

COVID19 Frequently Asked Questions

Assisted Living Facilities

December 3, 2020

DAIL FAQ Information: These questions have been asked or discussed before or after our recent town hall webinar. We hope this provides clarity. If you have any additional questions, please contact Marnie Mountjoy, Assistant Director, at marnie.mountjoy@ky.gov

1. Question:

- What is defined as a congregate activity?

Response:

Congregate means to come or bring together into a group, mass, or unit.

2. Question:

- How can the facility safely resume group activities and exercise either inside or outside?

Response:

No congregate activities is the safest strategy to avoid spread; however groups may not exceed eight residents and must maintain the six feet social distance. **Key determinants** for deciding to resume recreational and therapeutic group activities, beginning November 16, 2020 for all LTCFs, should include 1) adhering to established physical distancing guidelines of at least six feet between any two residents and 2) no new resident or staff COVID-19 cases within the past 14 days - from the date when relevant symptoms were first observed or reported (or the date of testing, if asymptomatic) for the most recently identified resident or staff facility-onset COVID-19 case.

You can provide exercise and activities in the facility or outside as a group of eight or less, but must have adequate space to social distance at least six feet between each resident. Residents should also wear a mask (as tolerated or capable), wash or sanitize hands before and after the activity. New residents should quarantine for 14 days prior to participating in congregate activities. For logistics, please refer to the latest guidance found at <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>

3. Question:

- How can the facility safely resume communal dining?

Response:

No congregate activities is the safest strategy to avoid spread; however, each resident must maintain the six feet social distance. **Key determinants** for deciding to resume communal dining, beginning November 16, 2020 for all LTCFs, should include 1) adhering to established

physical distancing guidelines of at least six feet between any two residents and 2) no new resident or staff COVID-19 cases within the past 14 days - from the date when relevant symptoms were first observed or reported (or the date of testing, if asymptomatic) for the most recently identified resident or staff facility-onset COVID-19 case. For logistics, please refer to the latest guidance found at <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>

4. Question:

- What if residents leave the facility and want to come back? Does this apply to **necessary medical appointments** specific time frame and cannot be missed?

Response:

Please refer to the latest guidance found at:

<https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>

- a) **Essential Off-Site Medical Appointment:** Physician-ordered, off-site appointment for diagnostic or treatment services performed by a licensed health care provider, such as for dental or podiatric care, imaging services or renal dialysis; Provider should first try to utilize telehealth and alternate on-site options until further notice, off-site travel for any purpose other than an “Essential Off-Site Medical Appointment” is strongly discouraged. If telehealth is not an option, then please refer to the latest guidance dated 11-16-2020 for logistics of attending an “essential appointment.” Wear a mask; and Wash (or sanitize) hands before and after the appointment. Staff should: Verify physician’s order for the resident’s essential medical service; Arrange/verify safe transportation, consistent with CDC guidelines available at:

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html>;

Greet resident upon return and escort resident to room. Upon return from an “essential” medical appointment, a resident would need to quarantine for 14 days unless transported by staff. If transported by staff the resident would need to be monitored for a few days.

- b) **Elective Off-Site Familial Visit:** Off-site, single day visit with a resident’s family or support person(s).

Elective off-site familial visits are strongly discouraged.

Upon return from any off-site visit a resident should quarantine 14 days and you have the right to deny reentry if it is the best measure in keeping your facility safe at this time. Please refer to your preparedness plan.

5. Question:

- Our previous guidance was for staff to transport instead of the family. Please provide us with your interpretation of residents scheduling their visits and guidance on staff transporting given the new directions to the providers.

Response:

We urge Tele-health should continue whenever possible. DAIL would recommend that staff continue to transport residents to their necessary visits. For logistics, please refer to the updated guidance at: <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>

6. Question:

- Can we move new folks into our facility?

Response:

DAIL at this time will encourage you make the best decision possible for all of your residents. The new residents would need to be quarantined for 14 days. Please refer to your preparedness plan.

7. Question:

- What's your thoughts on admitting new residents coming in from SNFs that have had positive COVID19 cases?

Response:

The Provider's policies and procedures for admitting a new resident should be applied, including quarantine for 14 days, consistent with the Provider Guidance available at: <https://chfs.ky.gov/cv19/LTCAdmissionDischardXferGuidanceMemo.pdf>

If the new resident had an exposure, then they would have to self-quarantine for 14 days, and this may have to happen at an alternate care site/facility or hotel. Even if a facility chooses to request a negative test prior to moving into the facility and even if a positive resident quarantines, at an alternate site, the resident would still need to quarantine at facility for 14 days upon moving in.

