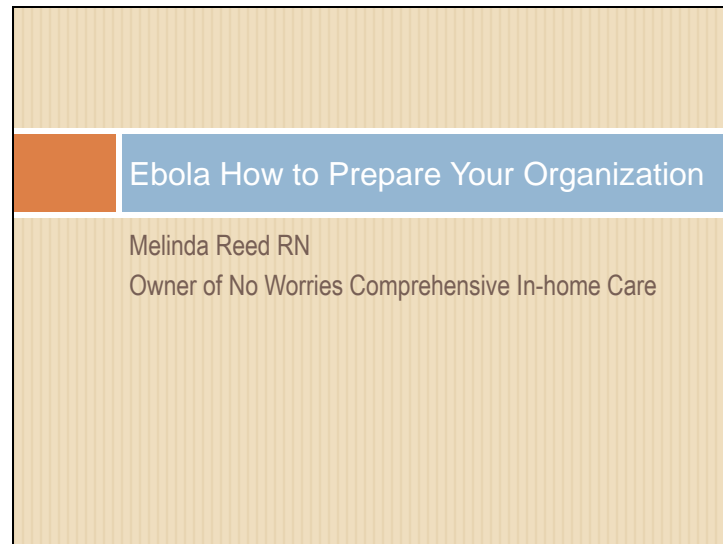


Slide 1



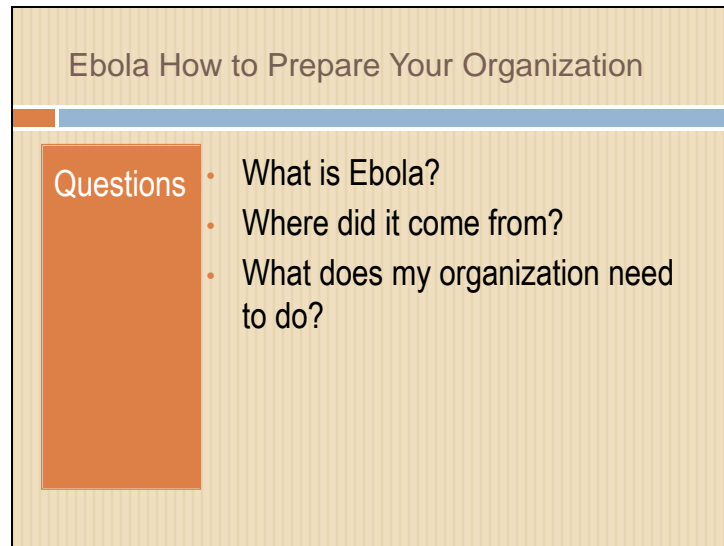
The slide features a light beige background with a thin black border. A horizontal blue bar is positioned in the upper left, containing the title "Ebola How to Prepare Your Organization" in white text. To the left of this bar is a small orange square. Below the blue bar, the presenter's name and affiliation are listed in a dark grey font.

Ebola How to Prepare Your Organization

Melinda Reed RN  
Owner of No Worries Comprehensive In-home Care

You are probably thinking the same thing I used to, “Why do I need to prepare my organization for Ebola? I live in Oregon!” Then three of our Caregivers lost loved ones to Ebola.

The World Health Organization announced October 16, 2014 that the number of Ebola cases would surpass 9,000 this week and the death toll would top 4,500. Source: [www.WashingtonPost.com](http://www.WashingtonPost.com)



## Ebola How to Prepare Your Organization

Questions

- What is Ebola?
- Where did it come from?
- What does my organization need to do?

Ebola virus disease (EVD), formerly known as Ebola haemorrhagic fever, is a severe, often fatal illness in humans. <http://www.who.int/mediacentre/factsheets/fs103/en/>

In answer to “Where did it come from?” I would suggest reading Jeffrey R. Stern’s article “Hell in the Hot Zone” which tracks the path of Ebola from patient zero, in the October Issue of *Vanity Fair*. [www.vanityfair.com/politics/2014/ebola-virus-epidemic-containment#](http://www.vanityfair.com/politics/2014/ebola-virus-epidemic-containment#) .

OSHA answers the last question...

