

Carter Healthcare

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Corporate  
Social  
Responsibility  
Report



CARTER COMMUNITY FOUNDATION

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# WELCOME

The Carter Community Foundation's fifth year of existence presented many challenges caused by the COVID-19 pandemic of 2020. Charitable organizations were hit particularly hard, as many Americans worried where their next paycheck would come from. With statewide mask and distance mandates, a fundraising event was out of the question. However, we simply didn't want to do nothing, so we scrambled to re-focus the year.

We still had our employees vote on charities who would be the beneficiaries of our fundraising activities. We decided to do smaller fundraising activities in 2020. We hosted an employee T-shirt design contest and sold those T-shirts for charity. Additionally, we offered employees the opportunity to make a charitable contribution from their paychecks. These activities were our main catalyst for fundraising in 2020.

The bigger focus was on creating a positive environment for our employees and members of our communities throughout this rough time. We launched monthly contests and activities to boost employee morale in our offices. We encouraged our employees to continue to give back to those in the community who really needed it. I think this is where we made the biggest impact.

If you look through the events and pictures in the pages that follow, I think you will find that our employees continued to give of themselves to our communities. This is the impact we were looking for when we started this foundation. It's not only important to raise funds, but we must also raise spirits. It was never needed more than in 2020.

## **Brad Carter, CPCO**

Director of Corporate Finance & Acquisitions, Carter Healthcare  
Co-Founder, Carter Community Foundation

# CARTER COMMUNITY FOUNDATION

SUPPORTING CHARITABLE ORGANIZATIONS  
IN THE COMMUNITIES WE SERVE THROUGH

FUNDRAISING  
COMMUNITY OUTREACH AND THE  
CARTER COMMUNITY SERVICE SQUAD

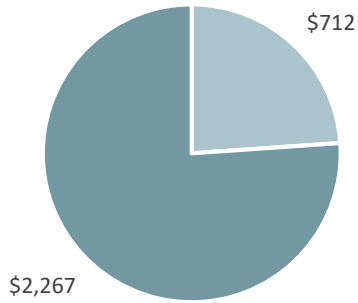
Carter Healthcare established our philanthropic arm, the Carter Community Foundation, in 2015 to place a stronger emphasis on our community involvement. Whether it be through financial support or by volunteering our time, skills, and expertise, the Carter Community Foundation realizes every small bit can have an enormous impact.

Our mission is helping people live better lives through the support of charitable organizations in the communities we serve. Priority focus is on communities where Carter Healthcare has offices, in the following states: Florida, Kansas, Missouri, Ohio, Oklahoma, Pennsylvania, Texas, and West Virginia.

In 2020, the COVID-19 pandemic impacted all areas of life. Opportunities for fundraising, community outreach, and employee volunteerism were more limited than in the past. However, Carter Healthcare and our employees responded to this global crisis by finding new and innovative ways to help people in our communities live better lives.

# FUNDRAISING

2020



■ Apparel Fundraiser ■ Employee Payroll Contributions

- American Diabetes Association and Be The Match were our 2020 charities of choice.
- Several styles of Carter Community Foundation apparel were available for purchase through an online fundraising campaign. Carter Healthcare employees were invited to submit their design ideas for the apparel. The winning design was created by Developer Shawn Serowski, an employee at our Corporate office in Oklahoma City.
- Carter Healthcare continued to offer payroll deductions as a way for employees to contribute to the Carter Community Foundation.
- All proceeds from our apparel fundraiser and employee payroll deductions were donated to our 2020 charity beneficiaries.

