

# QUARTERLY PROVIDER BULLETIN

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A publication for the providers of  
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North Country CMH receives its principal funding  
 from the Michigan Department of Community Mental  
 Health (MDCMH)

Serving Antrim, Charlevoix, Cheboygan,  
 Emmet, Kalkaska, and Otsego Counties ...  
 Keeping Services Close to Home!

## KEEP UP TO DATE REGARDING COVID-19 AND THE COMMUNITY MENTAL HEALTH INDUSTRY

NCCMH is publishing general communications on the home page of our  
 website: [www.norccmh.org](http://www.norccmh.org).

Provider Communications or directives from NCCMH/State of Michigan,  
 pertaining to the containment of COVID-19 within the community  
 mental health industry are being posted to the Contract Provider  
 Manual page of our website:

[http://www.norccmh.org/contract\\_provider\\_manual.html](http://www.norccmh.org/contract_provider_manual.html).

Provider communications or directives from NCCMH concerning  
 training or training changes during the COVID-19 containment effort,  
 are being posted to the Direct Service Provider Training page of our  
 website: <http://www.norccmh.org/training.html>.

Providers are encouraged to check back often for updates.

## THE CORONAVIRUS DISEASE 2019 (COVID-19)

By Deb Erber, Director of Health Services, ([derber@norccmh.org](mailto:derber@norccmh.org))

There is much talk and rising fear regarding COVID-19 as it continues to  
 spread. COVID-19 is a new coronavirus that had not previously been  
 identified. Like the common cold it can spread from person to person. The  
 CDC is updating their website frequently to keep us abreast of the current  
 status and recommendations. This is the best place to look for facts  
 regarding this virus.

### Prevention - Per the CDC:

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-  
 19). The best way to prevent illness is to avoid being exposed to this virus.  
 However, as a reminder, CDC always recommends everyday preventive  
 actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in  
 the trash.

*Continued on page 4*



## Coronavirus disease 2019 (COVID-19) and you

### 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?

Yes. COVID-19 is spreading from person to person in parts of the world. Risk of infection from the virus that causes COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infections are those who live in or have recently been in an area with ongoing spread of COVID-19.

Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

The current list of global locations with cases of COVID-19 is available on CDC's web page at <https://www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html>.

### How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but it is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. 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?** Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

### People can help protect themselves from respiratory illness with everyday preventive actions.

- 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 from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on our movement for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. 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 take everyday preventive actions, like avoiding contact with people who are sick and washing your hands often.

### 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.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)



# What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community

## Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ridesharing, or taxis.

## Separate yourself from other people and animals in your home.

**People:** As much as possible, you should stay in a specific room away from other people in your home. Also, you should use a separate bathroom, if available.

**Animals:** Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

## Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare providers office take steps to keep other people from getting infected or exposed.

## Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

## Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

## Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

## Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

## Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

## Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrives.

## Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.

## THE CORONAVIRUS DISEASE 2019 (COVID-19)

By Deb Erber, Director of Health Services, (derber@norcmh.org)

Continued from page 1

- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility). (This is referring to caring for someone diagnosed with COVID-19)
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For information about handwashing, see CDC's handwashing website.

For information specific to healthcare, see CDC's Hand Hygiene in Healthcare Settings.

These are everyday habits that can help prevent the spread of several viruses. CDC does have specific guidance for travelers. Specific information from the CDC is included in this bulletin.



## CALENDAR

### PROVIDER QUARTERLY MEETING:

9:30 am (coffee)

10:00 am – 12 noon

Meet at the Gaylord University Center,  
Gaylord on:

- Tuesday, May 5, 2020
- Tuesday, May 5, 2020
- Tuesday, August 4, 2020
- Tuesday, November 3, 2020



## Coronavirus Disease 2019 (COVID-19)

### What Michigan is Doing

On Tuesday, March 10, Michigan's Governor Whitmer declared a state of emergency as the state's first positive cases of COVID-19 were identified. The emergency declaration enables the state to quickly deploy resources (equipment, supplies and/or personnel) to local jurisdictions to support their response efforts in combatting the spread of COVID-19. The declaration places Michigan at a heightened state of preparedness for response. All Michiganders are encouraged to follow the recommendations from MDHHS and the CDC to protect themselves and slow the spread of COVID-19.

