ill and must visit, please ask for a mask.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED; OTHERWISE, USE HANDGEL



Duration of the handwash (steps 2-7): 15-20 seconds



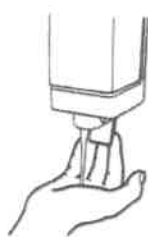
Duration of the entire procedure: 40-50 seconds

0



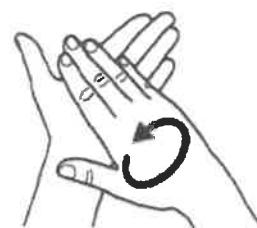
Wet hands with water;

1



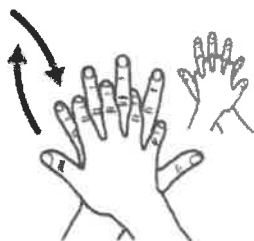
Apply enough soap to cover all hand surfaces;

2



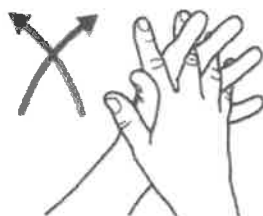
Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



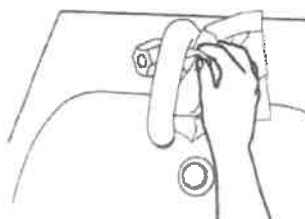
Rinse hands with water;

9



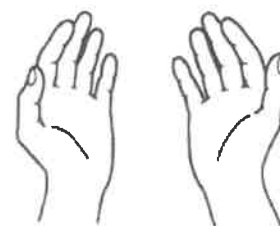
Dry hands thoroughly with a single use towel;

10



Use towel to turn off faucet;

11



Your hands are now safe.

Cover Your Cough and Sneeze The Right Way

Stop the spread of germs that make you and others sick

- ✓ Cover your mouth and nose with a tissue when you cough or sneeze.
- ✓ Or cough or sneeze into your upper sleeve.
- ✓ Put used tissue into the bin.
- ✓ Wash your hands or use a hand sanitiser.



Don't cover your cough and sneeze with your hands.
You will end up spreading more germs via everything you touch.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 **Duration of the entire procedure: 20-30 seconds**

1a



Apply a palmful of the product in a cupped hand, covering all surfaces;

1b

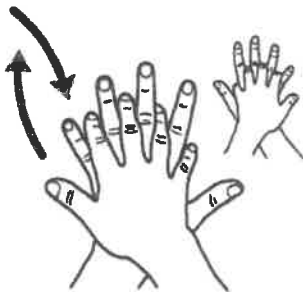


2



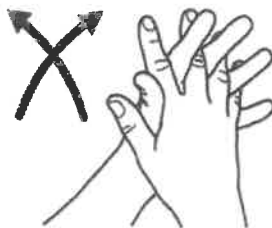
Rub hands palm to palm;

3



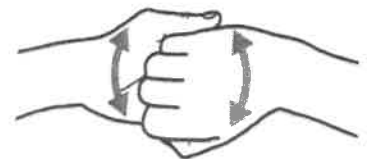
Right palm over left dorsum with interlaced fingers and vice versa;

4



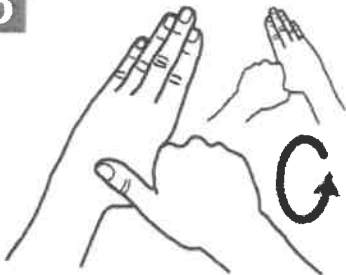
Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



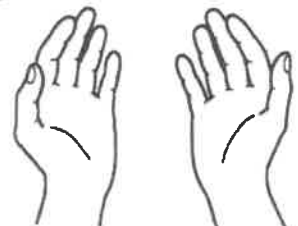
Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Once dry, your hands are safe.