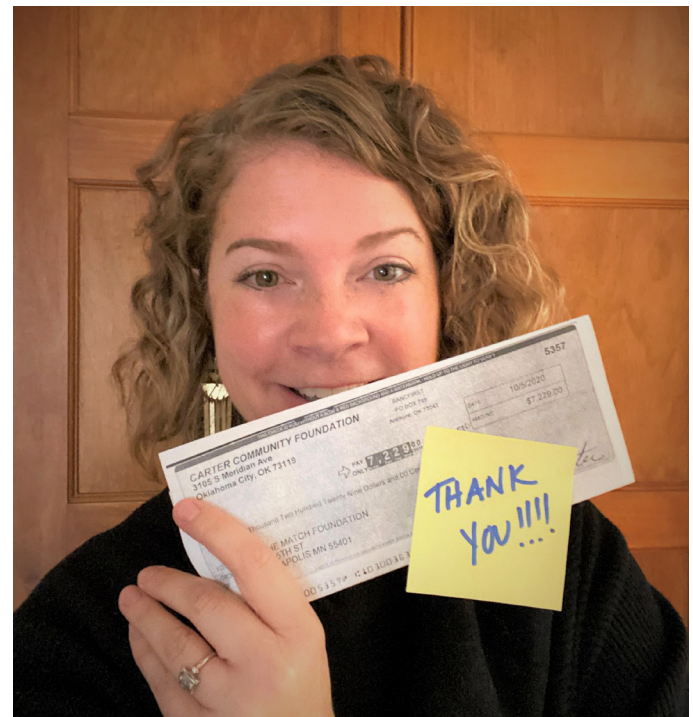


# FUNDRAISING



**Left:** Associate Director of Operations David Bernard (Brady, TX) presented a check from the Carter Community Foundation to Michele Derrick of Brady nonprofit Hope From the Heart. This donation was a result of contributions made by Carter Healthcare’s employees in Texas, in response to the company’s 2019 fundraising efforts. Hope from the Heart provides support to cancer patients in McCulloch County, including payment of medical bills, medications and travel expenses for active cancer treatment. Carter Healthcare’s employees in each state were given the opportunity to nominate a charity that would be the recipient of funds raised in that state in 2019. Our Brady office nominated Hope From the Heart because of the assistance the organization has provided to Carter employees facing cancer treatment.

**Right:** Emily Huebner Dehn, Be The Match Corporate Partnerships Director, is pictured with a check from the Carter Community Foundation representing donations from our Oklahoma fundraising efforts in 2019. Be The Match helps patients with leukemia, lymphoma and other diseases who need a marrow or umbilical cord blood transplant. The donation from Carter Healthcare employees will be allocated to research that will lead to better donor matching, more timely transplants, and treatment of even more blood diseases through transplant. Huebner Dehn said, “Research is a profoundly important part of our mission to save lives, and your generous contribution just brought us closer to a cure.”



# COMMUNITY OUTREACH

Carter Healthcare hosted four Blood Drives at our Corporate office in Oklahoma City in 2020, in partnership with Oklahoma Blood Institute (OBI). Blood needed by patients in more than 160 medical facilities throughout the state of Oklahoma is provided by OBI donors. In 2020, blood donations from Carter Healthcare employees saved the lives of 186 Oklahomans.





# COMMUNITY OUTREACH

Carter Healthcare marketers from San Antonio, Pearsall, and New Braunfels, TX, drove their Carter cars in San Antonio's "Embracing Lives" parade. The parade traveled in front of local hospitals in the San Antonio area. Regional Director of Business Development Cynthia Lopez said, "Doctors, case managers and clinicians were so excited to see us. They said we made their day!"

Oklahoma City Professional Services Coordinator Carli Hicks spent an afternoon creating a sidewalk chalk mosaic for the residents of Stonecreek Assisted Living.

Our Kansas/Missouri Hospice team decorated the windows at Vintage Park at Stanley. Professional Services Coordinator Maureen Lehman organized the window painting as a way to cheer the residents.

- Tahlequah, OK, staff members joined in applause with Northeastern Health System hospital administrators as the hospital raised a flag to honor first responders.

- Professional Services Coordinator Carie Morales (Spring, TX) was part of a group that served lunch to all 350 employees at HCA Healthcare Houston North Cypress.



Regional Director of Business Development Cassie Knori-Baker (Tahlequah, OK) created a sign that said "Thank You Healthcare Workers." She posted it on the side of our building facing Northeastern Health System, so physicians and hospital employees—along with Carter Healthcare staff—could see that they were appreciated!

Irving, TX, Professional Services Coordinator Crystal Bell, along with her husband and son, spread some love with sidewalk chalk at Texoma Healthcare skilled nursing facility in Sherman.