## Ebola-Employer Responsibilities

**OHSA**

“Employers must train workers about the sources of Ebola exposure and appropriate precautions. Employers must train workers required to use personal protective equipment on what equipment is necessary, when and how they must use it, and how to dispose of the equipment. In addition where workers are exposed to blood or other potentially infectious materials, employers must provide the training required by the Bloodborne Pathogens standard, including information about how to recognize tasks that may involve exposure and the methods to reduce exposure, including engineering controls, work practices, and personal protective equipment.”

How many of you are aware that we are required by OHSA to train for Ebola exposure and precautions? There is so much about hospital-based care but I have not found anything about community-based care.

The slide has a light beige background with a thin blue horizontal bar near the top. The title 'Ebola and other infectious diseases' is centered at the top in a dark grey font. On the left side, there is a vertical orange rectangle containing the word 'Agenda' in white. To the right of this rectangle is a bulleted list of three items: 'Workplace Issues', 'Resources', and 'Ebola CAREgiving Training'. Under the third item, there are three sub-points: '-PowerPoint with Instructors comments', '-Handout', and '-Quiz'.

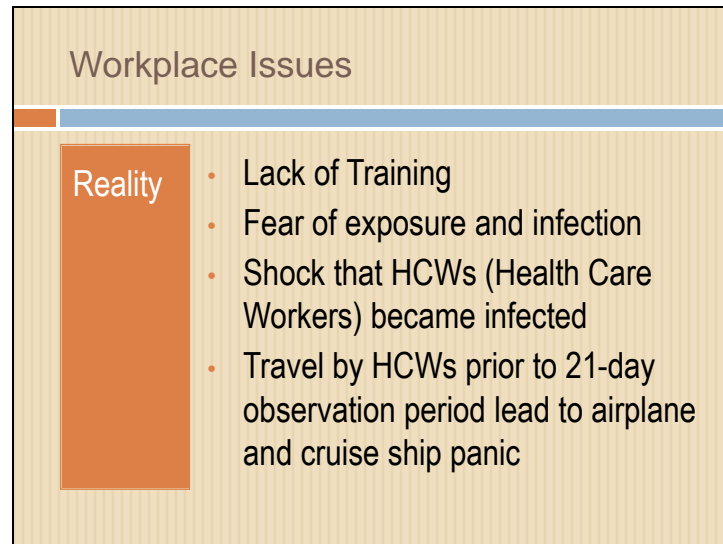
## Ebola and other infectious diseases

### Agenda

- Workplace Issues
- Resources
- Ebola CAREgiving Training
  - PowerPoint with Instructors comments
  - Handout
  - Quiz

My presentation is divided into 3 sections. Workplace Issues will highlight some issues to be aware of. I have been reading a lot and I will suggest some Resources that have been valuable to me. Lastly, I will describe the Ebola CAREgiving Training that 5 Registered Nurses Registered Nurses at No Worries developed which includes the latest changes by the Centers for Disease Control (CDC) regarding Personal Protective Equipment (PPE).

The *Ebola CAREgiving Training* has been added to the No Worries website making it available to anyone interested in Ebola training for a non-hospital setting: [www.NoWorriesCARE.com](http://www.NoWorriesCARE.com)



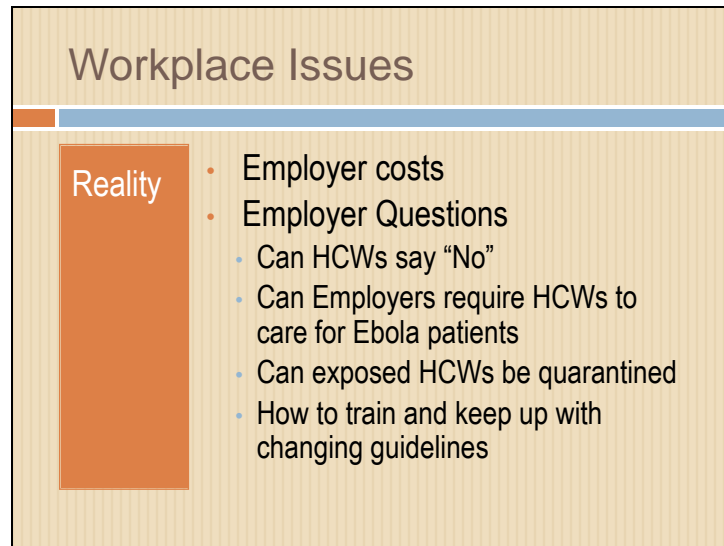
The slide is titled "Workplace Issues" and features a light beige background with a blue horizontal bar. On the left, there is an orange vertical bar with the word "Reality" in white. To the right of this bar is a bulleted list of four items.