Saber Employee Screening Tool

Facility Name: _____ Date: _____

Employee Name: _____ Phone: _____

Job Title: _____ Dept: _____

ALL employees entering the building will be asked the following questions each day:

1. Have you washed your hands or used alcohol-based hand rub (ABHR) on entry?
 Yes
 No – please ask them to do so and ☐ Check here when done
2. Do you have any of the following respiratory symptoms or have you been in contact with anyone with respiratory symptoms since you last worked?
 Fever (check temperature if required)
 Cough
 New shortness of breath

If YES to any, they will not be able to enter the building

3. Have you:
 - Travelled internationally within the last 14 days to areas where COVID-19 cases have been confirmed ?
 - Returned from a cruise in the last 14 days?
 - Been in contact with a COVID-19 infected person or anyone under investigation as having COVID-19 or anyone who is in self-isolation
 - Worked in a skilled nursing/assisted living site, in the last 14 days that has confirmed COVID-19 cases? Or where such patients are being treated?
 - Worked in a hospital providing direct care to a COVID-19 patient, in the last 14 days?

If YES to any, they will not be allowed to enter the building

If the employee may enter the facility remind them:

- To wash their hands or use alcohol-based hand rub upon entrance, whenever indicated by usual standard precautions, and upon exit
- That travel through the facility should be as limited as possible
- To notify us promptly if they develop respiratory symptoms or become under investigation for COVID-19 in the next 14 days



Saber Employee/Medical Provider/Visitor/Surveyor Screening Tool

Facility Name: _____ Date: _____

Employee/Visitor Name: _____ Phone: _____

Name of Resident Visiting/Room #: _____

ALL individuals entering the building will be asked the following questions:

1. Does this individual have any of the following respiratory symptoms?

- | | | |
|--------------------------------------|------------------------------|-----------------------------|
| Fever (check temperature-note below) | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| Cough | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| Sore throat | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| New shortness of breath | <input type="checkbox"/> YES | <input type="checkbox"/> No |

2. Temperature : _____ Greater than 100 degrees F? ☐ YES ☐ No

3. Has this individual:

- Travelled internationally within the last 14 days? ☐ YES ☐ No
- Returned from a cruise in the last 14 days? ☐ YES ☐ No

Any employee answering YES to any of the above questions is unable to work and may not enter the facility. Instruct employee to contact their physician for guidance if #1 or #2 are positive. Report all employees who are unable to work to the facility's HR Generalist.

Any Medical Provider/Surveyor who screens positive is unable to enter. Report all medical providers to Dr. Istenes, CMO. Notify the RVPO immediately for any survey issues.

Visitors are only permitted for end-of-life visitation coordinated by the facility. Any visitor answering yes to any part of #1 or #2 are not allowed to enter for any reason.

4. If the individual may enter the facility:

- Remind everyone to wash their hands or use alcohol-based hand rub upon entrance and before starting work or entering a resident room, throughout their time in the building, and upon exit
- Review appropriate hand hygiene technique and PPE use with visitors
- Remind visitors and medical providers they should limit contact to designated residents
- Remind everyone to notify us promptly if they develop respiratory symptoms or become under investigation for COVID-19 in the next 14 days

Screeners Name (printed): _____

March 20, 2020

To Whom It May Concern:

The individual carrying this letter and a Saber Healthcare name badge, is an employee of the Saber Healthcare Group of Skilled Nursing facilities.

Saber Healthcare operates in seven states (OH, PA, DE, PA, NC, IA, FL) and is a long term care provider.

This individual is an essential employee and is needed at our Nursing facility to care for the elderly population.

We would appreciate your assistance in allowing the individual to proceed to their designated Nursing Home. To the extent there are any unique circumstances or safety issues in the area, please inform our employee and he/she will take appropriate action to deal with these circumstances.

Thank you for your service and keeping our community safe.

If you should have any questions, please don't hesitate to contact me at (xxx) xxx-xxxx.

Sincerely,

Anthem – Saber Partnership

March 20, 2020

We are writing today to share important changes to our benefits in response to COVID-19. We are making changes to expand access to care, eliminate certain out-of-pocket expenses and offer guidance and support to our covered employees/families.