Clinton, OK, Professional Services Coordinator Taylor Tocknell and RN Clinical Coordinator Stacey Yearwood assembled care baskets for nursing homes that were strongly affected by COVID-19. "At some facilities, staff are having to work 24/7 without leaving. We just wanted them to know how much we appreciate them!" said Taylor.



# COMMUNITY OUTREACH

“Carter Cares for our Frontline Workers” was the theme in San Antonio, TX, as members of our marketing team provided breakfast for the Care Coordination team at UT Health San Antonio. More than 55 hospital employees enjoyed tacos and were treated to Carter Healthcare swag.



Professional Services Coordinator Lori Salley (Largo, FL) partnered with Concierge Care to bring Kona Ice to two hospitals—Advent Health North Pinellas in Tarpon Springs and St. Petersburg General Hospital—as a thank you for all they do. Both events had a great turnout, with nearly 200 hospital employees enjoying a tasty treat and Carter swag.

Professional Services Coordinator Shellie Boston (Woodward, OK) represented Carter Healthcare in Woodward High School’s Homecoming parade, throwing candy from her Carter car.



Our Corporate office in Oklahoma City held an “essentials drive” for the Oklahoma Department of Human Services (DHS). Donated diapers, baby bottles, shampoo, and other personal care products were given to children being placed into emergency foster care. Employees also contributed duffel bags and backpacks for the children to carry their essentials in, along with games for the visitation room at DHS.



# COMMUNITY OUTREACH

Professional Services Coordinator Misty Urban (Brady, TX) worked with the local Meals On Wheels program to reach out to the elderly in her area. Misty put together bags filled with snacks, discount Rx cards, a mask, Carter lip balm and other goodies, along with a Carter Healthcare brochure and a list of county resources. The bags were distributed to around 100 Meals On Wheels recipients in McCulloch County. "We live in a small community, and I have become increasingly concerned about our elderly and indigent residents during this difficult time with COVID-19. I wanted to reach out to them and let them know that the community and Carter are here for them," said Misty. "Happiness promotes health. We need to be there for each other, especially now."



The Education department at our Corporate office in Oklahoma City donated several medical mannequins and other training materials, including this implantable port mannequin, to the nursing program at Metro Tech OKC Springlake campus.



Employees throughout Carter Healthcare, including members of the Quality Assurance team at our Corporate office in Oklahoma City, supported breast cancer awareness by wearing pink during a companywide "Think Pink" Day.

In recognition of National Case Management Week, our San Antonio, TX, marketers fried homemade churros and served them with ice cream to the Methodist Hospital-San Antonio case management department. "It was a big hit!" said Regional Director of Business Development Cynthia Lopez.



# COMMUNITY OUTREACH

Our New Braunfels, TX, office hosted a “trunk or treat” event, giving local healthcare professionals an efficient and safe opportunity to meet our physical therapists. Regional Director of Business Development Cynthia Lopez said, “Our PTs loved the idea of getting in front of people that we have not been able to meet due to Covid restrictions in their facilities.” About a dozen representatives from physician’s offices, assisted living, skilled nursing, and independent living facilities attended the event, which Professional Services Coordinator Amy Pitzer coordinated with Memory Care of New Braunfels.

Irving, TX, Regional Director of Business Development Jinny Jenkins’ daughter and a friend helped pass out goodies at Advanced Rehabilitation & Healthcare of Burleson’s “trunk or treat” event.

New Braunfels, TX, Professional Services Coordinator Amy Pitzer and her daughter participated in a Halloween wreath-making event at Elan Westpointe Assisted Living & Memory Care. Amy and Elan Westpointe staff members delivered the wreaths to a skilled nursing facility for residents to hang on their doors.



Professional Services Coordinator April Bourque (Livingston, TX) celebrated Veterans Day by helping to provide a complimentary drive-thru lunch at Pine Ridge Health Care & Rehabilitation.



The Quality Assurance department at our Corporate office in Oklahoma City participated in the Minco, OK, Toy Drive for local families during the Christmas season. LPN QA Allison Butler said, “I know how hard everything has been for everyone this year, and I am so proud of how our department pulled together to do this.”

Irving, TX, Professional Services Coordinator Crystal Bell got into the holiday spirit, participating in the Sherman, TX, Christmas parade.