## Workplace Issues

Reality

- Lack of Training
- Fear of exposure and infection
- Shock that HCWs (Health Care Workers) became infected
- Travel by HCWs prior to 21-day observation period lead to airplane and cruise ship panic

These are some of the topics of recent news programs and articles.

A presentation slide titled "Workplace Issues" with a light beige background and a blue horizontal bar. On the left, an orange vertical bar contains the word "Reality". To the right of this bar is a bulleted list of workplace issues.

## Workplace Issues

Reality

- Employer costs
- Employer Questions
  - Can HCWs say "No"
  - Can Employers require HCWs to care for Ebola patients
  - Can exposed HCWs be quarantined
  - How to train and keep up with changing guidelines

Training is expensive. How do we provide effective training at a cost we can afford?

Employer Questions will have to be answered by you but here are a few answers I found.

## Workplace Issues

Answers

- HCWs can say “No”  
“Stanford Wilson, an employment lawyer based in Atlanta, says hospitals could face lawsuits or federal complaints if they try to force employees to work and they refuse.”  
Wall Street Journal October, 15, 2014 “When Ebola is a Workplace Issue” by Rachel Feintzeig.

The article spoke about UCLA Health System asking for volunteers to be in an Ebola response team as an option.

## Workplace Issues

### Answers

“Howard Mavity, an attorney with Fisher & Phillips said the No. 1 question he’s fielding from employers is: If someone comes back from West Africa or I think they’ve been exposed to Ebola through other means, can I tell them to stay home for 21 days?”

In the Employment Benefit News article “Easing Ebola fears in the workplace” by Andrea Davis, Mr. Mavity states:

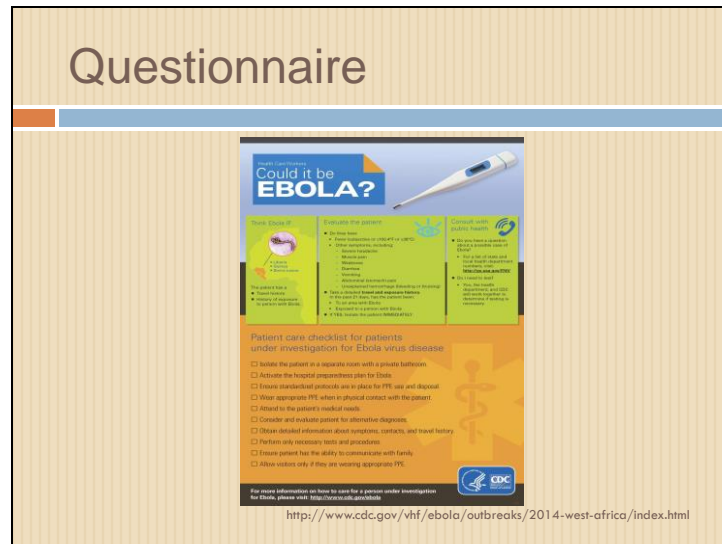
Mr. Mavity’s answer is on the next slide...

## Questionnaire

“As best we can tell from the CDC guidance, if someone’s been traveling in West Africa and the questionnaire’s been completed accurately and you can rule out contact [with Ebola] and they don’t have a fever, it’s safe to return to work,’ says Mavity.”

[http://ebn.benefitnews.com/search/index.html?zkDo=search&script=zSearch&u="+qwwFq40w5oDta0xdcwanwG5aoDaBrmaidGApcwqngFqA5BdGOe6DwwBnmFqnmn5qnzmeanwwwwwwzFqnnxDe67btqAXseRy4deRyBDW6cFqAWXeRymdeRyBDW6&redirect=1](http://ebn.benefitnews.com/search/index.html?zkDo=search&script=zSearch&u=)

There have been many changes on the CDC but I think this next slide is the new version of the Questionnaire.



Review your policies about caregivers going to work sick. It is our policy that no caregiver will go to work sick. I am not worried about an ADA lawsuit if I ask a caregiver to stay home because it is already our policy that caregivers cannot go to work sick.