Based on the latest information available and to ensure our employees get the care they need, Anthem has updated its COVID-19 coverage recommendations for self-insured clients based on the latest information available.

Testing and care benefits

Waive the members' cost share, including copays, coinsurance and deductibles, for diagnostic testing related to COVID-19, as well as for the in-network visit associated with COVID-19 testing, whether it takes place at a doctor's office, urgent care center or emergency department.

If an in-network provider isn't available, Anthem will work with you to make sure you are covered.

Telehealth

We are recommending members use telehealth when possible to help prevent the spread of infection and improve access to care. Anthem's telehealth provider, LiveHealth Online, is a safe and effective way for members to receive medical guidance related to COVID-19 from their homes using a smartphone, tablet or computer with a web cam. To promote the use of telehealth services, Saber is having Anthem waive member co-pays for LiveHealth Online visits and provider telehealth visits for the next 90 days.

Check symptoms and get doctor visits from home

Members can download the free Sydney Care mobile app for a quick and easy way to evaluate symptoms. Members can connect with a doctor through a Virtual Care text session right from their smartphone. The doctor they connect with can evaluate their symptoms, help them understand whether they're at risk for COVID-19, and let them know whether they need to visit a local health care provider in person for COVID-19 testing.

Sydney Care is available to download now on Android or iOS. This app should accompany the Sydney Health or Engage benefits app. Coronavirus Assessment functionality is in development and expected to be available within the next week.

Medication

Early prescription refill limits will be relaxed for members who would like to receive a 30-day supply of maintenance medications.

We also encourage health plan members with an Anthem Pharmacy plan that includes a 90-day benefit to talk to their doctor about changing from a 30-day supply to a 90-day supply of prescriptions they take regularly. 90-day prescriptions can be filled through our home delivery pharmacy or select retail pharmacies.

Members can call the pharmacy services number on the back of their health plan ID card to learn more.



Coronavirus (COVID-19) is clearly top of mind for all of us. Everyone is affected, down to our dogs, who are now walked multiple times a day! We recognize the range of emotions and challenges this pandemic brings, and we are here to help.

On Tuesday, March 24, Cleveland Clinic and Bravo are releasing **COVID-19 self-help content and free access to Cleveland Clinic Health Coaches**.

These resources will not only be available to Cleveland Clinic and Bravo clients, but also to the general public and shared through our social media sites.

Whether people are working from home, taking care of their kids, without work, moving to staggered shifts, or taking care of more patients than they can count, we're here to help people create a health-conscious new normal. **We encourage you to share this information with your employees** as we believe these resources will offer timely value. We'll send you a link to these resources once they are ready, but wanted to give you a preview of what is to come.



Q&A With Cleveland Clinic Health Coaches

Cleveland Clinic Health Coaches will be available to help people navigate your personal situation, no matter what this new normal looks like. Coaches will help direct you to available resources, and answer specific questions about how you and your family can stay healthy during this time of change and uncertainty.



Self-Help Content

Meals and overall routines will all be a bit different at this point. We'll provide resources to help create a personal daily schedule, no matter when it starts and ends. This downloadable, print-ready content is centered around many relevant well-being topics including stress, sleep, family, healthy eating, and exercise.





On March 13, 2020, President Trump declared a national state of emergency to address the coronavirus (COVID-19) pandemic. While this action will provide additional emergency funding and waive regulatory hurdles for testing and care, it does not enable participants to request hardship withdrawals in 401(k) or 403(b) plans, or change the general standards for approving unforeseen emergency withdrawals from 457(b) plans.

Given the considerable impact of COVID-19, many participants are reaching out to access funds from their retirement plan. Fidelity is actively working to support potential withdrawal options when they become available.