Our Tampa, FL, team donated gifts to Angel Tree students at Jennings Middle School, a local Title 1 school.

Professional Services Coordinator Jennifer Piwonka (Spring, TX) delivered holiday cheer (in the form of pies) to employees at Houston Medical Center.

# CARTER COMMUNITY SERVICE SQUAD

The Carter Community Service Squad is a program to build upon the Carter Community Foundation's involvement in local communities by encouraging employees to volunteer for causes that are important to them. Each selected charity must be a 501(c)(3) non-profit organization, and all volunteer hours must be accumulated during the employee's non-working hours.

To join the Carter Community Service Squad, employees must complete 32 community service hours from January through December. Qualifying employees receive a small reward of Carter Healthcare gear and a guarantee of a donation going to the charity of their choice at the end of the year.

Our employees perform a wide variety of volunteer activities, from assisting at charity galas and coordinating run/walks to fostering dogs and volunteering at a camp for children with limb differences.

Although volunteer opportunities were limited in 2020 due to the COVID-19 pandemic, Carter Healthcare employees still succeeded in volunteering 1,008 hours with non-profit organizations during the calendar year. Through their volunteer efforts, seven employees earned \$2,900 in donations to their favorite charities from the Carter Community Foundation.



Carter Healthcare employees who earned a donation to their favorite charity through their volunteer efforts in 2019 made the check presentations in 2020. **Clockwise from top right:** LPN Brandi Jackson (Tulsa, OK) | RN Clinical Coordinator Stacey Yearwood (Clinton, OK) | RN Case Manager Michelle Rawding (Tulsa, OK) | Respiratory Therapist Jill McPherson (Oklahoma City)

# CARTER COMMUNITY SERVICE SQUAD

Employees who earned donations to charity through their volunteer efforts in 2019 presented the checks in 2020.

**Below, top:** Professional Services Coordinator Crystal Whitmer (Alachua, FL)

**Below, bottom:** Professional Services Coordinator Julie Charboneau (Oklahoma City)



**Left:** Professional Services Coordinator Assistant Amanda Walker (Melbourne, FL) presented a check to the Alzheimer's Association.

**Below, top:** PT Courtney Miller Eldridge (Jacksonville, FL) with campers and fellow volunteers at Camp No Limits

**Below, bottom:** Hospice Volunteer Coordinator Pat McGowin (Oklahoma City) made a check presentation to the VFW Auxiliary.



# COMMITMENT TO EXCELLENCE

THE HIGHEST QUALITY IN PATIENT CARE,  
ETHICAL STANDARDS AND COMPLIANCE

QUALITY & RANKINGS  
CORPORATE COMPLIANCE AND OUR  
COVID-19 RESPONSE

At Carter Healthcare, we provide in-depth clinical home health or hospice education, using classroom, distance, and preceptor programs. Our clinicians apply this training through our CARE At Home case management model and an interdisciplinary approach to patient care. We are proud to have been recognized within our industry and in our local communities for our quality outcomes and patient satisfaction scores resulting from these practices.

We pledge our full commitment to upholding all compliance standards as we fulfill our mission of healthcare excellence. This includes compliance with formal guidelines issued by both federal agencies and private regulatory agencies.

Carter Healthcare is committed to fostering an environment that is conducive to success in compliance. We do this by providing effective communication and training programs for our employees, by instituting an established code of conduct that must be agreed upon by all employees, and by encouraging employees to share their concerns about company policies and procedures.

In 2020, our commitment to excellence required adapting to the environment created by the COVID-19 pandemic and taking the appropriate steps to meet the ever-changing needs of our employees and patients resulting from this global crisis.

# QUALITY & RANKINGS

## Quality Assessment & Performance Improvement Plans

Carter Healthcare strives to work toward and maintain the highest levels in patient satisfaction and outcomes. We utilize individualized Quality Assessment & Performance Improvement Plans to help conduct real-time data analysis and make corrections to quality domains.

Carter Healthcare also utilizes leading technology in performance improvement for post-acute providers. By analyzing and benchmarking real-time data, we are able to make an actionable difference in daily care provided to patients.

