

---

# INTEROFFICE MEMORANDUM

---

**To:** Mille Lacs Band of Ojibwe

**CC:** HHS

**From:** Nicole Anderson, Commissioner HHS



**Subj:** Report: State of Operations Health and Human Services  
COVID-19

**Date:** March 17, 2020

To address the critical role health and human services holds in serving the community access to acute, chronic and preventative healthcare what follows is an operational overview:

**D1, D2 and D3 Clinic:**

1. We will continue to see all patients; however, to provide maximum community prevention and good infection control measures we will be locking the front door of the clinics, each site will have a nurse available to monitor access and give directions as what steps are needed. We are strongly recommending not to schedule well child, annual physicals and routine follow-up visits. Our staff will work collaboratively with the community to ensure current needs are being met while aiming to provide preventative measures to combat COVID -19.
2. For residents in all districts please use the **registered nurse advice line - 320.630.0855**.
3. Testing will be done on patients who meet criteria only:
  - History of travel
  - Fever
  - Cough
  - Difficulty breathing.
4. Drive by testing has been established at Ne la Shing Clinic for patients meeting criteria. To be evaluated for COVID – 19, please **do not report to the clinic- call 320.630.0855** for screening. If criteria is met the RN screener will coordinate with the clinic and give directions on the drive-by test procedure.
5. RN support is being deployed to D2 and D3 clinics.

**Dental:**

1. It is being highly encouraged that all non-urgent dental treatment such as, routine cleanings, exams, preventative care be re-scheduled to a later date.
2. Re-appointment screening is implemented.
3. It is being highly encouraged that all cleaning and preventative dental care not be scheduled until after March 27<sup>th</sup> for all districts.
4. All emergent dental problems will be screened and appropriate care coordinated.
5. Staff will utilize personal protective equipment and practice sound infection control techniques.

6. Dental is available to triage department calls; they are able to access the dental EHR remotely.

Pharmacy:

1. If requested by the patient and allowable by regulations and insurance plans, maintenance medications will be filled early and for up to two months.
2. Controlled medications are excepted and will continue to be filled at their designated quantity and time frame in accordance with the controlled substance agreement that is in place with their provider.
3. Pill calendars are being provided to Public Health so that they can set up a month's supply of medications for their clients.
4. It is strongly encouraged for all patients who are coming to the clinic only to pick up medications to not enter the clinic but rather call the pharmacy and we will bring their medications out to them.

Public Health and ALU:

1. ALU is restricted to residents only.
2. Congregate dining is restricted to residents.
3. Elder Services is preparing meals to go for community elders.
4. Public Health Nurses will continue critical skilled nursing visits
5. Public Health staff will be available as needed to deliver messaging or food.
6. Transportation is limited to dialysis patients at this time.

Substance Disorder/Four Winds:

1. Screening has been implemented and if symptoms, present referred to nurse advice line – 320.630.0855.
2. For clients screening negative individual counseling and Rule 25 Assessments will be done using social distancing and infection control measures. or cancelations.
3. Through March 27, 2020 all groups will be cancelled, if questions please call
4. 320.532.7773.
5. Four Winds Lodge and Men's Halfway House will not be accepting new admissions through March 27,2020. Four Winds Lodge can be contacted at – 218.454.8900 and Men's Halfway House can be contacted at- 320.532.4768.
6. We are continuing to do Rule 25 Assessments initially asking the clients the screening questions, and referring any clients to the Nurse Advice Line if needed.
7. Safe distance protocol is being used during the assessments.

Community Support Services:

1. Emergency Service hours will be 1-5pm. For those needing to submit an emergency loan application please do so via e-mail ([kevin.pawliitschek@hhs.millelacsband-nsn.gov](mailto:kevin.pawliitschek@hhs.millelacsband-nsn.gov)) or fax. Phone and fax numbers are listed at the top of loan application.
2. Commodities: If you have an order to be picked up please call 320-532-7880 ext. 226 to schedule a time. Standard deliveries will still be completed.
3. Wraparound-Staff that are able to work remotely will be in contact with families to ensure preservation of safety and housing.
4. Family Violence Prevention Program: Transports and visits will be on emergency basis only.
5. Elder Services Staff are preparing meals to go for community elders, Tuesday-Thursday meals will be supplied/distributed today in Districts 1,2 and 3, and

Tuesday-Friday meals will be supplied/distributed in D2A. A 14-day supply will be distributed on Friday in Districts 1,2 and 3, and on Monday for D2A.

**Family Services:**

1. Foster care is working remotely keeping in touch with foster parents and will remain available for any emergencies that arise. All orientation/training has been postponed.
2. Social Workers will be working remotely having contact with tribal courts. All visits will only be by telephone, and supervised contact will only be handled by three way calling facilitated by the assigned social worker.

All department personnel recognize the fluidity of the situation and are working together to coordinate care and services to address community concerns and provide preventative measures. HHS will continue to update changes as quickly as possible.