

Nurturing a Culture of Connectedness: New View of Community:



←six feet→



medisked



About MediSked

MediSked is the leading brand in holistic solutions that **improve lives**, drive efficiencies, and **generate innovations** for human service organizations that support our community.

We have a unique opportunity to connect with the community that we support during a time when social interaction and community integration is being altered due to the COVID-19 global pandemic and people are told to stay home.



MediSked Platforms



MediSked Coordinate

Bring all of the daily elements of long-term service and support coordination together for more timely, effective communication



MediSked Connect

Centralize and manage information to create efficiencies in service delivery and improve outcomes across your whole organization



MediSked Connect Exchange

Equip stakeholders with data integration and warehousing tools for actionable alerts, trends, and population analytics



MediSked Portal

Provide a 360-degree view of a person's life and connect their circle of supports through interactive empowerment tools

Learn More

Want to learn more? Contact us at sales@medisked.com or request a demo [on our website](#).



Mention this ANCOR presentation when you submit your request to receive a gift.

MediSked Virtual Visits



Starting in mid-March 2020, the COVID-19 virus disrupted lives and businesses around the world. MediSked employees moved to extended work from home on 3/16/2020. Many of MediSked's clients that support people in home and community-based settings and long-term services and support also closed programs and limited independence and social communication for the individuals that they support.



During this crisis, contact, community, and communication are interrupted and MediSked employees have an opportunity to volunteer their time connecting with individuals via video conference to support social interactions and community inclusion.

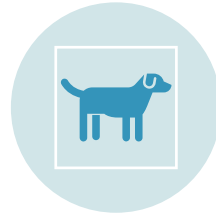
Activity-Based Social Interactions



KARAOKE



STORY READING



PET CORNER



CRAFT WITH
SIMPLE SUPPLIES



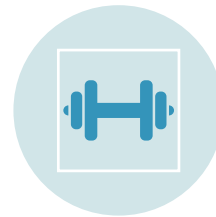
SCAVENGER HUNT



WHAT ARE YOU
WORKING ON?



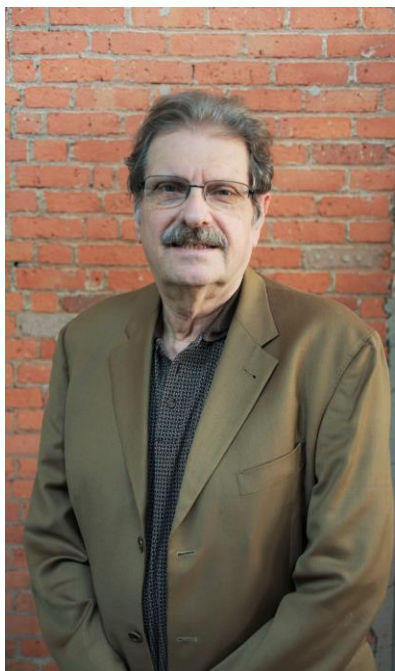
QUESTION OF THE
DAY



SIMPLE WORKOUT



JUST TALK ABOUT
YOUR DAY!



Dr. Tom Pomeranz is a nationally recognized authority, trainer, clinician and consultant in the field of services for people with disabilities. Over the last forty-five (45) years, Tom has conducted thousands of seminars and programs throughout the United States and Canada. His audiences praise his ability to combine information, humor, passion and storytelling into an informative whole that does not just present the information, but really communicates it in a memorable fashion. Additionally, Tom is a long-time MediSked Advisor.



**Management and
Administrative Strategies:
for Agencies Supporting
People with Disabilities During
this Pandemic**

with Tom Pomeranz, Ed.D.



No Mandate

Regulatory agencies mandate that providers have policies and procedures addressing natural disasters. Further, service providers are mandated to conduct drills assuring their preparedness when confronted with those natural disasters that place individuals supported in harms way.

Unfortunately, such was not the case with the potential of a viral pandemic. Consequently, the provider community was totally vulnerable and unprepared.