## Patient Outcomes

Carter Healthcare strives to reduce the hospitalization rate of our patients to promote better self-care management and transition processes out of the hospital. Our goal is to reduce avoidable hospital re-admissions. We are able to achieve this goal by working with each patient to implement individualized care plans in the home.

## Industry Awards and Ratings

- SHPBest Home Health Patient Satisfaction Award — Premier Performer
- SHPBest Home Health Patient Satisfaction Award — Superior Performer
- BKD/SHP Benchmark Leader Award Winner
- Centers for Medicare & Medicaid Services 5-Star Ratings for Quality Measures
- Centers for Medicare & Medicaid Services 5-Star Ratings for Quality of Patient Care
- HomeCare Elite Top 100 Agency
- HomeCare Elite Top 500 Agency
- HomeCare Elite Top Agency
- The Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) Gold Seal of Approval

## Community Recognition

- Best of the Best in Cherokee County Reader's Choice Survey Winner — "Best Home Care/Hospice"



# CORPORATE COMPLIANCE

## Corporate Compliance Committee

### MISSION

The Corporate Compliance Committee is responsible for the ongoing assessment and prioritization of legal compliance risk areas, the sharing of compliance best practices, and the development of monitoring to increase companywide compliance efficiency and effectiveness.

Clients who have questions about a particular policy, practice, or procedure should contact the supervisor of the office providing service for clarification.

Employees should contact their supervisors for clarification on policies, practices, or procedures.

### Anyone requiring further assistance can contact:

Chief Compliance Officer Sue Douglas  
Chief Security Officer Dakotah Denton  
(405) 947-7700

Compliance Hotline:  
(405) 688-2103  
(anonymous reporting available)

Email:  
[compliance@carterhealthcare.com](mailto:compliance@carterhealthcare.com)

### MEMBERSHIP REQUIREMENTS

Committee members are appointed by the Chief Compliance Officer, who serves as Chair of the committee. Members are expected to do the following:

- Attend quarterly meetings to review Compliance program activities.
- Be generally knowledgeable about compliance issues facing the healthcare industry.
- Assist the Chief Compliance Officer in fulfilling his/her duties and oversight responsibilities relating to the Company's compliance with applicable laws and regulations, the Company Code of Conduct, and related Company policies and procedures, including the Corporate Ethics and Compliance Program. The committee shall review matters concerning or relating to the Company Code of Conduct, the Corporate Ethics and Compliance Program, and compliance with the requirements of federal health care programs. The committee shall make regular reports to Executive management regarding these responsibilities.
- Oversee the Company's healthcare regulatory Compliance program and monitor its performance.

## Program Overview

Carter Healthcare is continually striving to achieve high ethical standards through both company and employee practices. The mission of Carter Healthcare's Compliance team is to detect and prevent fraud, waste, abuse, and any unethical conduct in home healthcare.

Our program incorporates formal guidelines that are issued by the Federal Health and Human Services Office of Inspector General to prevent illegal conduct and monitor compliance with applicable laws, rules, and regulations.

At Carter Healthcare, we pledge our full commitment to upholding all compliance standards as we fulfill our mission of healthcare excellence.

Our success is built on a culture of integrity. Carter Healthcare expects all employees to follow our culture of integrity by practicing the following behaviors:

- Act fairly and honestly.
- Adhere to ethical standards in all you do.
- Comply with the law, regulations, and policies set forth.
- Report suspected violations.

## Patient Privacy and HIPAA

Safeguarding our patients' security and privacy is a core mission at Carter Healthcare. In addition to ensuring each patient's physical safety, we also assure safety in privacy of medical records and personal information.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) ensures that personal medical information a patient shares with doctors, hospitals, and others who provide healthcare is protected information.

Carter Healthcare's Compliance department works with the Chief Security Officer to keep information about patients' health information confidential, sharing it only with people who need that information in order to do their jobs.

## Fundamental Elements of Compliance

Fundamental Elements of Compliance (described on the following pages) are as follows: Employee Obligations, Code of Conduct, Training & Monitoring, Sharing Concerns, Consequences of Non-Compliance, and Achieving Compliance.

Carter Healthcare's Compliance program is constantly evolving to meet the requirements of local, state, and federal programs. We work continuously to review and enhance our Compliance program to uphold the highest standards.