## Workplace Issues

### Answers

Check the CDC website:  
<http://wwwnc.cdc.gov/travel/>  
to see if your caregiver is traveling to or from an area with a travel alert.

Follow CDC guidelines for responding to the return to work of a caregiver who has traveled in a travel alert area.

The CDC is the standard.

## Workplace Issues

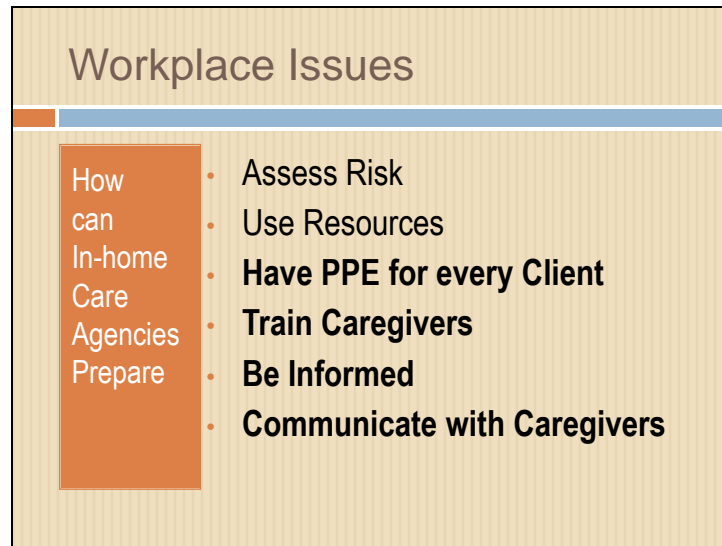
How  
can  
In-home  
Care  
Agencies  
Prepare

- **Assess Risk**
- **Use Resources**
- Have PPE for every Client
- Train Caregivers
- Be Informed
- Communicate with Caregivers

## Workplace Issues

Assess  
Risk  
and Use  
Resources

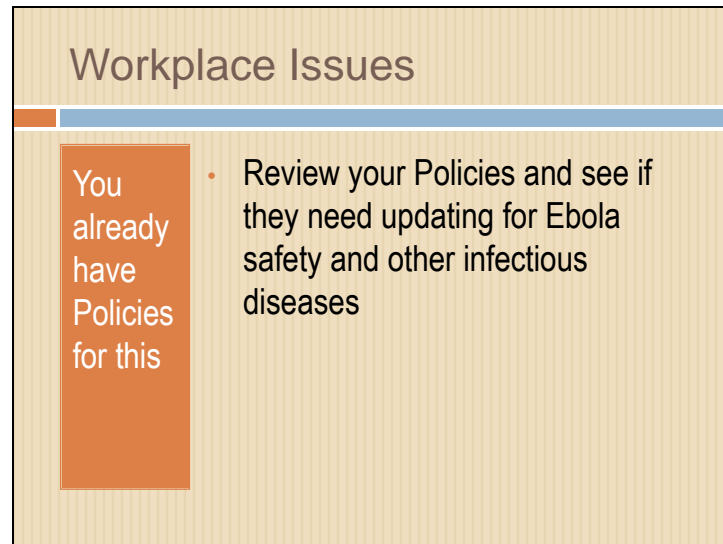
- Consolidated Ebola Virus Disease Preparedness Checklist <http://www.who.int/csr/disease/ebola/en/>
- Hand hygiene in outpatient care, home-based care and long-term care facilities <http://www.who.int/gpsc/5may/en/>
- World Health Organization (WHO) videos on Youtube and podcasts
- CDC PowerPoint on Guidance for PPE use in health care settings <http://www.cdc.gov/HAI/pdfs/ppe/PPEslides6-29-04.pdf>

A presentation slide titled "Workplace Issues" with a light beige background and a blue horizontal bar. On the left, an orange vertical box contains the text "How can In-home Care Agencies Prepare". To the right of this box is a bulleted list of five items: "Assess Risk", "Use Resources", "Have PPE for every Client", "Train Caregivers", "Be Informed", and "Communicate with Caregivers".