Learn from the Past

Prior to the development of vaccines, best practice procedures currently in place in response to COVID-19 were standard practice in many congregate residences e.g. hand-washing.

Those infection control procedures were then, as now, our only defense!

Virus

Polio
Hong Kong Flu
Measles
Rubella
Chicken Pox
Swine Influenza
Hepatitis B



Vaccine Developed

1954
1967
1968
1971
1968
1976
1986

Perhaps this is the time to consider developing policies and procedures to respond to future pandemics as well as honing our skills in implementing them.

Universal Enhancement

Lessons

**The
lessons of
the past
provide the
path to the
future**



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Insanity

**Insanity is making the
mistake over and over yet
expecting different results!**



Universal Enhancement

Home Isolation

We clearly understand the necessity of our social isolation to prevent the infection of COVID-19. Yet we struggle with the disruption to our: daily routines, physical separation from family and friends, leisure pursuits, employment, etc.

It is our ability to exercise informed consent that gives us strength to make these sacrifices. It is our ability to self-determine alternative activities replacing those that are no longer available, which provides us with the motivation to sustain the sacrifice.



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Home Isolation (cont'd)

Pretend for a moment that you are not able to comprehend the need for social isolation nor capable of self-determining alternatives to replace your normal routines. Everything has changed around you – everything – changed by others with no recourse!

How do you feel?

What would you like others to do
for you to make your social
isolation tolerable?

GEM

The Universal Enhancement
Standard:

Good
Enough
for
Me



Universal Enhancement

A Great Motivator

When looking at others
through *GEM*
lenses, a sense
of dis-ease can
be a great
motivator to
enhance
quality of life.

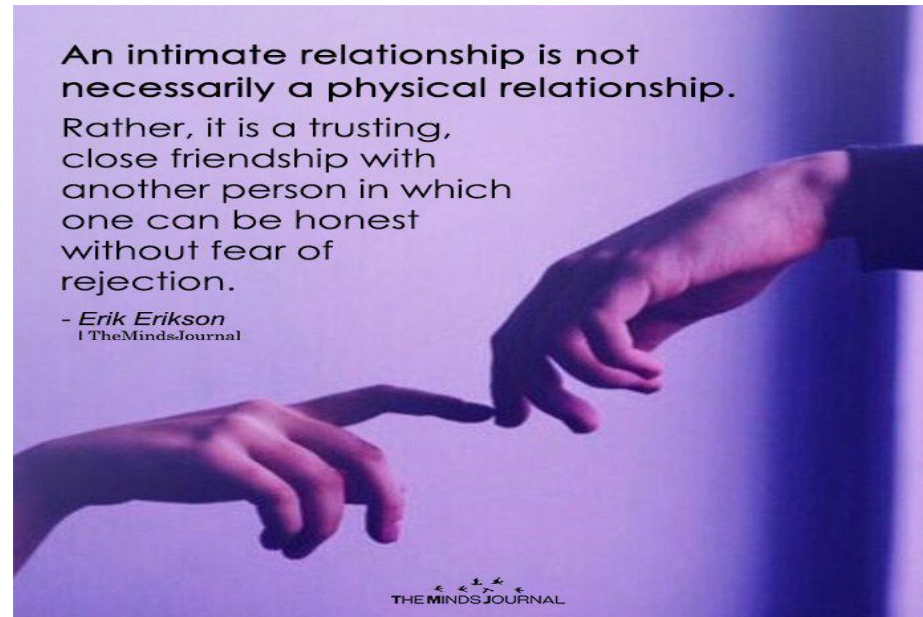


Universal Enhancement

Intimacy

What would your life be like without an intimate relationship?

Intimate: marked by close acquaintance, cherished, dearest, devoted, warm friendship, relating to or indicative of one's deepest nature. Wikipedia



Home Isolation (cont'd...)

As staff, we may fail to address the QOL issues for those we support; distracted by the critical issues of COVID-19.

At this time, more than ever, we must address the emotional well being of those we support.

