

## **Hospice of the Piedmont COVID-19 Update – As of September 2, 2020**

The coronavirus (COVID-19) outbreak continues to impact the way we live and work, globally and locally. As always, the quality of care we provide to our patients and family members and the safety of our staff remain our top priorities.

Hospice of the Piedmont continues to take steps to ensure the safety of our patients and family members, staff, and volunteers. We are monitoring the information and following recommendations from the Center for Disease Control and Prevention (CDC), and the Virginia Department of Health (VDH)—which includes the Thomas Jefferson Health District and the Rappahannock Rapidan Health District—as well as the Centers for Medicare & Medicaid Services (CMS).

We have temporarily closed our physical offices to help limit unnecessary contact among coworkers, and have enacted the following steps to ensure the safety of our patients, families, and community.

### **Patient Care and Staff Safety**

At Hospice of the Piedmont, safety is our top priority. We are caring for patients who are COVID positive and are maintaining strict protocols to keep all of our patients and families safe. We are also following a comprehensive plan to maintain the safety of our staff, since our coworkers must remain safe and healthy in order to care for our patients and their families. This plan includes but is not limited to:

- Equipping all clinical staff with the recommended personal protective equipment (PPE) to protect themselves and their patients.
- Asking a series of screening questions in planning for admissions or visits in homes in order to put any necessary precautions in place prior to any visit.
- Collaborating with our partner nursing homes and assisted living facilities to comply with facility access requirements which may have been imposed related to COVID-19. We remain committed to being able to partner with our contracted facilities in order to continue providing care to those patients for whom we have a shared responsibility.
- Reinforcing education to all staff about hand hygiene, mask wearing, and social distancing, during and outside of work hours.
- Using an internal shared information site to serve as a readily accessible resource for team members to receive updates and support.

### **Visitation to the Center for Acute Hospice Care and Hospice House**

- As of March 25, we are restricting visitors at the Hospice House and Center for Acute Hospice Care to two visitors per patient.
- All visitors and staff will continue to be screened before entering the Center for Acute Hospice Care and Hospice House. Screening measures include:
  - o Taking the temperatures of everyone (visitors and staff) prior to entering the Center for Acute Hospice Care and Hospice House.
  - o Screening for any travel to or through high-risk areas, as determined by the CDC, during the last 14 days.
  - o Screening for close contact with someone who has traveled in the last 14 days to or through high-risk areas.
  - o Monitoring for any COVID19 or flu-like symptoms such as fever, cough, or shortness of breath.

- Enforcing and educating staff and visitors on proper hand hygiene and the increased use of personal protective equipment.

### **In-person Meetings**

- On-site meetings with vendors and other guests are discontinued; meetings are being conducted by teleconference or virtually (e.g. Zoom) until further notice.
- Administrative staff members, in almost all cases, are working from home, and staff is expected to practice social distancing.

### **Chaplain, Grief Counselor, and Social Worker Home and Facility Visits**

In most cases, Chaplain, Grief Counselor, and Social Worker visits are being conducted via video conference or phone call. If there is an urgent need for an on-site visit, family members should call 434-817-6900.

### **Grief Support Classes**

- Scheduled in-person support groups and workshops are suspended until further notice. We will continue to provide individual grief support and grief counseling services via the telephone and via Zoom until further notice. (Visit [www.hopva.org/our-services/center-for-grief-and-healing/](http://www.hopva.org/our-services/center-for-grief-and-healing/) for a calendar of our current grief support groups.)

### **Volunteer Services**

- All in-person volunteer services are suspended until further notice.

### **Staying Informed**

- We are continuing to monitor this situation, and our team has developed a comprehensive response plan to help maintain the safety and well-being of our patients, families, staff, and volunteers.

We will continue to provide updates as the situation evolves. Please refer to CDC resources below for additional updates.

### **COVID-19 Resources**

#### **CDC**

- CDC Website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- [CDC FAQ for additional information about COVID-19.](#)