We're currently monitoring and assessing the following as it relates to financial strains as a result of COVID-19:

- **Regulatory Relief and Guidance.** The Internal Revenue Service has not yet granted flexibility for hardship or unforeseen emergency withdrawal requests. We've been in communication with regulators and other government officials about lifting the normal plan restrictions to enable participants to access funds without requiring documentation, as with prior disasters.
- **Legislative Relief.** We're awaiting Congressional action about available options that allow participants to access their retirement plan funds.
- **FEMA-Declared Disasters.** This new hardship category is generally available for 401(k) or 403(b) plans. However, President Trump's national emergency declaration does not satisfy the requirements. We anticipate that the COVID-19 pandemic will eventually become a Federal Emergency Management Agency (FEMA)-declared disaster to allow participants to request hardship withdrawals for expenses and losses, including a loss of income.
- **Other Types of Hardship Withdrawals.** Retirement plans may allow participants to obtain hardship withdrawals for other financial reasons—such as medical care, eviction or foreclosure prevention.

We'll keep you informed as we learn more about the hardship withdrawal solutions that become available, as well as other common plan issues as a result of COVID-19.

In the interim, we have a number of helpful resources for these unprecedented times — including [pending hardship withdrawal solutions](#) and new zero-day wait for electronic funds transfers (EFTs) that allows your participants to access needed funds quickly and safely.

VISIT RESOURCE CENTER

As always, Fidelity is here to support your questions.

Sincerely,

Melanie Cunningham



[Fidelity Privacy](#) | [Legal Information](#)

Fidelity does not provide legal or tax advice.

For plan sponsor use only and investment professional use.

Approved for use in Advisor and 401(k) markets. Firm review may apply.

Fidelity Brokerage Services LLC, Member NYSE, SIPC, 900 Salem Street, Smithfield, RI 02917

© 2020 FMR LLC. All rights reserved.


922797.1.0

Name: _____ Date: _____

Skill: **Competency for: Nasopharyngeal Swab Procedure**

Score: **S** = Satisfactory **I** = Improvement Needed

Score is based on individual's assigned job duties and/or job description. Skill should be reviewed as needed.

Steps	Score	Review
1. Confirms provider's order for specimen sample-must be separate requisition from other tests		
2. Explains reason and procedure to resident		
3. Provides resident privacy		
4. Assembles needed supplies: Specimen kit or swab <u>from lab</u> (checks expiration date), personal protection equipment (i.e., mask, gloves, eye protection, gown), and biohazard marked collection bags (2)		
5. Performs hand hygiene and dons clean gloves and dons personal protective equipment (at a minimum, gloves, facemask and eye protection as a cough is possible)		
6. Asks the patient/resident to use a tissue to gently clean out visible nasal mucous before a swab is taken. Assists patient with hand hygiene before and after		
7. Places in a high-fowler's position in bed with the back of the head supported (it may be necessary to have a second person available to assist with collection) and titled back to about a 70° angle		
8. Enters the flexible swab several centimeters with a slow, steady motion along the floor of the nose (straight back, not up the nose) until the posterior nasopharynx has been reached (distance from nostrils to external opening of ear)		
9. Places finger on the tip of the patient/resident's nose and depresses slightly		
10. Once resistance is met (the swab should pass into the pharynx relatively easily), rotates the swab several times and withdraws the swab 		
11. Places the swab specimen end into the vial of transport media tube, and breaks off top of swab at the slender end (it will snap off), leaving the remainder of the swab in the tube		
12. Labels the tube with Pt first and last name, date of birth and collection date/time		
13. Removes personal protective equipment and performs hand hygiene		
14. Double bags the specimen and ensures the requisition is in the OUTER bag. Refrigerates specimen until pick up. (Results take 3-4 days)		
15. Documents procedure and tolerance		
Additional comments:		

Video by NEJM:

https://www.google.com/search?q=nasopharyngeal+swab+procedure&rlz=1C1GCEB_enUS865US865&oq=nasopharyngeal+swab&aqs=chrome.3.69i57j0l7.6133j0j8&sourceid=chrome&ie=UTF-8#kpvalbx=_Z8dzXq6xI9C3tQbnoofQCg34

The above skills have been demonstrated to show competency.