- Unrelated to the individual's ability to comprehend, explain what is happening and why – over and over again.
- If the individual can discuss the changes in their routines, talk with them frequently. Ask them about their feelings.
- Use social media frequently to maintain contact with family and friends i.e. FaceTime, Facebook, Zoom, cell photos, video clips, etc.



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Home Isolation (cont'd...)

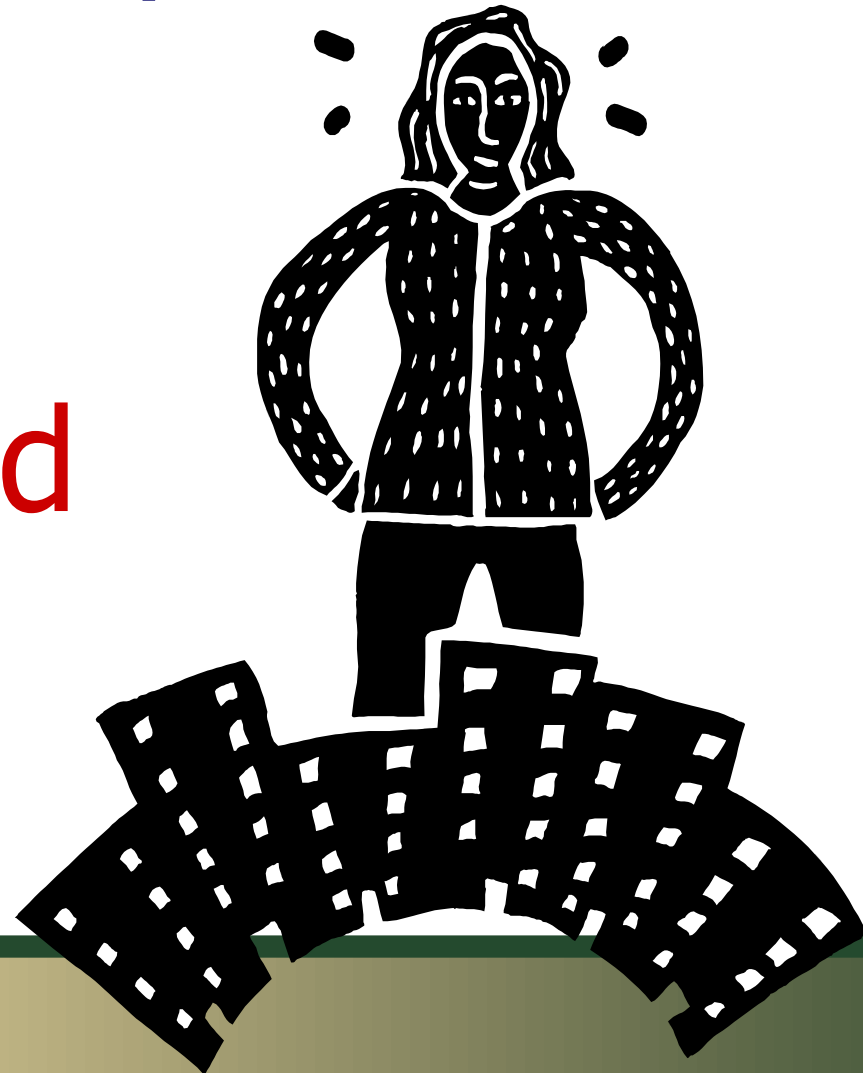
- Develop a schedule and routine within the residence – stay on schedule.
- Avoid talking about the tragic issues regarding COVID-19 in front of the person as if they were not there.
- Use non-contingent touching whenever possible.
- Introduce novel and interesting leisure activities.
- Promote opportunities to be productive i.e. making dog biscuits for the animal shelter, making pipe cleaner/cheerio bird feeders.
- Staff must demonstrate an upbeat spirit – fake it 'til you make it'!



Are You Somebody?

I used to ask "why doesn't somebody do something about that?"

Then I realized
that I was
somebody!



