

# COVID19

Staying Safe and Staying Sane in LTC

Anne Ellett, N.P., M.S.N.

[www.MemoryCareSupport.com](http://www.MemoryCareSupport.com)



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# Safety First

Accurate information and reasonable  
actions are our only defense





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# Keep our eye on the goal...which is...

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The safety and wellbeing of the residents living in our Communities!



<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html>



# COVID-19 Preparedness Checklist for Nursing Homes and other Long-Term Care Settings

Nursing homes and other long-term care facilities can take steps to assess and improve their preparedness for responding to coronavirus disease 2019 (COVID-19). This checklist should be used as one tool to develop a comprehensive COVID-19 response plan, including plans for:

- Rapid identification and management of ill residents
- Considerations for visitors and consultant staff
- Supplies and resources
- Sick leave policies and other occupational health considerations
- Education and training
- Surge capacity for staffing, equipment and supplies, and postmortem care
- The checklist identifies key areas that long-term care facilities should consider in their COVID-19 planning. Long-term care facilities can use this tool to self-assess the strengths and weaknesses of current preparedness efforts. This checklist does not describe mandatory requirements or standards; rather, it highlights important areas to review to prepare for the possibility of residents with COVID-19.

[COVID-19 Preparedness Checklist for Nursing Homes and other Long-Term Care Settings pdf icon\[PDF - 1 MB\]](#)



# Communication is key!

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WITH STAFF



FAMILY  
MEMBERS



LOCAL P.H.D.



HEALTH CARE  
PROVIDERS



VENDORS

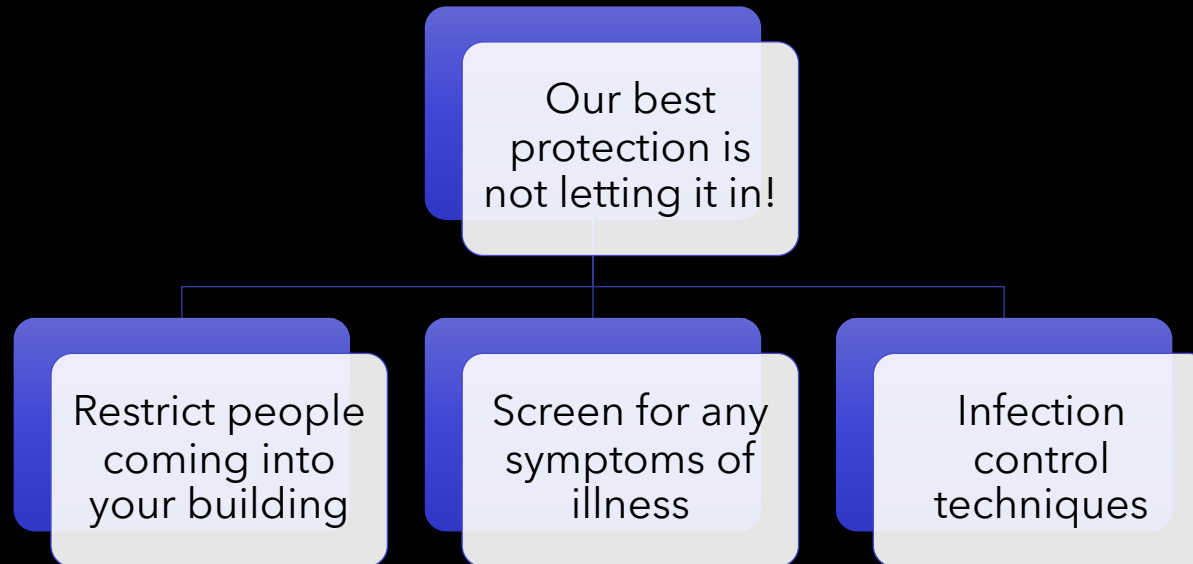


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# If you don't currently have COVID19 in your senior living community

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**F**alse  
**E**vidence  
**A**ppearing  
**R**ead



There is  
nothing to  
fear but  
fear itself



# Best Practice



①

②

③

Be prepared -no  
surprises

*"We have a plan for that..."*

- Be organized
- Know your resources
- Communicate the plan
- Evaluate the plan and update frequently

# How can we support our staff?

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- Communication - addressing rumors and fears
- Sharing the plan
- What do they need?