Employee Signature

Date

Evaluator / Reviewer Signature / Title

Date

Completed Date: _____ If improvement needed, re-evaluation date: _____

If unsatisfactory, remove from schedule, document re-training, and re-evaluation date: _____

(Upon completion, place in personnel file or per facility policy)

Reference:

NEJM Procedure: Collection of Nasopharyngeal Specimens with the Swab Technique. New England Journal of Medicine video, accessed March 19, 2020 from:

https://www.google.com/search?q=nasopharyngeal+swab+procedure&rlz=1C1GCEB_enUS865US865&oq=nasopharyngeal+swab&aqs=chrome.3.69i57j0l7.6133j0j8&sourceid=chrome&ie=UTF-8#kpvalbx=_Z8dzXq6xI9C3tQbnoofQCg34

Recommended use of personal protective equipment (PPE) for Health care settings*

Standard precautions including hand hygiene always apply

Location of Activity	Persons Involved	Activity	PPE Needed
Patient Room or Temporary Isolation Area for those with known or suspected COVID-19	Healthcare Workers	Providing direct care to COVID-19 patient or those under suspicion (Place patient in private room followed by cohorting CONFIRMED COVID-19 when possible)	<ul style="list-style-type: none"> • Face mask • Gown • Gloves • Eye protection (goggles or shield)
		Aerosol-generating procedures performed on COVID-19 Patients	<ul style="list-style-type: none"> • N-95 Respirator or FFP2 standard or equivalent if available-face mask otherwise • Gown • Gloves • Eye protection • Apron
	Housekeeping	Entering the room of COVID-19 patient or those under suspicion	<ul style="list-style-type: none"> • Face mask • Gown • Heavy duty gloves • Eye protection (if risk of splash) • Closed toe work shoes
	Visitors ¹ Allowed under extenuating circumstances only	Entering the room of COVID-19 patient or those under suspicion	<ul style="list-style-type: none"> • Face mask • Gown • Gloves
	Staff	Entering the room of COVID-19 patient or those under suspicion	<ul style="list-style-type: none"> • Only direct healthcare workers or housekeepers should enter room (see above)
Screening Areas (Lobby, timeclock etc)	Staff doing screening	Asymptomatic visitors	<ul style="list-style-type: none"> • Spatial distance of 1 yard • No PPE required
		Screened positive visitors or screened positive staff	<ul style="list-style-type: none"> • Face mask • Gloves (until visitor exits)
	Housekeeping	Cleaning area with no positive screens	<ul style="list-style-type: none"> • Usual PPE for chemical exposure and standard precautions
		Cleaning area with positive screens	<ul style="list-style-type: none"> • Face mask • Gown • Heavy duty gloves • Eye protection • Closed toe work shoes

Recommended use of personal protective equipment (PPE) for Health care settings*

Standard precautions including hand hygiene always apply

Location of Activity	Persons Involved	Activity	• PPE Needed
Administrative Areas	All staff including healthcare workers	Administrative tasks that do not involve contact with COVID-19 patients or those under suspicion	<ul style="list-style-type: none"> • No PPE required • Standard precautions and routine cleaning
Transport Vehicles	Drivers or healthcare workers	Assisting with or driving in vehicle without a driver's compartment for COVID-19 patients or those under suspicion or those with respiratory symptoms	<ul style="list-style-type: none"> • Face mask • Gown • Gloves • Eye protection
	Cleaners	Assisting with or driving patients without symptoms	<ul style="list-style-type: none"> • Standard precautions • Routine cleaning