# CORPORATE COMPLIANCE

## EMPLOYEE OBLIGATIONS

We are committed to providing our employees with a workplace that is conducive to success in compliance. We expect our employees to work responsibly toward:

- knowing, understanding, and following Carter Healthcare's policies and procedures;
- participating and utilizing the provided training and education; and
- understanding when and how to report potential compliance issues.

## CODE OF CONDUCT

Carter Healthcare is committed to establishing and observing high standards and ethical conduct in its business and operational practices. A Code of Conduct has been established to help direct employees with following ethical and legal standards in their daily operations.

Carter Healthcare employees are required to certify that they have read, understand, and will comply with the Company Code of Conduct. The Code of Conduct, along with all Carter Healthcare policies and procedures, is available to all employees at any time through our online portal.

Being able to ensure quality patient care and patient safety is a valuable asset to attain and keep. Every day, we expect our employees to live up to the standards in our Company Code of Conduct and continue Carter Healthcare's mission of helping people live better lives.

## TRAINING & MONITORING

Effective communication and training programs help alert employees to their responsibilities and facilitate ongoing engagement of education. Communication and training is implemented with all new employees during orientation and scheduled periodically throughout their time at Carter Healthcare.

Specific trainings and identification of needed resources for certain areas can lead to further training throughout our departments.

Compliance monitoring is a key component to ensure Carter Healthcare is following the regulations and policies we have implemented but also to identify risks for improvement. Periodic reviews of each department are done to evaluate and assess risks.

## SHARING CONCERNS

At Carter Healthcare, we share the value that each employee shall have the responsibility to notify his or her supervisor in a timely manner of any violations or suspected violations of standards for ethics and legal conduct. We provide several ways for employees to share their concerns, ask questions, or report suspected violations, as follows:

- A Compliance hotline, email, and online reporting form are available to all employees who may wish to seek advice on certain policies or procedures, or who wish to report an actual/perceived violation of the law/applicable to Carter Healthcare's policies and procedures.

# CORPORATE COMPLIANCE

## SHARING CONCERNS, continued

- Personnel can call our Compliance hotline at (405) 688-2103 and ask to speak to Chief Compliance Officer Sue Douglas. This is a confidential line that will maintain the caller's anonymity unless the caller wishes to share his or her personal information.
- If an employee is uncomfortable calling to report an incident, he or she can email the information to [compliance@carterhealthcare.com](mailto:compliance@carterhealthcare.com) or they can use the [online reporting form](#), located under the Corporate Compliance tab on the Carter Healthcare Web site, [www.carterhealthcare.com](http://www.carterhealthcare.com). The online report also has the ability for anonymous reporting.
- Employees will not be subject to reprisal for reporting, in good faith, actions they feel violate the law or established standards. Any employee engaging in any act of reprisal for any good faith reporting shall be subject to discipline or discharge.

In addition to our Compliance department, we encourage employees to contact their managers, the Human Resources department, the Education department, or other supervisors within the company with questions or concerns they may have regarding Carter Healthcare's policies and procedures or how to proceed in a given situation.

## CONSEQUENCES OF NON-COMPLIANCE

Failure to follow the Compliance plan and the Company Code of Conduct can bring serious consequences to employees, patients, and/or Carter Healthcare.

Carter Healthcare has delegated a Compliance department that works with management and all staff members to implement an effective compliance program to ensure employees know what is expected of them and how to make the right decisions.

The Compliance department works to ensure policies and procedures are implemented throughout the company and that appropriate actions are taken when non-compliance is suspected or found.

## ACHIEVING COMPLIANCE

Carter Healthcare's Compliance program includes ongoing efforts to prevent, detect, respond, evaluate, and define compliance within the company. Our Compliance department has implemented measures to ensure these steps are in place for ongoing monitoring and prompt responsiveness to compliance-related areas:

### PREVENT

- Ongoing Education | Communication | Culture

### DETECT

- Reporting Channels | Auditing

### RESPOND

- Root Cause Analysis | Communication Resolution | Correction Action

### EVALUATE

- Policy and Procedure Review | Benchmark Analysis | Performance Improvement

### DEFINE

- Assess Risks | Define Risks | Realign policy and procedures to risk

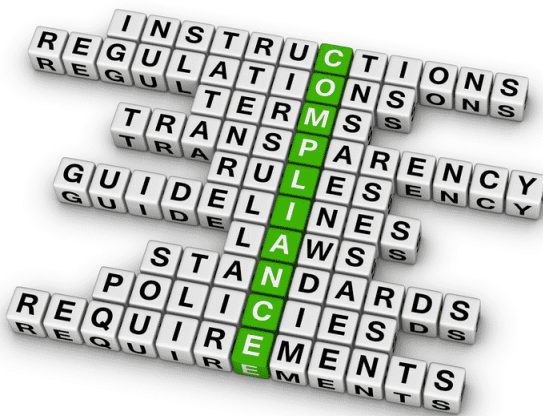
# CORPORATE COMPLIANCE

## Corporate Compliance & Ethics Week

Keeping up its tradition of encouraging employees to follow the highest of standards, Carter Healthcare participated in Corporate Compliance & Ethics Week, November 1-7, 2020. This nationwide observance is organized each year by the Society of Corporate Compliance and Ethics & Health Care Compliance Association (SCCE & HCCA).

As an extension of Carter Healthcare's ongoing compliance and ethics program, Chief Compliance Officer Sue Douglas sent out compliance and ethics information each day during the week, incorporating quizzes and games along with compliance and ethics information to promote awareness and provide education to our employees.

Corporate Compliance & Ethics Week provided an additional opportunity to shine a spotlight on the importance of compliance and ethics and boost compliance culture.



## Company Certifications

### CPCO CERTIFICATION

Consistent with Carter Healthcare's historical commitment to compliance training, the company set out to have all management personnel achieve the title of Certified Professional Compliance Officer (CPCO) through the American Academy of Professional Coders (AAPC).

This included the following managers, both at our Corporate office and in the field: President; Chief Operating Officer; Chief Compliance Officer; Director of Nursing; Director of Quality Assurance; Directors of Operations, Billing, and Intake; financial managers; and all other Director-level personnel (including regional Associate Directors of Nursing and regional marketing managers).

Prior to Carter Healthcare's participation in this national CPCO certification, there were only 15 individuals in the state of Oklahoma who had achieved CPCO certification.

### COS-C CERTIFICATION

Carter Healthcare sought to expand its employees' compliance training by helping clinicians achieve documentation certifications. The COS-C is the premier, nationally standardized, psychometrically validated test that evaluates an individual's knowledge of the Centers for Medicare & Medicaid Services' (CMS) OASIS guidelines. Carter Healthcare developed a phased-in plan to have all OASIS-related staff obtain the COS-C certification.

# COVID-19 RESPONSE

Carter Healthcare's response to COVID-19 began even before the World Health Organization (WHO) declared the virus a global pandemic. Following is the timeline of employee communications and changes made in our facilities:

**March 4th** – Special Edition Carter Pulse newsletter released – COVID-19 Information: Interim Guidance for Carter Healthcare Employees

**March 9th** – Centers for Disease Control & Prevention (CDC) issues surveys to focus on infection control only

**March 11th – WHO declares COVID-19 a global pandemic**

**March 11th** – Screening tool released for DME, Intake, field staff, and Reception

**March 11th** – Coronavirus Statement letter released

**March 12th** – Created quarantine and social distancing for personnel workspace

**March 12th** – Statement on ride-outs

**March 12th** – Personnel Expectation and Infection Forms

**March 13th** – Policy 7-019 published and released

**March 17th** – Carter Healthcare website updated with COVID-19 education/hotlines

**March 17th** – HR Support

• **March 17th** – Virtual conference rooms set up



**March 18th** – Developed FAQ

**March 18th** – Released letter in response to student rotation

**March 19th** – Developed Infection Control Standards in the Home

- Minimization of computers and signatures in the home

**March 19th** – Developed COVID-19 Patient and Employee Education. Attached to Start of Care packets and available to take into patients' homes.

**March 19th** – Limited access to Carter Healthcare offices for essential needs only. Developed temperature check, hand hygiene stations at all office entrances. ....