## Workplace Issues

- Assess Risk
- Use Resources
- **Have PPE for every Client**
- **Train Caregivers**
- **Be Informed**
- **Communicate with Caregivers**

Do you give PPE kits to your Caregivers or Clients? We found that when we gave them to the Caregivers they would often forget to bring them to work. We now have PPE kits in every Client's home in a shoulder bag so the Caregiver can take the PPE kit to appointments with the Client as well as have available in the home.

A presentation slide titled "Workplace Issues" with a light beige background and a blue horizontal bar. On the left, an orange box contains the text "You already have Policies for this". To the right of this box is a bulleted list item.

## Workplace Issues

- Review your Policies and see if they need updating for Ebola safety and other infectious diseases

First you have to know what Ebola safety guidelines are out there. Resources include: World Health Organization, the CDC, and OSHA.

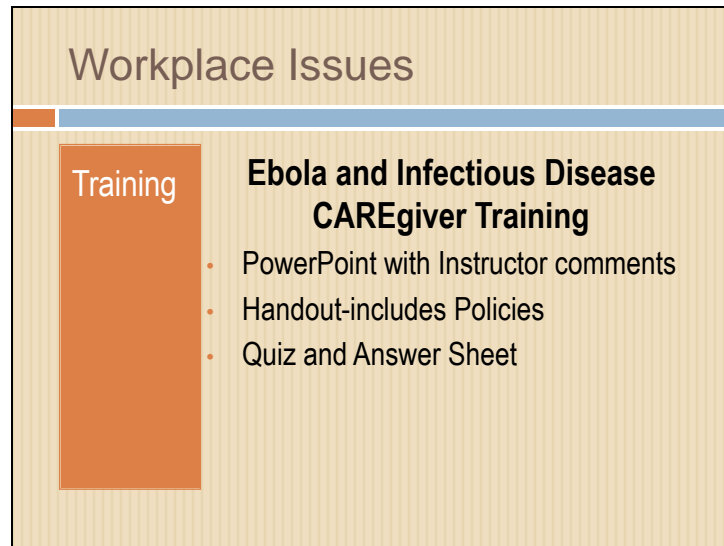
## Workplace Issues

Do you have these policies?

No Worries Policies

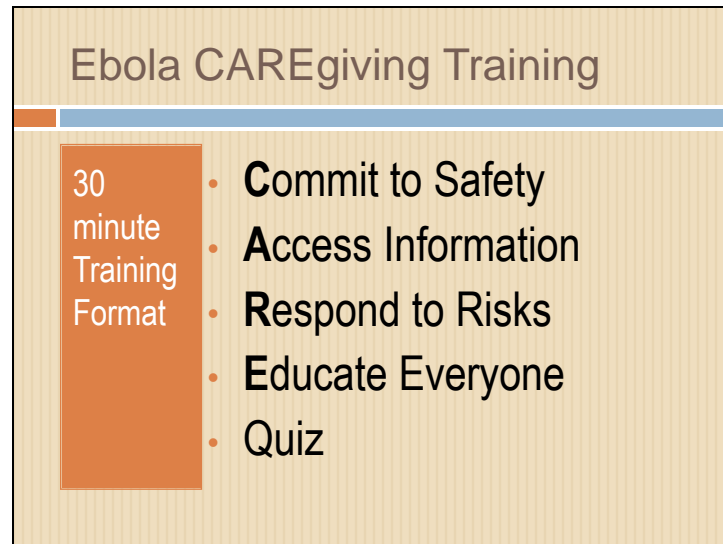
- Job Hazard Analysis
- PPE Agreement Form
- Safety Policy Agreement
- Infection Control Policy
- Workplace Illness Plan if you become sick at work
- Ebola Exposure Reporting Plan if you think you have been exposed to Ebola
- Start of Shift and End of Shift Procedure
- Revised Charting Notes

These are the Policies we felt we needed to revise or develop.

The slide has a light beige background with a vertical line on the left. At the top, the title 'Workplace Issues' is centered in a dark grey font. Below the title is a horizontal bar with a blue segment on the left and a light blue segment on the right. On the left side of the slide, there is an orange vertical rectangle containing the word 'Training' in white. To the right of this rectangle, the text 'Ebola and Infectious Disease CAREgiver Training' is displayed in bold black font. Below this title, there is a bulleted list of three items: 'PowerPoint with Instructor comments', 'Handout-includes Policies', and 'Quiz and Answer Sheet'.