8. Question:

- Great concern about those with dementia or Alzheimer's while this is going on. They cannot stay in their rooms 24/7

Response:

We agree that it can be difficult to explain this pandemic to those individuals. It is critical to communicate with all (Resident, family of residents and staff). We agree that residents are very much use to patterns and routines. Work with them to establish new routines. Seek resources. Attached is a link to an article that may assist you.

<https://parade.com/1015499/carolyncrist/dementia-alzheimers-coronavirus/> Also at the end of the article you will see other good resources. Please take a moment to read. You can also provide exercise in the facility or in an outside setting with six feet between each resident. They can be assisted by staff as needed.

9. Question:

- Can we hire employees at this time? Especially if we get to the point we are down staff. Several are stating staff are not wanting to work.

Response:

You should come up with back up plans for staffing. Do what is needed for staffing. Please refer to your preparedness plan. Please make sure you have the required documents in place for any new staff as indicated on the DAIL checklist under personnel and can be found at:

<https://chfs.ky.gov/agencies/dail/Documents/DAILALC2AssistedLivingCertificationChecklist.pdf>

If you are unable to use KARES due to the inability to obtain fingerprints, you will need to access each background check and registry checks individually. DAIL encourages you to contact us in the event you need staffing assistance as CHFS is currently partnering with the Ky National Guard to provide administrative assistance.

10. Question:

- Facilities having issues with employees to ensure they have “normal” policies in place to address employee issues (not showing up, non-compliance, traveling...etc...) and policies related to COVID-19, quarantine and walking away from their jobs. What guidance can you share?

Response:

Employers should seek guidance from the Kentucky Department for Labor regarding labor questions and the Kentucky Career Center Unemployment Insurance regarding any and all employment concerns. Please see the two links below. Best practice is to make sure all policies and procedures be provided to employees. Education and training regarding those policies and procedures on a regular basis would be another best practice.

Kentucky Department for Labor

<https://labor.ky.gov/Documents/COVID-19%20In-Person%20Closure%20Information.pdf>

Kentucky Career Center-Unemployment Insurance

<https://kcc.ky.gov/Pages/default.aspx>

11. Question:

- How do we provide on-site visitation for residents?

Response:

Refer to the current guidance at <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf> related to In-door and outdoor visits for detailed logistics. Guidance is subject to change and links will be updated to reflect current guidance.

Indoor Visits: Key determinants for deciding to resume limited on-site, indoor visitation should include: 1) The resident’s health status and upholding principles of person-centered care by considering each resident’s physical, mental and psychophysical well-being. 2) Ability of resident and visitor to adhere to established physical distancing guidelines of at least six feet between a resident and any other person. 3) NEW: The Provider’s county is not currently listed as Red* on the Kentucky COVID-19 Current Incidence Rate Map, available at:

<https://govstatus.egov.com/kycovid19> a. Provider should check this resource weekly each

Thursday for this purpose. 4) No new resident or staff COVID-19 cases within the past 14 days -

from the date when relevant symptoms were first observed or reported (or the date of testing, if asymptomatic) for the most recently identified resident or staff facility-onset COVID-19 case.

Outdoor visits: Key determinants for deciding to resume limited on-site, outdoor visitation should include: 1) The resident's health status and upholding principles of person-centered care by considering each resident's physical, mental and psychophysical well-being. 8 2) Ability of resident and visitor to adhere to established physical distancing guidelines of at least six feet between a resident and any other person. 3) CMS clarified on 10/19/2020 that outdoor visits during a COVID-19 facility outbreak testing/status are permitted according to QSO memo 20-39-NH, as long as the Provider carefully considers how to do so safely.

12. Question:

- Can families bring food items (home cooked and store bought) and supplies to the front for residents?

Response:

Please refer to the current guidance section Holiday Season at:

<https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>

The Provider should consider:

- Recruiting staff members to assist with supporting residents who do not leave and/or have visitors.
- Establishing criteria and procedures for residents to safely accept gifts or packages;
- Commercially prepared and appropriately packaged consumables (fruit or carry-out restaurant food); or
- Privately prepared and appropriately packaged consumables (such as baked goods, candy or holiday meal).

13. Question

- Where can we find out more about the appropriate use and procurement of PPE?

Response:

- We recommend you take time to train staff on the proper usage of PPE when using them. We are finding that some staff are not using the PPE properly which can spread infection. Additional information regarding PPE can be found at

<https://chfs.ky.gov/agencies/os/oig/dhc/Pages/cvltc.aspx>

We have attached a link on donning and doffing PPE Also see the PPE Request Fact Sheet attached to this FAQ. <https://govstatus.egov.com/kycovid19>

14. Question:

- What are the recommended steps if a staff or resident tests positive?

