



Coronavirus Member Briefing March 9, 2020

Last week we informed you that CMS had released guidance to state surveyors on the latest CDC protocols that must be followed when inspecting facilities. In Oregon, Adult and People with Disabilities has begun to visit facilities to review pandemic response procedures and incident control practices. Per Mike McCormick, Interim APD Director, those visits will be “in full force” today, but “actually began on Friday.”

A LeadingAge Oregon member had such a visit on Friday and reports that the state surveyors:

- Wanted to make sure there is a **plan for residents, staff and housekeeping measures.**
- Liked the **postings at the front door** about asking people to not visit if they are showing signs or symptoms of a virus, what the coronavirus is and how it is spread.
- Liked the **cart/table** at the front door with the hand sanitizer, signage about not visiting if someone is showing any signs or symptoms of not feeling well and sanitizing hands before entering, tissues, mask and a trash receptacle.
- **Asked if the member community knew the exact person they should contact at their local health department. Reach out to your health department for this information. See [Local Public Health Authority Directory](#)**
- Asked who is monitoring visitors and what is being asked of visitors. This member community is having everyone enter by the front door. Staff in the vicinity are keeping an eye out, asking people if they have been traveling in an infected area and if they have any of the signs or symptoms.
- **Asked about training.** This member community is doing a mandatory all-staff training about the coronavirus and infection control. The surveyors “loved hearing that.” The member will be empowering staff to approach visitors, ask questions about how the visitor is feeling and, if the visitor shows any signs or symptoms, asking the visitor to come back and visit when they are feeling better. They emphasized how important it is to have a mandatory staff training soon.
- **Asked what actions would be taken if a resident showed symptoms of the virus.** This member community stated that they would quarantine the resident, contact the doctor, health department and the hospital. If the member had to care for the person in place, they would be assigning 1-2 staff members to only care for that resident until other arrangements could be made, if necessary.
- **Asked who is responsible for monitoring the staff** - having a specific person taking staff call-ins, asking what signs and symptoms the staff calling in have and recording the information. They asked what the community’s emergency staffing plan is (using all

- staff to assist if necessary – any administrative staff, LEC, dietary, housekeeping, folks working doubles if necessary).
- **Asked about housekeeping** - making sure the community is doing above the normal cleaning and that they have the chemicals to do so. Cleaning high touch areas more often than normal – handrails, doorknobs, etc, multiple times a day.
- **Asked whether the member community is taking new admissions and what that looks like** – the member is asking questions about traveling, signs, and symptoms. If someone is coming from another facility, they contact that facility and inquire about any signs or symptoms amongst their residents.
- **The surveyor observed for about 10 minutes just to see if there were any recommendations.** She recommended that staff hand wash or sanitize after they leave every apartment, even if they did not give care because they could have touched something.
- Liked that the member community is **canceling outside activities** such as the Bible Study group that comes in. The community is hoping to resume outside activities soon.

Please let Ruth know what actions your community is taking to prepare and respond to COVID-19 – And, if there is something we can do for you.

See below resources from LeadingAge experts:

- [Letter to Vice President Pence About Lack of Guidance from HUD](#)
- [Sample Media Talking Points](#)
- [Sample Media Statement](#)
- [Sample Letter to Employees](#)
- [Sample Letter to Residents and Families](#)

Other Resources

What are the additional resources that you can review to prepare?

- CDC has a [clearinghouse website](#) for all information related to coronavirus.
- [CDC Home Care Guidance](#)
- [World Health Organization: Infection Prevention and Control Guidelines](#)
- [NETEC Training for Proper Use of PPE for Coronavirus](#)
- [AHA Updates and Resources on Coronavirus](#)
- [CDC Information for Healthcare Providers](#)
- [CDC Infection Prevention and Control Recommendations](#)
- [HUD Exchange January 2020 Update on Infectious Disease Preparedness](#)
- [National Health Care for the Homeless Council Guidance for Shelters](#)

How can I get my community ready?

- [CDC Guide to Preparing Your Community.](#)
- [WHO Risk Communication Package for Health Care Facilities.](#)
- [WHO Intro Video to Coronavirus.](#)
- [CDC Printable Fact Sheets for the Public.](#)
- [CDC Video Series, Coronavirus Prevention for Individuals.](#)

What advice is available for long-term care communities?

- [CMS Guidance for Infection Control and Prevention of COVID-19 in Nursing Homes](#)
- CDC [Strategies to Prevent the Spread of COVID-19 in Long Term Care Facilities](#)
- The Society for Post-Acute and Long-Term Care Medicine [guidance letter](#)
- [Pathway Health COVID-19 Toolkit](#) FREE resource including interim policy and procedure, an implementation checklist, and resource list:
- [Leadership Preparation Strategies](#)
- [Infection Prevention and Control Manual](#)
- [Resource List](#)

Be sure to check the [LeadingAge](#) and [LeadingAge Oregon](#) websites, which will be updated frequently as new information becomes available.