There are so many similarities in how you prepare for Ebola and other infectious diseases like: Norovirus MRSA C-diff Influenza Hepatitis HIV that I believe training for Ebola is going to have far-reaching effects in decreasing the incidences of other infectious diseases.

The Ebola Training we developed at No Worries has been added as a resource on our website.

A presentation slide with a light beige background and a thin blue horizontal bar near the top. The title 'Ebola CAREgiving Training' is centered at the top in a dark grey font. On the left side, there is an orange rectangular box containing the text '30 minute Training Format' in white. To the right of this box is a bulleted list of five items, each starting with a small orange dot. The items are: 'Commit to Safety', 'Access Information', 'Respond to Risks', 'Educate Everyone', and 'Quiz'.

## Ebola CAREgiving Training

30  
minute  
Training  
Format

- **Commit to Safety**
- **Access Information**
- **Respond to Risks**
- **Educate Everyone**
- **Quiz**

We used a framework for our training based on the word “Care.”

### Policies in Ebola CAREgiving Training

- Job Hazard Analysis
- PPE Agreement Form
- Safety Policy Agreement
- Infection Control Policy
- Workplace Illness Plan if you become sick at work
- Ebola Exposure Reporting Plan if you think you have been exposed to Ebola
- Start of Shift and End of Shift Procedure
- Revised Charting Notes


These policies have also been added to the website.

# Job Hazard Analysis

[illegible]

This is a key tool in Caregivers knowing which PPE to use. This form is kept in the PPE Kit in the Client's No Worries Bag.

# PPE Agreement Form



**No Worries®**  
Comprehensive In-home Care

All Employees of No Worries Corporation

**PPE Policy Agreement**

No Worries has provided training on Standard Precautions through a video and quiz at orientation and will provide yearly refresher training to all employees. Working in the Home, the center of the business, who is responsible for wearing Personal Protective Equipment (PPE) that No Worries has provided?

I understand that, due to occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring HIV, HBV, or other infectious diseases. I am responsible for wearing the PPE whenever I am at risk or live that there is a chance of exposure.

I will and No Worries will inform them of any circumstances that I am at risk of HIV and require any materials or equipment of PPE to protect myself and my co-workers. I will report any experienced occupational exposures to PPE to my supervisor.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

NO WORRIES CORPORATION, BIRMINGHAM, AL 35203  
OFFICE: 205.988.1000 FAX: 205.988.1000 WWW: WWW.NOWORRIES.COM

We have caregivers sign this form regularly to remind them of the importance of using PPE.

# Safety Policy Agreement



**No Worries®**  
Comprehensive In-home Care  
All Employees of No Worries Corporation  
**Safety Policy Agreement**

We take care of our clients and we take care of each other.  
Each employee, regardless of position within the company, is expected to cooperate in all aspects of the company's safety and health programs. Some major points of our safety program require that:

- ✓ Incidents must be reported immediately to your supervisor.
- ✓ All employees will wear required personal protective equipment.
- ✓ There are NO EXCUSES.
- ✓ Equipment that is in questionable condition will not be used. Report this equipment to your supervisor.
- ✓ Hazardous conditions or other safety concerns will be reported to your supervisor immediately.

Supervisors are available 24 hours a day, 7 days a week by calling 202-544-4400.

Each employee is personally responsible for his or her own safety as well as the safety of co-workers. If everyone does his or her part by doing what is necessary to ensure workplace safety, we all benefit.

No job is so urgent that we cannot take time to do it safely.

I agree to this policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

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Office: 202.544.4400 FAX: 202.544.4400 Web: [www.noworries.com](http://www.noworries.com)

This form serves as a reminder of our Safety and Health Program. We also have Caregivers sign this regularly to refresh their commitment.

# Infection Control Policy



### Infection Control Policy

**Police Statement**

Clients are given a bag containing basic personal protective equipment and a first aid kit at the start of service and on an as needed basis. Each staff person is responsible for keeping this supply adequate and for replacing equipment as necessary. Staff are taught basic infection control measures, use of protective equipment, method, and when to request replacement equipment during orientation. Each staff member is also offered the opportunity to vaccination series. The agency staff members implement infection control procedures, as appropriate.