Out of the box - childcare or childcare grants

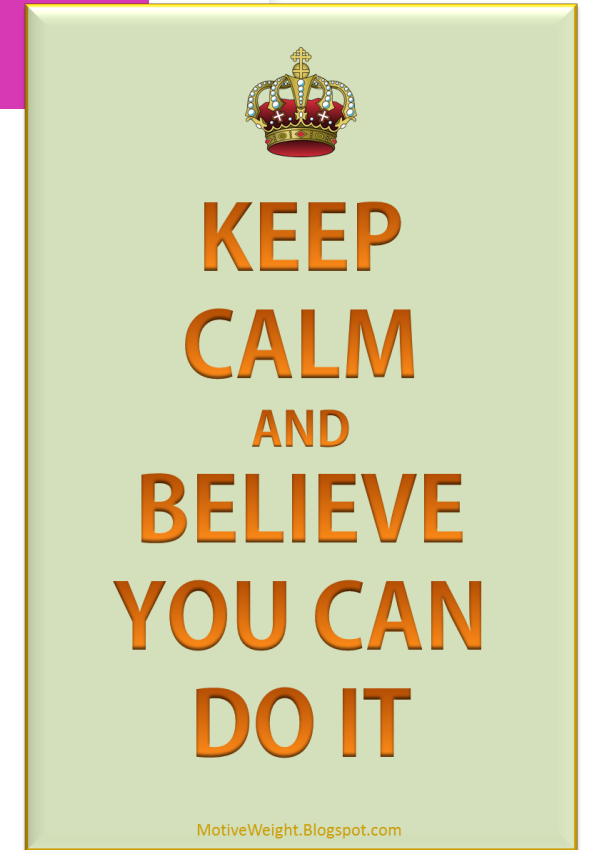
Recognition of the staff who are going above and beyond

Have meals delivered to their house





# Pandemic – it's all new ground...



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We will come out stronger  
on the other side



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# Managing COVID-19 in Senior Living Communities



**Michelle Currier** SHRM-CP, CDM, CFPP  
Senior Director, Culture and Field Training







# Agenda

- Emergency Preparedness
- Food Preparation
- Dining Room Service
- In-Room Service
- Alternative Dining Solutions
- Associates Displaying Symptoms
- Questions



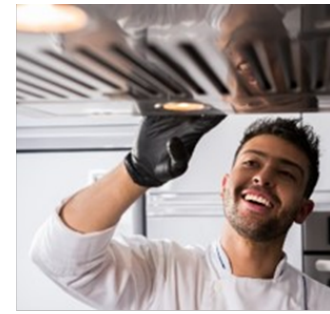
# Emergency Preparedness



- Following CDC Recommendations
- Emergency Call List
- Procedures
- Menu Planning
- 7 Day Food Supply
- Safe Water
- Emergency Equipment

# Food Preparation

- Practice Handwashing And Respiratory Hygiene
- Follow Single Use Gloves Procedures
- Clean And Disinfect Vigorously
- Reinforce HACCP Standards
- Use Single Serve Foods
- Use Disposables



# Dining Room

- No Communal Dining Service Stations
- Reduce Table Spacing < 8 Feet
- Keep Dining Room Doors Open
- Sanitize Menu Jackets
- Change Table Cloths, Sanitize Surfaces After Each Use
- No Condiment Caddies On Table
- Serve Fresh Beverages, No Refills



# In-Room Dining

✓ Eliminate  
Communal  
Dining, Offer In-  
Room Dining  
Service

✓ Sanitize  
Hands/Change  
Gloves Before  
Entering Room  
& After Leaving

✓ Keep Distance  
> 6 Feet

✓ Nursing  
Delivers Food To  
Quarantined  
Residents

✓ Utilize PPE as  
Indicated For  
Service



# Alternative Food Service Solutions

## ✓Prepackaged Options



## ✓Room Service



## ✓Delivery



# Team Members Displaying Symptoms

- In Case Of Exposure To A Presumptive Case
  - Report Exposure To Supervisor
  - Monitor Your Health Closely
  - Follow Local State Guidelines
- Stay Home If You Have Symptoms:
  - Cough
  - Fever
  - Shortness Of Breath
- Do Not Return To Work Until You Cleared By Your Doctor





