

# Relaxing COVID-19 Restrictions in Assisted Living

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The Plaza Assisted Living



Tricia Medeiros is the Chief Operating Officer of The Plaza Assisted Living. Born in Kailua, Hawaii, 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

### SCREENER

- Must wear a mask and gloves while screening.
- Sanitize hands and screening equipment between check-ins.
- Document all individuals screened; turn in completed log at the end of the day.
- Ask screening questions to ALL visitors, vendors, team members and returning residents. If response is YES to any question, escalate to the Administrator, DON/ADON, or manager on duty for next steps.
- Take temperature of visitors, vendors, team members and returning residents. Any temperature above 99° degrees needs to be re-taken after allowing the person to cool off and drink water. If the person's temperature does not fall below 99 degrees, escalate to the Administrator, DON/ADON, or manager on duty for next steps.
- If all screening steps are passed, issue a clearance sticker for individual to wear in a visible area on their body.
- Issue a Project SHINE guest card to all visitors.

### SCREENING QUESTIONS



- Have you participated in any travel or been exposed to anyone who has traveled within the past 14 days?
  - If so, to where and what was the date of return to Hawaii?
  - \* NOTE: Inter-island travel is OK
- Have you experienced any of the following symptoms of illness within the last 24 hours?

Fever	Cough	Shortness of Breath
Fatigue	Sore Throat	Body Ache
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?
- Do you work in a healthcare facility? If so, which one?
- Do you or anyone you have had close contact with work at a facility that has had a COVID-19 outbreak?

### REMINDERS FOR VISITORS AND VENDORS

- Wear a mask or face shield at all times.
- Sanitize your hands upon entering and exiting.
- Maintain social distancing at all times.
- Reminder 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



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## 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

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# 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

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## 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

Alternative option after next steps:

Allow 50% capacity into dining room

No more than two people per table

Reduce exposure for spread

## 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

# 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

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## 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



## 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!!!

