



CONTEXT. Given the rapid spread of the coronavirus called **COVID-19** and its devastating impact on elderly as well as healthcare worker populations, senior care providers in the U.S. are taking action.

Best Practice Actions

CDC's basic guidelines can be found on their [website](#). In addition, what most senior care providers are doing include several to all of the following:

- Sending letters to residents and family members (see samples from customers with date of when it was sent)
- Sending a CEO video to residents and family members
- Dramatically increasing signage as well as availability of hand washing, 60%+ alcohol-based hand sanitizers, and surface disinfection activities and practices
- Constantly reminding individuals to wash hands with soap for at least 20 seconds, avoid touching eyes/nose/mouth, and cough or sneeze only into tissues or the inside elbow of a sleeve
- Holding additional infection control in-sessions with staff
- Asking all staff and visitors to stay home when they are sick, especially with upper respiratory conditions
- Limiting to completely stopping sales and marketing events
- Limiting or completely stopping larger social events and gatherings of residents
- Limiting to completely stopping visitors, making available phone and video calls with residents
- Making arrangements for extra medication, food/water, and personal protective equipment (PPE) supplies
- Buying washable PPEs in case disposable PPEs run low
- Identifying residents with COPD, diabetes, and other higher-risk underlying medical conditions for additional prevention measures
- Creating detailed plans should a COVID-19 infection occur at a community (thinking through all the scenarios and details/communication require a lot of time and meetings)

How long prior **coronavirus** strains have stayed on surfaces at 68 degrees

- **2-8 hours** on aluminum
- **Up to 8 hours** on latex
- **2 days** on steel
- **4 days** on wood and glass
- **5 days** on metal, plastic and ceramics
- One strain lasted **up to 9 days** on plastic at room temperature

68°F

Source: *Journal of Hospital Infection*, March 2020

Employee engagement and spread of illnesses/infections

- More engaged employees are more compliant to hygiene protocols and do required activities more frequently
- More engaged employees wash their hands more in hospital and healthcare settings (Pearson Correlation (r=+.99))

How hourly-staffed Fortune 500 are updating employee policies

Soon there may be Federal coordination on labor policies so check Argentum/AHCA/ASHA/NAHC/HCAOA news



180,000 employees including at Olive Garden, Capital Grille, Eddie V's

Employees will accrue one hour of sick leave for every 30 hours they work, up to 40 paid hours annually.

Current employees will get paid sick time for their hours worked in the last six months.



700,000 employees in the U.S.

Employees diagnosed with COVID-19 or quarantined will receive up to 2 weeks of pay and not asked to use paid time off

Additional pay replacement may be provided for up to 26 weeks for both full time and part time hourly employees



900,000 active drivers in the U.S.

Any drivers sick with COVID-19 or quarantined will provide up to 14 days of sick pay, despite Uber drivers being 1099 (and not W2)

SAMPLE LETTERS

Skilled Nursing Facility **LOGO**
March 4, 2020

Dear Residents, Family Members, Surrogate Decision Makers, Board of Directors, Staff, Volunteers, Consultants, and Concerned Others:

By now, virtually everyone has heard that there is a new contagious virus, Covid-19, causing respiratory infections and in some cases death.

[Org name] is in close contact with Federal, State, and local healthcare authorities, including: [City] Public Health, [County] public health, the California Department of Public Health (CDPH), the Centers for Disease Control and Prevention (CDC), and the Centers for Medicare and Medicaid Services (CMS), as well as the Joint Commission for accreditation of healthcare facilities.

These organizations are tracking the virus and issuing best practice alerts to inform and prepare all healthcare settings, including skilled nursing facilities like ours.

[Org Name] has implemented the recommended Infection Prevention and Control protocols and is providing education and training to staff as new information becomes available. Every staff member and especially our nurses and nurse's assistants are observing and monitoring and reporting all pertinent changes to our Administrator, as well as to physicians and our Medical Director.

These "commonsense" recommended practices are in place in our community until further notice:
Do NOT visit if you have upper respiratory symptoms (cough, sneezing, runny nose, sore throat). If you do visit and we see the symptoms, you will be asked to leave.
Do NOT come to work if you have upper respiratory symptoms (cough, sneezing, runny nose, sore throat). If you do and we see symptoms, you will be asked to leave.
Please sign in & sign out in the binders in the lobby whenever you visit, so we can track visitors if needed.
Wash your hands with soap and water OFTEN. Wash for at least 30 seconds (sing Happy Birthday twice)
Use a 60% alcohol-based sanitizer. [Org Name] has plenty of sanitizer dispensers throughout the facility. Please use them!
If additional measures become necessary, we are prepared to cancel group activities and have people shelter in their rooms come including meals and individualized activities provided did in room. Isolation letters may be implemented in my case basis. Like no skilled nursing facilities, [Org Name] does NOT have any negative air pressure isolation rooms but it does have private rooms with closing doors. Another positive is that [Org Name] does not have a forced air ventilation or air conditioning system, which helps the better I sleep viruses.

If you have any questions or concerns, please ask our Administrator (Name) or Director of Nursing (Name) or any of the managers of our organization.

[Signature]
[Name]

Multi-Site CCRC to Independent Living Residents **LOGO**
March 10, 2020

Dear Residents,

With the continued spread of Covid-19, we want to provide an update on measures that company name has implemented in steps that you can take to protect yourself, fellow residents, and staff. Our medical providers and healthcare teams to continue to monitor the situation and are prepared to take appropriate steps in the event the need arises. To prevent the spread of the virus throughout the community, we have increased our efforts to include screening visitors upon entry into our community.

Independent living residents should ask visitors to restrain from coming on campus if they have traveled internationally or have been on a cruise ship in the past two weeks. Guests should also refrain from visiting if they have been in contact with someone who has Covid-19 or been to an area with high Covid-19 activity.

While we are working diligently to keep Covid-19 out of our communities, we believe our independent living neighborhoods are low risk settings. Therefore, no measures have been taken to cancel community group activities. We are balancing the risk with the opportunities for residents to socialize and enjoy the amenities of the community. However, we have temporarily suspended all large on-campus sales events, as well as activities that include outside groups. We are in the process of communicating this to anyone who is impacted.

Please be advised that we are implementing visitation restrictions for our health centers to protect our most vulnerable residents. All visitors, including independent living resident visitors, are restricted except in cases of extreme hardship.

We have asked employees to continue with the current policy of not coming to work should they become ill. In addition we are screening employees for High-risk travel and exposure to Covid-19 in the community at large.

If you were planning a trip by car or cruise ship, or to an area with high Covid-19 activity, please consult your medical provider to discuss the necessity of travel, how to protect yourself, and what will be required upon your return.

Please know that for residents who are temporarily quarantined, meal delivery is being provided field free of charge. Reach out to the medical center or management with any questions or concerns.

Sincerely,

[Signature]
[Name]
CEO, Company Name