# Thank you!

*Learn more at:*  
**Unidine.com**

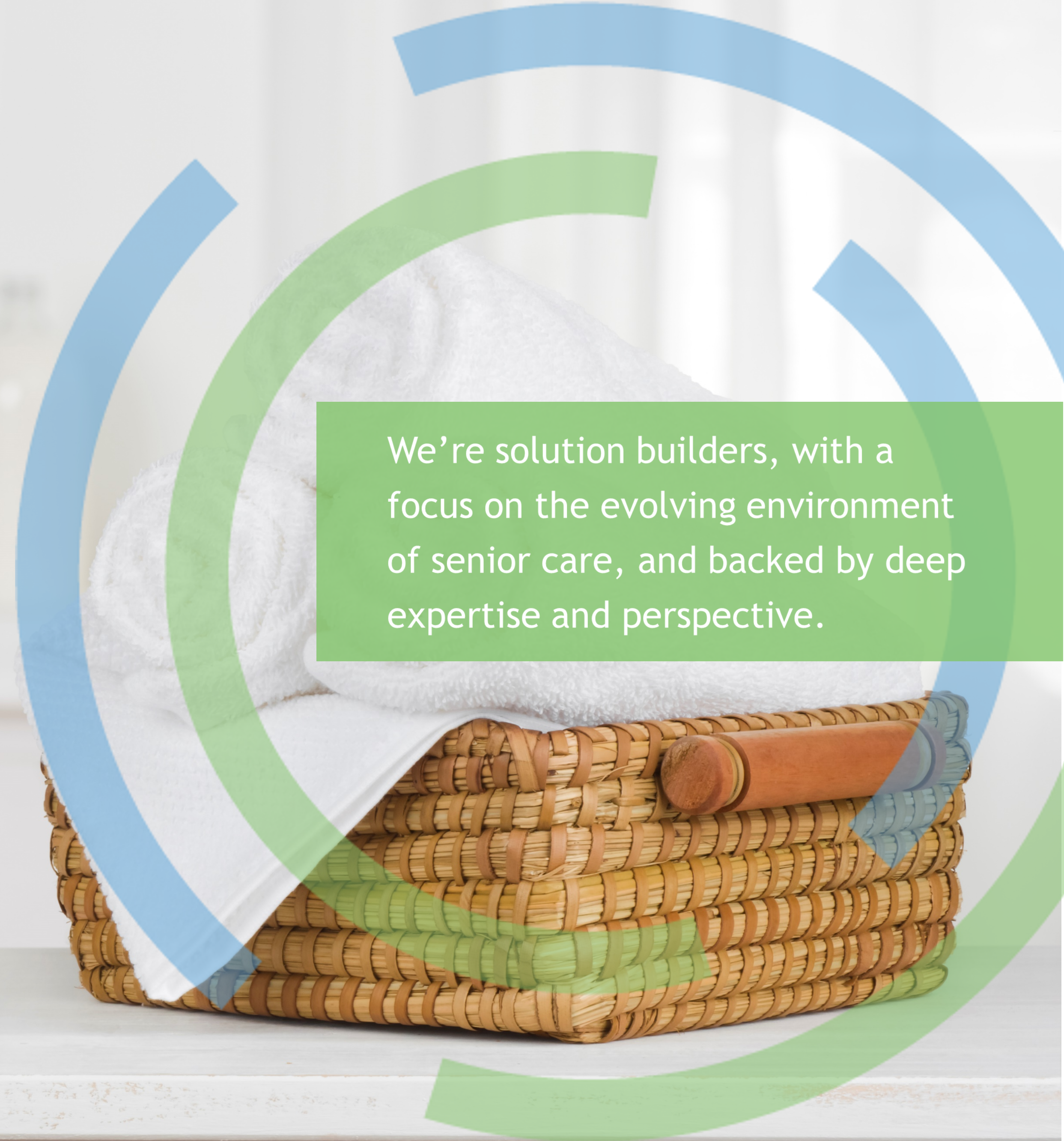
**experience  
the difference**  
with Unidine





Tim Ross  
Senior Director Operations

We're solution builders, with a focus on the evolving environment of senior care, and backed by deep expertise and perspective.





# Agenda



- 1  Adherence to Compliance
- 2  Training & Development
- 3  Equipment & Procedures
- 4  Hospitality Experience





1



## Adherence to Compliance

Standard  
Precautions

Quality  
Assurance



2



## Training & Development

Frontline  
Team  
Members

Prevention &  
Control of  
Infections





3



## Equipment & Procedures

Specialized  
Cleaning  
Solutions

Work Order  
Management



4



## Hospitality Experience

Maintain  
Relationships

Resident  
Engagement





Thank  
You!

**COREWORKS<sup>SM</sup>**

For additional information visit:  
[Coreworks1.com](https://Coreworks1.com)

# COVID-19 Communication Tips



Debbie Howard, CEO Senior Living SMART

# What People Need to Hear

- Looking for open, honest and transparent communication focused on information and reassurance:
- Safety of their loved one – protocols, supplies, training, cleaning
- Visitation – can we visit, how can we get updates?
- Leaving the community – should I take loved one home?
- Move-ins – new residents & re-admission guidelines
- Planning – what happens when/ if a case is confirmed?
- Staying informed – channels of communication




# Use All Channels

- Website – Banner & Dedicated Resource Page
- Facebook – Post Positive Stories & Photos
- Facebook Live – Host live streaming info sessions
- Live Chat – Be Prepared to Answer Questions
- Mail, Email & Text– Family Communication
- Marketing Automation – Prospect Nurturing
- Phone – hotlines & call centers
- Automated Communication - Voicefriend
- Posting Notices – Resident Apartments, common areas and entry
- Prepare a Media Statement just in case



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MIKE THOMPSON