- If you run short/out of Alcohol based hand rub-wash hands with soap and water
- If you run short of isolation gowns-
 - Conserve them for aerosol generating processes such as suctioning
 - Use cloth gowns, coveralls or other cloth protectors (aprons, lab coats etc). Cloth gowns or alternatives must be laundered after every use
 - Use plastic trash bags if cloth gowns are limited or in laundry
- If you run short of facemasks-
 - Conserve facemasks for aerosol generating processes, during care activities where splashes and sprays are anticipated, and during activities where prolonged face-to-face or close contact with a potentially infectious patient is unavoidable
 - Re-use surgical masks during care for multiple patients where they are used to protect the healthcare provider from an activity with low transmission risk (such as dispensing medications) and replace when contaminated
 - When caring for patients with same diagnosis (COVID-19, flu etc) you may remove your gloves and gown and perform hand hygiene between patients but keep the same facemask on (extended use)
 - If no medical facemasks are available, you may use a cloth facemask
- When you have **fewer than 4 days** of any isolation supply you must-
 - Contact Dottie Jette and Peter Holmes
 - Contact your local DOH and consult with them
 - Contact your state/local healthcare coalition and consult with them
 - Email info to FDA at: deviceshortages@fda.hhs.gov
 - Document all of your efforts thoroughly and retain such documentation
- The usual disinfectants used by Housekeeping are effective against COVID-19. Therefore-
 - Conserve bleach wipes ONLY for those with c-diff to decontaminate glucometers and other reusable equipment (such as BP cuffs) between uses
 - Other reusable non-critical equipment can be disinfected with 70% or greater isopropyl alcohol

OR

Cloths or paper towels used in conjunction with Triple Quick and Quick Defense Tabs as outlined in prior communication

*Adapted from World health organization (2020). Rational use of personal protective equipment for coronavirus disease 2019 [COVID-19]. Interim guidance published February 27, 2020. Available at: https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPE_use-2020.1-eng.pdf

US Food and Drug Administration. 2020. Surgical mask and gown conservation strategies-letter to healthcare providers. As of 03/11/2020. Accessed at: <https://www.fda.gov/medical-devices/letters-health-care-providers/surgical-mask-and-gown-conservation-strategies-letter-healthcare-providers>

¹ Visitors should be restricted. If visitors must enter a COVID-19 patient's room, they should be provided with clear instructions about how to put on and remove PPE and about performing hand hygiene before putting on and after removing PPE; this should be supervised by a healthcare worker.



Saber Employee/Medical Provider/Visitor/Surveyor Screening Tool

Facility Name: _____ Date: _____

Employee/Visitor Name: _____ Phone: _____

Name of Resident Visiting/Room #: _____

ALL individuals entering the building will be asked the following questions:

1. Does this individual have any of the following respiratory symptoms?

- | | | |
|--------------------------------------|------------------------------|-----------------------------|
| Fever (check temperature-note below) | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| Cough | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| Sore throat | <input type="checkbox"/> YES | <input type="checkbox"/> No |
| New shortness of breath | <input type="checkbox"/> YES | <input type="checkbox"/> No |

2. Temperature : _____ Greater than 100 degrees F? ☐ YES ☐ No

3. Has this individual:

- Travelled internationally within the last 14 days? ☐ YES ☐ No
- Returned from a cruise in the last 14 days? ☐ YES ☐ No

Any employee answering YES to any of the above questions is unable to work and may not enter the facility. Instruct employee to contact their physician for guidance if #1 or #2 are positive. Report all employees who are unable to work to the facility's HR Generalist.

Any Medical Provider/Surveyor who screens positive is unable to enter. Report all medical providers to Dr. Istenes, CMO. Notify the RVPO immediately for any survey issues.

Visitors are only permitted for end-of-life visitation coordinated by the facility. Any visitor answering yes to any part of #1 or #2 are not allowed to enter for any reason.

4. If the individual may enter the facility:

- Remind everyone to wash their hands or use alcohol-based hand rub upon entrance and before starting work or entering a resident room, throughout their time in the building, and upon exit
- Review appropriate hand hygiene technique and PPE use with visitors
- Remind visitors and medical providers they should limit contact to designated residents
- Remind everyone to notify us promptly if they develop respiratory symptoms or become under investigation for COVID-19 in the next 14 days

Screener Name (printed): _____