### Exercise 1

- To control the spread of infection
- To ensure protection of individuals from transmission of communicable/infectious diseases
- To meet OHS/OSHA regulations
- To ensure that all staff persons understand proper use of protective equipment

## Business

**Disclaimer:**  
- Personal protective Equipment Kits (PPE Kits) contain, but are not limited to the following items:  
• 10 masks (surgical or N95)

- 1 open vinyl gloves (small, medium or large)
- 1 disposable mouth and nose mask with eye shield
- 1 disposable isolation gown
- 2 vinyl, disposable aprons
- 1 biohazard garbage bag
- 2 paper towels
- 1 Job Hazard Analysis (Define the proper PPE to use in different situations)
- 1 incident report form

- First aid kits contain, but are not limited to the following:
  - 6, 5, 3 inch sterile bandages

- 6, 7 & 8 3 inch sterile bandages
- 1, 4 & 6 inch sterile gauze
- 1 roll surgical tape
- 3 disposable gloves and latex condom
- 4 disposable absorbent wipes
- 4 disposable disinfectant wipes
- 3 saline tubes

9830 SW Gemini Drive, Beaverton, OR 97008  
Office: 503-441-4960 Fax: 503-441-4962 <http://www.novocortusa.com>

## Workplace Illness Plan if you become sick at work

**No Worries®**  
Comprehensive In-home Care  
**Workplace Illness Plan**  
If you become sick at work


If you are at a client's home and become ill:

- Notify the Manager/Supervisor immediately at (800) 541-4646.
- Put on PPE that will protect the Client: Mask, gloves, and gown.
- Explain to the Client you are not feeling well and another Caregiver is on the way.
- Explain to the Client you are wearing PPE as a precaution.
- Continue to the Client you will be wearing all surfaces you have come in contact with.
- Continue to monitor Client but do not approach Client unless necessary.
- When Caregiver arrives, give report and go outside before taking off PPE.
- Call in your time on the "Timeline" and report the PPE that needs to be redacted.
- Call Scheduling daily with reports on how you are feeling and if you need a doctor.

\_\_\_\_\_  
Caregiver Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_  
Client Name (if applicable) \_\_\_\_\_  
Explanation of exposure \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Received by: \_\_\_\_\_ Name of Administrator notified \_\_\_\_\_  
PPE redacted at Client's by \_\_\_\_\_ Date \_\_\_\_\_

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## Ebola Exposure Reporting Plan

  
**Ebola Exposure Reporting Plan**  
As recommended by OSHA (http://www.osha-slc.gov/EbolaExposureReportingPlan.html)

**If you are not at a client's home and believe you have been exposed to the Ebola virus through blood, sweating, or ill resident or other persons, handling a contaminated object, or cleaning a contaminated environment:**

- \_\_\_\_\_ Notify the Monitor Supervisor immediately at (202) 641-4040.
- \_\_\_\_\_ Monitor your health for 21 days. Watch for fever (temperature of 101°F/38.3°C or higher), muscle pain, headache, sore throat, diarrhea, vomiting, rash, and other symptoms consistent with Ebola.
- \_\_\_\_\_ Seek medical attention if you develop any of these symptoms.
- \_\_\_\_\_ Before visiting a health care provider, alert the clinic or emergency room in advance about your possible exposure to Ebola virus so that arrangements can be made to prevent spreading it to others.
- \_\_\_\_\_ When traveling to a health care provider, first contact with other people. Avoid all other travel.


**If you are at a client's home and believe the client or family member may have been exposed to Ebola or is actually infected:**

- \_\_\_\_\_ Immediately clean off any body fluid you have been exposed to. Wash your hands thoroughly with soap and warm water. Put on PPE – Mask, Goggles, Gown.
- \_\_\_\_\_ Notify the Monitor Supervisor immediately at (202) 641-4040. Supervisor will notify Administrator and provide further instruction at that time.

Exposure Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_  
Client Name (if applicable) \_\_\_\_\_  
Explanation of exposure \_\_\_\_\_  
Received by \_\_\_\_\_ Name of Administrator (initials) \_\_\_\_\_  
Copyright © 2014 No Worries, Inc. All rights reserved. 10/1/2014  
10000 1st Ave NE, Suite 100, Seattle, WA 98105  
Phone: 206.461.4040 Fax: 206.461.4041 <http://www.noworries.com>

This form was designed around the OSHA guidelines for an exposure.

