Relaxing COVID-19 Restrictions in Assisted Living

July 1, 2020
Tricia Medeiros is the Chief Operating Officer of The Plaza Assisted Living. Born in Kailua, Hawai‘i, Medeiros graduated from West Chester University in Pennsylvania with a bachelor’s degree in Accounting. Medeiros started her senior living career with Atria Assisted Living over 20 years ago where she worked on the corporate transition team. Medeiros also has an extensive background in working with Dementia and has served a variety of functions (including Chairman) on the Alzheimer’s Association (Aloha Chapter)’s Board of Directors.
As you take steps to relax restrictions – assume everyone has COVID-19 and the virus will eventually come into your community. Your goal is to prevent it from spreading!
Screening

---

**THE PLAZA ASSISTED LIVING**

**PRE-Screening Checklist**

**Screen**
- Must wear a mask and gloves while screening.
- Sanitizing hands and screening equipment between check-ins.
- Document all individuals entered into building log at the end of the day.
- Ask screening questions to ALL visitors, vendors, staff, tenants, and essential visitors. The temperature of visitors, vendors, and essential visitors is recorded on the identification (ID) badge.
- Assign a temperature role (temperatures above 95 degrees invalidates the badge for that day).
- Maintain records of names, vendors, staff, tenants, and essential visitors. Any temperature above 95 degrees invalidates the badge for that day.
- If the person’s temperature does not fall below 95 degrees, red flag to the admissions department. DOT/NODS, or manager on duty for next steps.

**Screening Questions**
- Have you experienced any of the following symptoms of COVID within the past 14 days?
- Yes, no, or if you answered yes, what was the date of onset in Hawaii?
- **Note:** Inter-island travel is OK.
- Have you experienced any of the following symptoms of COVID within the past 24 hours?
  - Fever
  - Cough
  - Shortness of breath
  - Fatigue
  - Sore Throat
  - Body Aches
  - Runny Nose
  - Headache
  - New Loss of Taste or Smell
  - Nausea
  - Vomiting
  - diarrhea

- Have you or anyone you have had close contact with been positive for COVID-19 within the past 14 days?
- Are you working in a healthcare facility? Yes, no, if yes, which one?
- Do you or anyone you have had close contact with work in a facility that has had a COVID-19 outbreak?

**Reminders for Visitors and Vendors**
- Wear a mask or face shield as all times.
- Sanitize your hands upon entering and leaving.
- Maintain social distancing at all times.
- Reminders for Visitors: Visit with the Resident should be no more than 30 minutes.

---

- Establish one main (or limit) entrance into the building. Designate an exit too.
- Screening should be done on every vendor, employee, visitor, and resident! Keep logs for 4 years.
- Keep logs for assignments, vendor interactions, essential visitor interactions. This is for contact tracing.
- Alternative option - Automated kiosks like Accusheild, Thermologik.
  - Advantage – relieves staff for screening process.
  - Disadvantage – individuals more likely to answer honestly when face to face and reliance that visitors complete screening.
Resident Egress and Ingress
Resident Egress and Ingress

Pre-Relaxing Steps

• Residents not permitted to leave community except for essential reasons. This was easy to enforce during “Stay-at-Home Orders.”

• Residents will be forced to quarantine for 14 days if they leave community for non-essential reasons.

Next Steps

• Allowing residents to leave community without quarantine 14 days after Stay at Home orders are lifted.

• Residents must wear a mask the entire time outside of the community and must not participate in group activities with more than 10 people.

• Residents will be screened when they return and will be forced to quarantine if they participated in activities with more than 10 people or they did not wear a mask.
Entrance and Exit
Visitations

Pre-Relaxing Options
Window visits * Drive by visits * Parades * Zoom Meetings

Intergenerational program note:
Local preschool conducted parade around the building while residents sat at windows in the building.
Visitations - Next Steps

**First Step to Relaxing**

- One visitor – Screened
- By appointment - during set visiting hours
- 30 minute max
- Outdoors
- Maintain social distancing
- Everyone wears a mask (alternate face shield)
- No food or eating during the visits
- No touching/kissing
- No visitors under the age of 14
- Educate Visitors (video/handout)
- Sanitize before and after visit

Alternate to outdoor visits - hold in large indoor areas with high ceilings and good air flow while social distancing. Sanitize before and after visit.

**Next step to visits**

All components in the First steps to visitations with the exception of the following:

- Increased number of visitors to a group of three. The three visitors could be an animal or under aged as long as they can wear a mask. Group of three must be social distanced from resident.
Communal Dining
Dining

Pre-Relaxing Steps

• All meals served in apartments on disposables
  • Delivered by Nursing Aides to reduce resident/staff interactions
• No self-service beverage stations
• No buffets
• No sharing of food items
• No guest dining

Next Steps

• All servers in surgical masks and gloves while serving
• Same servers helping same residents
• Dining with social distancing
  • Masks at all times unless eating/drinking
• One resident per table unless you can achieve social distancing with a larger (or multiple) table
• Multiple seatings
• No condiments on table
• Sanitize hands as entering dining room
• Spouse and roommates can dine together
• No sharing meals or family style dining

Alternative option after next steps:
  Allow 50% capacity into dining room
  No more than two people per table
  Reduce exposure for spread
Group Activities
Group Activities

Pre-Relaxing Steps

• No group activities
• Individual Activity Kits
• Hallway activities
• Zoom entertainment

Next Steps

• Group activities limited to less than 10 and social distanced
• All participants in masks
• Whenever possible conduct activity outdoors
• Sanitize hands as residents enter and exit
Sales – Tours
Tours

Pre-Relaxing Steps

• No tours
• Virtual/Zoom tours only

Next Steps

• Tours allowed face to face
• No more than 2 visitors
• Sales person stays with guest entire time
• Masks at all times
• Screened
• Only viewing model or vacant apartments
• Sales person responsible for ensuring tour has no contact with employees or residents
• Potential residents cannot participate in meals or activities for trial purposes
Admissions
Admissions

Pre-Relaxing Steps

• No admissions or all admissions will require 14-day quarantine with full PPE

Next Steps

• All admission will require a 14-day quarantine with full PPE
• Admissions have the option to 14-day quarantine at home after screening of household members.
• Screening to include no travel, outside home activities, exposure to COVID PUIs and positive people.
• Admissions/readmissions from healthcare communities will require a COVID negative test.
• Admissions from a healthcare community with an outbreak will require a double negative test result within 72 hours of transfer or REFUSE
Salon
Salon

Pre-Relaxing Steps

• Suspend all salon services

Next Steps

• Services resume, stylist must be able to social distance from other stylist
• Stylist and residents must wear mask entire time
• By scheduled appointment only
• No waiting or congregating before or after
• Timing – when salons opened in community salons opened in the community-at-large. There was a fear that residents would want to leave to go to the salon
Do another round of COVID-19 training with staff, residents, and families before relaxing.

Communicate openly with everyone and in different ways.

Monitor what is happening… walk the floor and put eyes on what is happening.

Survey everyone!
Thank you!!!