

Senior Living Center of Excellence

Restoring Community Operations during COVID-19

COVID-19 Community Operations Plan

When the local government permits senior living communities to resume operations, which should be no less than 6 weeks with declining cases, hospitalizations and deaths, you will need to keep these practices in place indefinitely:

A. Assigning Responsibility

Identify a workplace community COVID-19 environmental coordinator

Assign someone responsibility to monitor CDC and state and local agencies for COVID-19 updates and guidelines regarding requirements and best practices for residents and workers that includes but is not limited to hygiene, cleaning, disinfecting, PPE usage and testing

B. Infection Control

Develop and or revise infection control policies to adhere to CDC guidelines for outbreak management

Review all aspects of operations to determine areas that need infection prevention precautions

Provide infection prevention and control training, including proper PPE and mask use, hand hygiene, and social distancing

Everyone in the community will wear face masks or face coverings while in the community

Sanitize touched surfaces regularly according to a schedule and document this action

Maintain a sanitized and clutter free environment; follow CDC guidance on disinfecting and cleaning

C. Monitoring and Surveillance

Monitor residents for symptoms at least daily and document this in each resident's chart

Screen staff and visitors for signs and symptoms of COVID-19 and maintain a visitor log for signing in and out

- Prohibit visitation if the resident is quarantined or if the resident is positive for COVID-19 or if the resident is symptomatic, unless the visit is for compassionate care
- Develop and implement policies and procedures for staff contact tracing following staff COVID positive tests and ongoing adherence to HIPPA guidelines on employee outbreak

D. Educate

Educate employees on how to safely return to work and safe work practices- document this education

Educate family members and residents to infection control and good hygiene measures

Use signage around community and providing updates to CDC information

Prepare, present and record ongoing staff training on best practices, standards, policy changes and CDC updates.

E. Visitation- Consult with state and local authority for guidance and regulations

Visitation Strategies

Community conditions must exist to allow for indoor and /outdoor visitation. Acceptable conditions are:

- 14 days with no new onset of **resident** or **staff** COVID-19 in the facility
- Sufficient staff to support management of visitors
- Adequate PPE
- Adequate cleaning and disinfecting supplies
- Adequate capacity at referral hospitals for admissions from the facility

Other visitation strategies include:

- Designate key staff to support infection prevention and control education of visitors on topics such as use of masks, proper hand hygiene, social distancing and visitation policies
- Schedule visitors by appointment and monitor for adherence to proper use of masks and social distancing, while allowing for auditory privacy
- Notify and inform residents, their representatives and recurring visitors of any change in the visitation policy
- Continue with visitor screening (i.e.: temperature checks and COVID-19 signs, symptoms, and exposure screening questions)
- Facility may perform testing and facility use of testing must be based on current CDC, federal state, and local agency guidance
- Maintain a visitor log for signing in and out and document the screening for each visitor
- Clean and disinfect visitor spaces between visitors and maintain handwashing or sanitation stations
- Require visitors be 18 years of age or older
- Allow residents to designate up to a limited number of total visitors e.g. up to five
- Limit the number of visitors per resident to no more than two visitors per visit at any one time
- Set a limit on the total number of visitors allowed in the facility based on the ability of staff to safely screen and facilitate a visitation that complies with infection control and prevention such as distancing from other residents and staff and each other
- Limit the length of visits, visitation days and hours, and number of visits per week
- Prohibit visitation if the resident is quarantined or if the resident is positive for COVID-19 or if the resident is symptomatic
- For indoor visitation, create indoor spaces for residents in a room that is not accessible by other residents, or in the resident's private room if the resident is bedbound and for health reasons cannot leave their room
- For outdoor visitation, create outdoor spaces for residents that are protected from weather elements, such as porches, courtyards, on patios, or other covered areas. Protection from the heat and sun is essential and cooling devices may be required to maintain safe temperatures.

- Visitation- Visitor Requirements for Indoor and/or Outdoor Visitation
- Visitors must do the following to ensure resident and facility safety:
- Follow screening procedure
- Properly wear a face mask and perform proper hand hygiene
- Sign an acknowledgement form noting an understanding of the facility's visitation and infection prevention and control policies
- Required testing based on current federal, state and local regulations as well as the CDC guidance
- Comply with facility-provided COVID-19 testing if offered
- Inform the facility if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit
- Visit in the resident's room, or in facility-designated area
- Maintain social distance of at least 6 feet with staff and residents and limit movement in the facility.

F. Environment

- Continue to limit entry points in the community
- Temporarily remove amenities that are handled with high contact frequency, such as water coolers, coffee makers, vending machines and bulk snacks and replace them with alternatives
- Place signage to inform staff about amenities

G. Beauty Salon and Barbers- Consult with state and local authority for guidance and regulations

- Facilities must have a continuous 14 days with no new facility onset of resident or staff COVID-19 cases (if staff person was in the facility in the 10 days prior to the positive test), excluding dedicated units/wings accepting COVID-19 cases from the community.
- Barbers and hairdressers providing services must wear a surgical mask and gloves when a resident or other individual are present and perform hand hygiene. In addition, they must follow the same requirements as Essential Caregivers.
- Residents receiving services must wear a face mask, if tolerated.
- Waiting customers must adhere to social distancing guidelines.
- Only residents of the facility are allowed in the salon for services; no services can be provided to outside guests
- Services may not be provided if the resident is quarantined, if the resident is positive for COVID-19, or if the resident is symptomatic
- Barbers and hairdressers must properly clean and disinfect equipment between residents.

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