# Start of Shift Procedure



**Start of Shift Procedure**

This employee's responsibility is to ensure the best care for every client. The following procedures will help with this goal by making a routine that every caregiver has the same up to date information for their shift.

1. **Arrive for your shift on time** to allow the outgoing caregiver to give you a good sign-out and to ensure that the information is up to date.
2. **Review the Service Plan** at the beginning of each shift. Note, changing and caring schedules. There will help you prepare your day. Each sign-out and hand-off will include, gloves, and other necessary devices that need to be used.
3. **Review the Medication Administration Record (MAR)** at the beginning of every shift at home. Note what times medications are to be given. Check the number that the care plan calls against the MAR. Check the call to the sign-out will provide additional details and for making other calls for insurance or other medical care. Sign and attach the bottom of the MAR if this is your last shift to leave the client's home.
4. **Review the PMS medication** at the beginning of each shift. Looking over these will give you better understanding of your client's medical status and will prepare you for tasks of complications such as shortness of breath, an irregular pulse, and other signs of the client's health. If you are not sure, call the doctor before the shift.
5. **Review all the clients** at the beginning of each shift and make observations. If the client has been hospitalized or discharged, document (HPI) notes the last time the client had a HPI sign and attach the bottom of the MAR if this is your last shift to leave the client's home.
6. **Review the daily checking notes** for the past week or three (one last shift) to ensure the client's status. There will help you to know the client's status, if there are problems or concerns to be aware of, and if there are any planned activities.
7. **Wash hands before performing client care.** To thoroughly washing hands with soap and warm water, use significantly reduces the risk of spreading infections. (HPI)

Client's consent to the Start of Shift Procedure will be kept on file and provided to the client at their home. Documented that I am responsible for following the procedures and for reporting changes to my supervisor immediately.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

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# End of Shift Procedure



## End of Shift Procedure

It is everyone's responsibility to ensure the best care for every client. The following procedures will help meet this goal by making certain that every caregiver has the necessary information for their shift.

1. Check and confirm all client medical equipment that has been used during the shift. To report any malfunctions, the caregiver will stop therapy until a replacement is received. Malfunctions are greatly reducing the risk of spreading infections. Please use all medical, client, and their family members.
2. Wash hands after performing client care. To thoroughly wash hands with soap and water until the fingertips rub for approximately 20 seconds.
3. Complete the daily charting note for your shift. The note to document all care given and completed or a client's care plan on the back check list and complete the narrative on the back using all objective information.
4. Review the Nighttime Administration Record (NAR) at the end of every shift. Be sure that you have signed for all medication that you administered. Notify the RN nurse supervisor if there are any discrepancies.
5. Review the PPS notification at the end of each shift. To note that any PPS notification involves admission has been documented and signed. The data information is complete for the certified electronic card.
6. Review all the items at the end of each shift and be sure that you have signed for all items that are complete. If the items have indicated that no change based on current (PSS) document the date and contents of all items during your shift using the exception report if needed.
7. Call the office if the client changes to and you know only or only you to stop home.
8. Report your name, the date, your client's name, time worked, any mileage and return you driver to the No Worries Team Line (800) 360-3600.

Once reviewed the End of Shift Procedure and a note has been provided to you for next shift. Please understand that I am responsible for following the procedure and for reporting changes to my supervisor immediately.

Caregiver Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Printed Name \_\_\_\_\_

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 Office: 800-360-3600 Fax: 800-360-3600 Web: www.noworries.com

## Revised Charting Notes

- Caregivers now have to initial:  
  
Washed hands at beginning of shift  
Washed hands at end of shift

Charting Notes are a method of accountability and also serve as a reminder of what is expected. We added hand hygiene to our Charting Notes as a way to encourage 100% compliance with hand hygiene.

## Results of Ebola CAREgiving Training

Caregivers will be better prepared to safely  
CARE for Clients with diseases they are likely  
to see:

- Hepatitis
- MRSA
- Norovirus
- C-diff
- Influenza
- HIV

I am hopeful that training will actually save us money by having fewer sick calls and also provide a higher quality of care.

## Ebola CAREgiving Training

### Training

- Available at:  
[www.NoWorriesCARE.com](http://www.NoWorriesCARE.com)