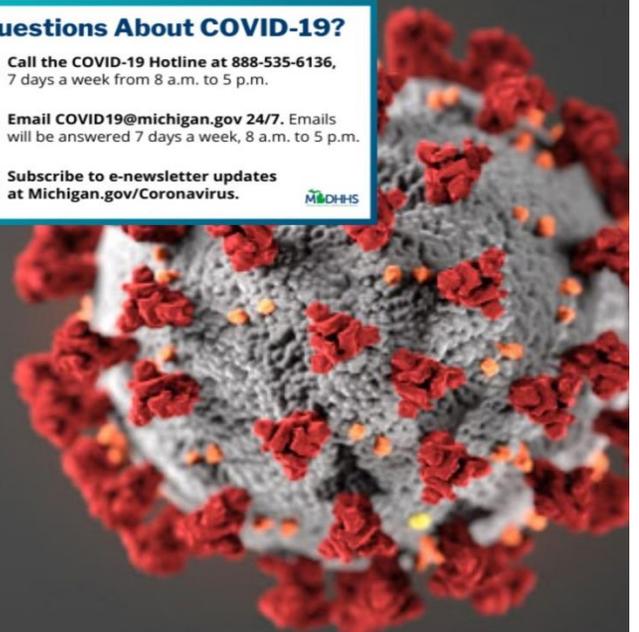
- **Community Mitigation Strategies**  
<https://www.michigan.gov/coronavirus>
- **Executive Orders, Directives & FAQs**  
[https://www.michigan.gov/coronavirus/0,9753,7-406-98178\\_98455---,00.html](https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455---,00.html)

**FOR NEWS UPDATES, GO TO THESE WEBSITES AND SUBSCRIBE:**

- COVID-19 Updates from MDHHS
- News Releases from the State Emergency Operations Center
- News Releases from the Executive Office of the Governor

### Questions About COVID-19?

- 📞 **Call the COVID-19 Hotline at 888-535-6136,** 7 days a week from 8 a.m. to 5 p.m.
- ✉️ **Email COVID19@michigan.gov 24/7.** Emails will be answered 7 days a week, 8 a.m. to 5 p.m.
- 📄 **Subscribe to e-newsletter updates at Michigan.gov/Coronavirus.** MDHHS



## CONFLICT OF INTEREST: SHOULD YOU HIRE RELATED PERSONS TO SERVE CLIENTS?

By Lani Laporte, Contract Manager, (llaporte@norcmh.org)

As a provider, if you choose to hire related (i.e. any form of friend, partner, spouse, significant other or actual blood relative) to an existing employee on your staff, it is wise to have written Employee Guidelines and Policies that address situations that can arise. Sure, hiring related individuals can provide a much-needed additional labor pool. However, to hire related individuals without significant discussions and written employee policies governing those behaviors can be more problematic than expected. This is because favoritism and/or conflicts of interest can occur between the related employees. Conflicts of Interest create an environment where a violation of recipient rights can occur. The favoritism that often follows hiring related individuals is referred to as Nepotism.

Nepotism is a form of discrimination in which friends and/or family members are hired for reasons that do not necessarily have anything to do with their experience, knowledge, or skills. Nepotism is not necessarily illegal either. However, it can create conflicts in the workplace and be troublesome if they are in a superior-subordinate relationship.

In these instances, the relationship may give rise to favoritism in the workplace — or at least some suspicions of it. The subordinate family member takes advantage of the situation by not working as hard or by not following organizational rules or orders of the superior family member. The superior family member also cannot or will not control the activities of the subordinate, such as administering discipline when necessary or providing constructive criticism on performance reviews.

To avoid such incidents or suspicions of favoritism and conflict of interest, your Employee Guidelines should be well written to establish anti-nepotism policies, such as:

- Employees who are related to another employee must not be involved in a supervisory/reporting relationship with one another.
- Employees cannot be transferred, promoted or hired inside a reporting relationship with a relative.
- Employees cannot be part of a hiring committee, when a relative is considered for the position.
- If two employees who are in a reporting relationship become relatives in the course of their employment, one of the two must be transferred. Policy should state that it is the responsibility of both employees to come forward within a certain number of days when any type of relationship is established, particularly relationships that could be interpreted as a conflict of interest.

When employees come forward with a potential conflict of interest, give the employees time to discuss and choose which of them will be transferred before management makes a final decision. Transfers will be discrimination-free. For example, the person being transferred must not always be a woman as it could violate federal antidiscrimination policies. Employees should know to always act professionally when working with a relative/partner or significant other and seek counsel from your manager or HR if there are any problems. Policies should state that when incidents of favoritism or conflict of interest have occurred, whether from a relationship between the employees or not, both employees may be subject to disciplinary action.

In addition, it is important to note that when hiring individuals that are somehow related, there is a greater likelihood that discussion about clients may occur in off-work hours. This could result in a direct violation of recipient rights and must be clearly stated as such in the employee handbook and company policies.

