

EAN Skype meeting: COVID-19 crisis

March 25th 2020

Situation at Almacasa-sites in Switzerland
Vincenzo Paolino

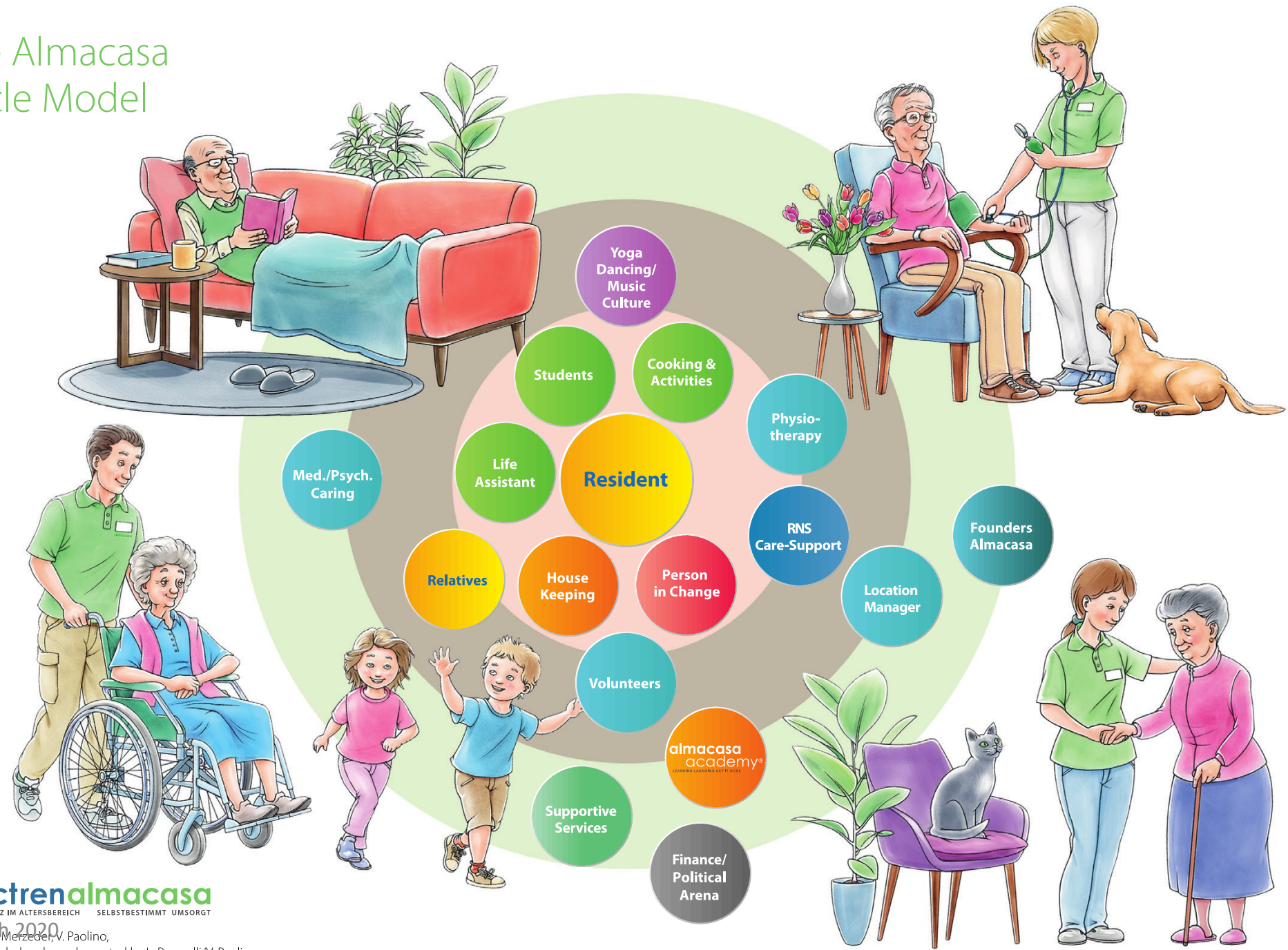
Almacasa in a nutshell

- 3 sites in the Canton of Zurich
- 100 residents in groups of 10-12 with medium to high need of care including palliative care
- decentralized model with shared services
- value driven (10 principles)
- 120 employees
- day/night-respite services (closed for now)

March 25th 2020



The Almacasa Circle Model



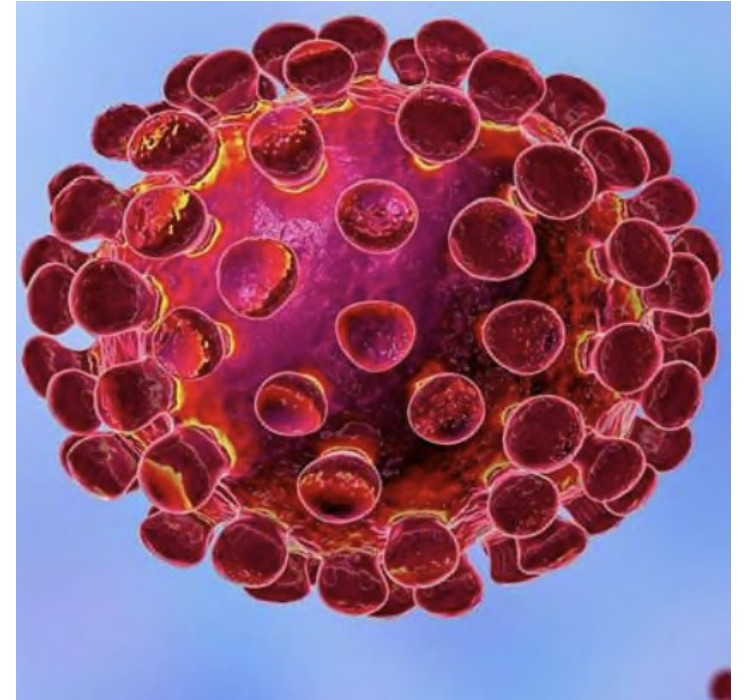
Almacasa-life and Covid-19

- Strict guidelines from authorities are followed concerning visits from outside
- Residents and staff are relaxed (slow down situation)
 - Accurate, timely and recipient adapted information
 - Phone calls multiple times a day where needed
 - External hygiene specialist at hand
 - Visits from CEOs once a week at sites (without hugging...)
 - Residents and staff use time to enjoy the sun in the garden, prepare special drinks or listen to stories been told after dinner.



Almacasa-life and Covid-19

- We are trying to be always one or two steps ahead:
 - What if a resident tests positive? (E.g. isolation in case of dementia)
 - What if a staff member has symptoms or tests positive? (Send home, test)
 - What if we have more palliative care cases or deaths? (Prepare body bags or plastics wrap)
 - What if staff shortage occurs (have emergency-plans available/zhought through: 2 x 12 hrs-shifts)



Almacasa-life and Covid-19

- Biggest challenges
 - Desinfectant/hand sanitizing stolen from sites (taken in „custody“)
 - Initially some apprentices and staff tried to distance themselves from work with medical certificates (information to parents and staff helped)
- Tip:
 - Don't overwhelm with information
 - Be calm and support your team emotionally as much as with facts and supply.