Superior Leaders

Honest

Competent

Forward thinking

Inspiring

Intelligent

Fair-minded

Broad-minded

Courageous

Straightforward

Imaginative

Dependable

Supportive

Caring

Cooperative

Mature

Ambitious

Determined

Self-Controlled

Loyal

Independent



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Management Interactions

The following delineates the behaviors that must be consistently exhibited by management in all their interactions with front line staff to achieve emotional connectivity and a relationship of TRUST.



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Management Interactions (cont'd...)

- Smile when interacting – it is the way our face “gives an emotional hug.”

Smile

***“Every time you smile
at someone, it is an
act of love, a gift to
that person, a
beautiful thing.”***

-Mother Teresa



Management Interactions (cont'd...)

- Smile when interacting – it is the way our face “gives an emotional hug.”
- Start every staff interaction with a person focus versus task focus. “How are your children doing are they getting acclimated to online classes?” “Is your brother out of the hospital yet?” Acknowledge the significant happenings in the personal lives of the staff.

What's First

R before I or T

Relationships
before

Issues

or

Tasks



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Management Interactions (cont'd...)

- **Smile when interacting – it is the way our face “gives an emotional hug.”**
- **Start every staff interaction with a person focus versus task focus. “How are your children doing are they getting acclimated to online classes?” “Is your brother out of the hospital yet?” Acknowledge the significant happenings in the personal lives of the staff.**
- **Always demonstrate the skills of courtesy in all interactions. i.e. pardon me, please, thank you, I am sorry, etc.**
- **Listen to what staff are saying – listen long and listen hard. Do not interrupt when they are speaking. When in person, give eye contact. Pay attention to your body language i.e. arms folded across your chest communicates a defensive posture.**
- **Demonstrate humor. Share a funny story, a cartoon or a joke. Humor communicates to the staff that you can be vulnerable.**

Management Interactions (cont'd...)

- Acknowledge and respond promptly to all staff communication. Though we may not be able to do what our staff want us to do, when they want us to do it, but we can always acknowledge them quickly. It communicates their importance to us.



Respond Promptly

Follow the “**sundown policy!**” Return all phone calls, emails, voice mails, etc. before the sun goes down.



Being responsive says "I respect and value you and what you have to say."

Management Interactions (cont'd...)

- Acknowledge and respond promptly to all staff communication. Though we may not be able to do what our staff want us to do, when they want us to do it, but we can always acknowledge them quickly. It communicates their importance to us.



Managers who demonstrate these skills are providing staff with a sense of TRUST that they can count on us to meet their needs. That TRUST makes the primary emotion more manageable thus not evolving to ANGER. Managers who lack these skills can learn them. They are best learned by being exercised. Managers for whom these skills feel like an ill fitting glove, suggest that they “fake it.” Ultimately, these behaviors that seem uncomfortable will become natural.

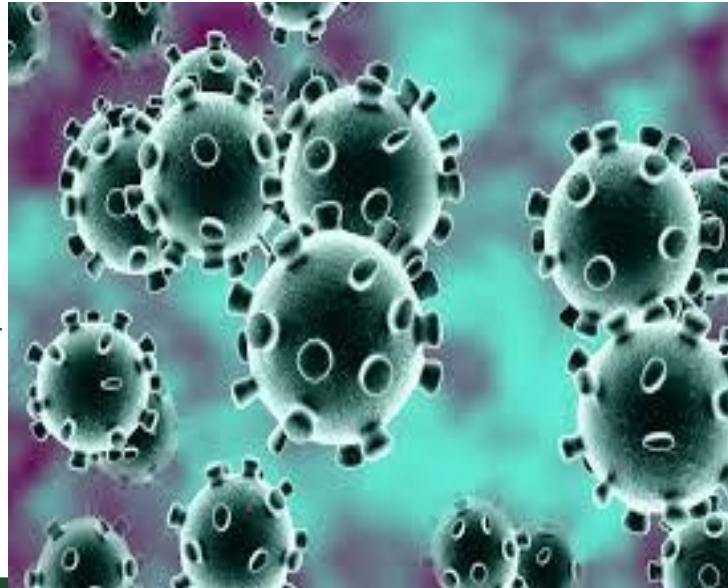
Residential COVID-19 Survey

How are you doing emotionally i.e. anxious, fearful, exhausted, etc.?