# COVID-19 RESPONSE

- March 19th** – Reminders sent out about insurance coverages for sick coverage and virtual visit information
- March 23rd** – Worker Verification letter sent out
- March 24th** – New protocols for field staff to call local office to gather supplies if needed to limit time in the office
- March 24th** – Clarification on Critical Infrastructure as Healthcare Workers
- March 24th** – Updated EMR with COVID-19 orders, education, screening tools
- March 25th** – Screening Patients Clarification and Expectations
- March 26th** – COVID-19 Training released
- March 31st** – CMS Waiver Guidance
- March 31st** – COVIDHR group formed
- March 31st** – CDC Exposure Guidance developed and released
- April 1st** – Families First Coronavirus Response Act released information
- April 2nd** – Updated guidance on COVID-19 positive patients and acceptance of patients
- April 3rd** – F2F Guidance and Virtual Visits



- April 3rd** – CDC guidance on PPE application and removal
- April 6th** – Updated CDC Exposure Guidance Tool
- April 6th** – Updated COVID-19 acceptance guidance
- April 8th** – PPE and infection control measures released – Education
- April 9th** – COVID-19 education box added to EMR in addendum
- April 10th** – HIPAA education in regards to COVID-19
- April 14th** – COVID-19 Education templates for interventions
- April 14th** – Specimen information/education
- April 14th** – Developed COVID-19 Education on our Talent LMS and COVID Teams formed
- April 15th** – Carter Healthcare website enhanced to include COVID-19 resource tab
- April 20th** – Cares Act & 401k information
- April 21st** – Policy 6-019 Emergency Management Pandemic Response updated
- April 30th** – Phase 1 Implementation

# COVID-19 RESPONSE

**May 21st** – Updated Standard Precautions Policy

**July 6th** – Updated best practices in the home

**July 9th** – Updated PTO for COVID-19

**July 22nd** – COVID face shield instructions sent out

**July 28th** – Updates on return to work

**July 29th** – Updated links on Carter Healthcare website

**August 7th** – NPs and PA order updates for COVID Waivers

**August 24th** – Information sent on Carter Healthcare being able to process COVID testing now

**August 27th** – Case Conference Guidance

**September 11th** – Updated COVID Policy 7-019

**September 14th** – COVID and Flu info

**October 7th** – Laptop Guidance

**October 20th** – Daily COVID report in email made and released

**November 11th** – Mask Reminder & Mask Update for Work Areas

**November 17th** – HR reminders for COVID

**December 11th** – Mask Clarification

**December 15th** – Health Screening Form

**December 22nd** – COVIDHR General Guidance for Weekends

Additional actions taken:

- COVID-19 Corporate team meeting daily since the beginning of the pandemic
- Daily tracking on spreadsheet of COVID-19 related personnel, testing sites, additional COVID-19 information needed
- COVIDHR email – responding daily to COVID-19 concerns

**Right:** Pictured are some of the Carter Healthcare employees who added the company’s “We Are Essential” frame to their profile picture on Facebook.





# COVID-19 RESPONSE

Many Carter Healthcare employees put their sewing skills to work in 2020, making face masks for our clinicians and others in our local communities. **Pictured here, clockwise from near right:** Professional Services Coordinator Isabel Amorim (Austin, TX), Regional Director of Business Development Ashley Sirna (Austin, TX), and Recruiter Shelley Fuller (Oklahoma City)



**Below:** Two of the five messaging collages created for social media, with the help of Carter Healthcare employees



# COVID-19 RESPONSE

In December 2020, the U.S. Food and Drug Administration authorized vaccines manufactured by Pfizer and Moderna for emergency use against COVID-19.

RN Case Manager Jennifer Martinez (Pearsall, TX - **right**) and PT Nick Nelipovich (Del Rio, TX - **below right**) were the first Carter Healthcare employees to receive the vaccine.

Each state rolled out its own timeline for making the vaccine available to healthcare workers. In response, Carter Healthcare launched a "Get Vaccinated! It's Contagious" initiative, encouraging our employees to receive the vaccine as soon as it became available to them.



**Above:** PTA Karen Kaznowski (Austin, TX) got her first dose of the vaccine.



**Right:** In the first company outing of its kind at Carter Healthcare, our Grove, OK, Hospice team got vaccinated together.





CARTER COMMUNITY FOUNDATION

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