**NCCMH Conflict of Interest Policy is utilized when contracting providers. This policy is written to protect Medicaid dollars from potential misuse or misappropriation stemming from untoward personal interest or profiting. Please note our policy which directly involves NCCMH employees, officers or agents:**

*It is the policy of North Country Community Mental Health that no employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest. Such a conflict of interest would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The officers, employees, and agents of the non-Federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, non-Federal entities may set standards for situations in which the financial interest is not substantial, or the gift is an unsolicited item of nominal value. The standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the non-Federal entity.*

# Healthy Habits to Help Prevent Flu

by Dawn Krieger, Registered Nurse (dkrieger@norccmh.org)

The **single best way to prevent seasonal flu is to get vaccinated** each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are flu antiviral drugs, that can be used to treat and prevent flu. The tips and resources below will help you learn about steps you can take to protect yourself and others from flu and help stop the spread of germs.

1. **Get Vaccinated!!!**

The seasonal flu vaccine protects against the influenza viruses that research indicates will be most common during the upcoming season.

2. **Avoid close contact.**

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too. Stay Home When You Are Sick. If possible, stay home from work, school, and avoid running errands. This will help prevent the spreading of your illness, to others.

3. **Cover your mouth and nose.**

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Flu and other serious respiratory illnesses, like respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS), are spread by cough, sneezing, or unclean hands.

4. **Clean your hands.**

Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.

5. **Avoid touching your eyes, nose or mouth.**

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

6. **Practice other good health habits.**

Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious foods.



## Preventing Flu at Work

- Find out about your employer's plans if an outbreak of flu or another illness occurs and whether flu vaccinations are offered on-site.
- Routinely clean frequently touched objects and surfaces, including doorknobs, keyboards, and phones, to help remove germs.
- Make sure your workplace has an adequate supply of tissues, soap, paper towels, alcohol-based hand rubs, and disposable wipes.
- Train others on how to do your job so they can cover for you in case you or a family member gets sick and you have to stay home.
- If you begin to feel sick while at work, go home as soon as possible.

## Flu signs and symptoms usually come on suddenly.

People who are sick with flu often feel some or all these symptoms:

- Fever\* or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Some people may have vomiting and diarrhea, though this is more common in children than adults.

\*It's important to note that not everyone with flu will have a fever.

Reference: [cdc.gov](http://cdc.gov)

# THE CENSUS IS COMING!

By Kim Rappleyea – Director of Recipient Rights (krappleya@norco cmh.org)

*Compiled with information from the Census Bureau and the National Disability Rights Network.*

The census is so important for our clients and communities. Census data helps direct more than \$800 billion a year in federal funding, including key programs that support and protect the rights of people with disabilities. A fair and accurate census count is essential for the appropriate allocation of funding and strategic decision-making regarding these programs. We must encourage our clients to participate in the census. There are accessibility measures and confidentiality protections in place to ensure that every individual is counted.

## Federally Funded Programs that are guided by the Census (Dollar amounts are for FY19):

### Civil Rights and Advocacy

- Protection and Advocacy Systems (P&A)- \$155 million: The program provides legal, administrative, and other services to people with disabilities. P&A protects the civil and political rights of people with disabilities.
- State Councils on Developmental Disabilities- \$75 million: Councils identify and address the needs of people with developmental disabilities.
- Statewide Independent Living Council -\$24.5 million: Community- based organizations that provide independent living services for people with disabilities.

### Education

- Title I Grants to Local Educational Agencies- \$15.9 billion: Title I grants are used to fund a variety of supplementary educational and related services, including services for students with disabilities.
- Education Grants to States -\$13.3 billion: Individuals with Disabilities Education Act (IDEA) requires states to provide free, appropriate education to students with disabilities. IDEA part B specifically covers seven million youth between 3-21; ensuring education and early intervention services.

### Food and Nutrition

- Supplemental Nutrition Assistance Program (SNAP)-\$73.4 billion: Formerly known as “food stamps,” provides food and nutrition assistance to families with low-incomes. One fifth of all SNAP households include a person with a disability.

### Housing

- Section 811 Supportive Housing -\$230 million: The Dept. of Housing and Urban Development’s only program for non-elderly people with disabilities. The program funds the development of affordable, accessible rental housing.

### Employment

- Vocational Rehabilitation State Grants - \$3.5 billion: Vocational Rehabilitation programs provides vocational training, counseling, supported employment, and post-employment assistance. In 2019, 170,000 people with disabilities were employed with the support of VR programs.