What more can the agency do to support you in your work or personally?

In your opinion, is personal safety equipment always available for your use?

What challenges are you experiencing in maintaining social isolation between the residents?



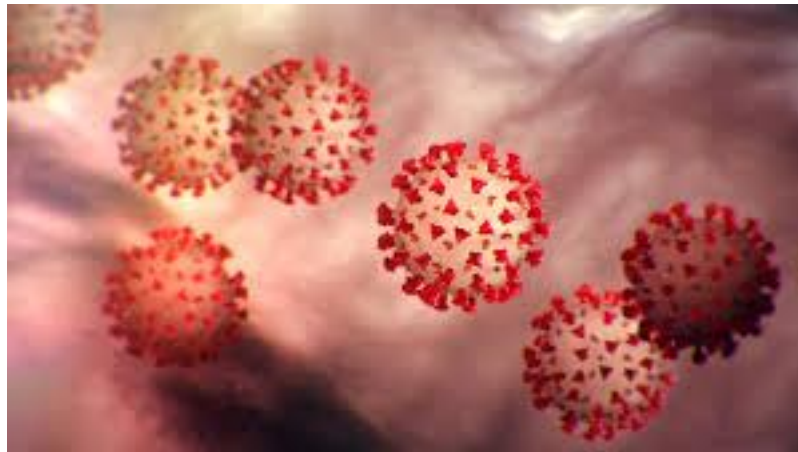
Universal Enhancement

Residential COVID-19 Survey (cont'd...)

What COVID-19 protocols do you believe need to be instituted that are not now in place?

In what area would you like more training in carrying out all COVID-19 guidelines and protocols?

What COVID-19 protocols are you most concerned about implementing to standard?



Residential COVID-19 Survey (cont'd...)

How would you rate the agency's overall response in addressing the emotional and physical welfare of the individuals supported relative to COVID-19?

(Failing) 1 2 3 4 5 6 7 8 9 10 (Excellent)

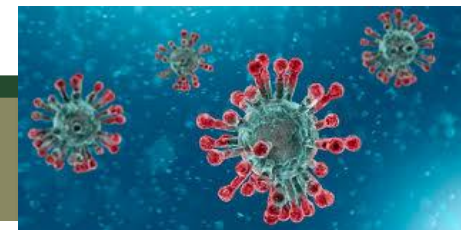
Explain:

How would you rate the agency's overall response in addressing the emotional and physical welfare of the staff employed by the agency relative to COVID-19?

(Failing) 1 2 3 4 5 6 7 8 9 10 (Excellent)

Explain:

Is there anything you would like to offer as a suggestion that will improve QOL for the individuals supported and the staff who support them?

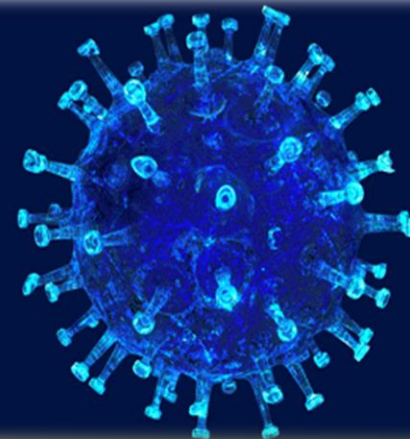


Family COVID-19 Survey

- How are you and your family doing emotionally in light of COVID-19 i.e. anxious, fearful, resolute, etc.?
- What concerns do you have regarding the procedures and protocols put in place to keep your family member safe from COVID-19?
- What would you like your agency to do to further improve communication from management staff?
- Can you provide any suggestions that the agency can implement to further improve protective oversight for your family member regarding COVID-19?
- How would you rate the agency's responsiveness and sensitivity in meeting the needs of your family member related to COVID-19?

(Failing) 1 2 3 4 5 6 7 8 9 10 (Excellent)

Explain:



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Can I?

NOT *NO*!

BUT *HOW*?

HOW?

how?

HOW?

Universal Enhancement