## Participation in the 2020 Census

### Confidentiality:

- Under Title 13 of the U.S. Code, the Census Bureau cannot release any identifiable information about individuals, households or businesses, even to law enforcement agencies (Including the FBI, CIA, DHS or ICE) or courts. The law states that the information collected may only be used for statistical purposes and no other purpose. All Census Bureau Staff take a lifetime oath to protect personal information. The National Archives and Records can only release the census records after 72 years.
- All data submitted online is encrypted and meets the highest cybersecurity standards.

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## THE CENSUS IS COMING! (Page 2)

By Kim Rappleyea – Director of Recipient Rights (krappleya@norcochm.org)

*Continued from Page 7*

### Confidentiality - continued

- In 2010, the MDHHS ORR sent out the following guidance concerning confidentiality during the census. "It is ORR's position that AFC staff may give otherwise confidential information regarding residents to a census taker. Of course, they may give only that information necessary to fulfill the requirements of the US Census...This is an excellent opportunity for residents to participate in a real community inclusive opportunity!" It is also the position of Licensing (LARA) that providers should be encouraging resident participation in the census.

### Accessibility:

- The online questionnaire is accessible to people with a wide range of disabilities.
- For blindness or low vision, a braille or large print brochure is available to print.
- People who are deaf or are hard of hearing may:
  - Respond using a TTY/TDD telephone device.
  - Watch video guides to the questionnaire that are available in sign language (ASL)
  - View online videos and webcasts with closed or open captioning
  - Request a visit from a census taker who uses ASL
- For those who prefer to complete the questionnaire via mail, they may wait until mid-April for the questionnaire to be sent to their home.
- Those who do not respond online, by mail, or by phone, will be visited by a census taker.
- Group facilities may be contacted by special census takers called "Group Quarters" operations. The GQ's have different methods for obtaining information, including modified interviewing and modified questionnaires.
- Census Call Centers will answer questions and accept responses in English and 12 other languages.

### Hard-to-Count Populations

Hard-to-count populations are groups and communities that are at a higher risk of being missed in the Census. The Census Bureau has identified people with disabilities as a hard-to count population. Other hard-to-count populations include young children, people of color, people experiencing homelessness, and LGBTQ persons.

Insufficient or ineffective outreach efforts may mean that people with disabilities are not informed of the resources available to support them completing the survey. People with disabilities may also feel reluctant to participate in the census. Anecdotal evidence suggests that some people may be suspicious of the government or concerned that their personal information will be used to determine their eligibility for other government programs. Individuals with a mental health history, for example, may strongly distrust federal authorities due to past experiences of involuntary treatment or the criminalization of behavior and circumstances associated with their mental health condition.

You can help by directly engaging with our clients and community partners to share the importance of an accurate census and encourage participation. You can play an important role in reassuring individuals that their voice counts, and their participation is crucial to fund supportive programs that they may benefit from.

***For more information and resource materials, please visit [2020CENSUS.GOV](https://2020CENSUS.GOV).***

# TIME TO REVIEW - TORNADO SAFETY

By Linda Kleiber – Safety Specialist (lkleiber@norcochm.org)

Spring is traditionally regarded as tornado season, but they can occur in any month of the year given the right situation and location. March is a good time to review your worksite’s tornado procedure which should include when you are in the building, out in the community, or in a vehicle. Tornadoes can destroy buildings, flip cars, and create deadly flying debris. Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground and can happen anytime and anywhere.

One of the most important things you can do to prevent being injured in a tornado is to be ALERT for the onset of severe weather. It is important to know the terminology:

- ◆ Tornado “watch” means a tornado is “possible”.
- ◆ Tornado “warning” means a tornado has actually been spotted, or is strongly indicated on radar, and you should go to a safe shelter immediately.

Be sure to have emergency supplies on hand. Check your worksite’s emergency bag for:

- ❖ First aid kit
- ❖ Battery operated radio
- ❖ Flashlight
- ❖ Emergency blankets
- ❖ Cell phone & emergency phone numbers
- ❖ Extra batteries
- ❖ Food supply/bottled water (monitor expiration dates). Remember, food should meet the needs of the individual’s served
- ❖ Non-electric can opener, if needed



## SIGNATURE SHEET REQUIREMENT

Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights, Health and Safety pages of this bulletin, which replaces the previously issued Quarterly Brochure. This bulletin also replaces annual updates of Environmental Emergencies, Recipient Rights, and Medications. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

MAY 2019

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	3/24/20
Ben Hur	<i>Ben Hur</i>	3/24/20

*Environmental Emergencies*

*Recipient Rights*

*Medication Updates*