Response:

The facility should:

- * Follow guidance related to communal activities, dining and visits guidance located at <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf>
- * Ensure proper use of PPE especially with those residents that may be impacted by the virus.
- * The facility should call the local health department for guidance and frequency of testing and have the resident or the resident's primary caregiver call their primary care provider.
- * Report any new positives and updates daily, even if there are no new positive cases, on the survey monkey at <https://www.surveymonkey.com/r/LBMVSDJ>
- * Contact a DAIL assisted living team member to provide updates on new cases of positives even if the facility is a shared facility as the DAIL team cannot distinguish from the report if the effected resident of staff is an AL resident or staff member.

15. Question:

- How do I find out more about what is recommended regarding testing and surveillance testing?

Response:

For information on surveillance testing and labs contracted with the state to provide testing please refer to the Long-Term Care COVID-19 Resource Page under Surveillance testing to: <https://chfs.ky.gov/cv19/LTCFSurveillanceTestingFAQs.PDF> Make sure a proper clinician is performing or assisting in accordance with your local health department and CDC guidelines.

16. Question:

- How do facilities enforce the no visitation for family members that refuse to stop coming to the facility.

Response:

The facility has every right to enforce policies of your own facility. Remember to COMMUNICATE those policies with all families and residents. Good strong communication is key. You should also work to establish controlled visitation. The resident and visitor should have the ability to adhere to established physical distancing guidelines of at least six feet between a resident and any other person. Lastly, the provider needs to review the Kentucky COVID-19 Current Incidence Rate Map to ensure they are not located in a county labeled with critical incidence rates. The map is, available at <https://govstatus.egov.com/kycovid19>

17. Question:

- What about fire drills during this time?

Response:

During this time we are suspending the required fire drills for the residents. However what is expected, is that an augmented drill will take place with your staff. The following information should be on your fire drill log sheet: (Follow your schedule for the drills.)

1. Who attended the augmented drill?
2. Dates of the augmented drill

3. Time the augmented drill
4. The purpose of the augmented drill (Note: The purpose of the change for not including the residents at this time is to not expose them to the possibility of COVID19.)

The more detailed information the better on the log sheet. Please know that DAIL has consulted with the State Fire Marshal's office on this matter. DAIL will review this matter again when we are actively in phase 3 of the Governor's reopening plan. Remember good documentation is key.

18. Question:

- Can guidance be provided on who and when to report on the survey monkey?

Response:

Please remember that this is a mandated report **seven days per week, for both residents and staff**, even if there is not a new resident or staff positive cases that day. A resident of a facility should be reported on the day the positive result is received regardless if the resident is in the hospital or other in-patient facility. The same applies to COVID related resident deaths. An email was sent out on September 21, 2020 regarding the survey monkey. The survey can be found at: <https://www.surveymonkey.com/r/LBMVSDJ>

The email address where questions about the survey should be sent to our new group inbox (HAI.LTCF@ky.gov). The whole HAI team has access to this inbox so messages won't be missed if someone is off or away from email. The Hospital Acquired Infection (HAI) Team from the Kentucky Department of Public Health is available to assist in the event of an outbreak of COVID in your facility to mitigate the spread of COVID. The HAI team has 10 infection preventionist across the state who are able to assist your community. Please email Assistant Director Marnie Mountjoy (marnie.mountjoy@ky.gov) for additional information.

19. Question:

- What if we have a Hospice resident at end-of-life and family is wanting to visit with patient?

Response:

Please reference <https://chfs.ky.gov/cv19/LTCFGuidancePhasedRestoration.pdf> for compassionate care guidance.

Good Links to Visit:

Official Kentucky COVID19 Information
www.kycovid19.ky.gov

Daily News from Kentucky's Governor

<https://governors.ky.gov/news>

Alzheimer's Association-Tips for Dementia Caregivers

[https://alz.org/help-support/caregiving/coronavirus-\(covid-19\)-tips-for-dementia-care](https://alz.org/help-support/caregiving/coronavirus-(covid-19)-tips-for-dementia-care)

Positive Approach to Care with Teepa Snow

<https://teepasnow.com/>

Removing (Donning and Doffing) a Disposable Gown and Gloves with Rationale

<https://www.bing.com/videos/search?q=CDC+videos+on+proper+usage+of+PPE&&view=detail&mid=9E2B10EEE908938EDD1F9E2B10EEE908938EDD1F&&FORM=VRDGAR&ru=%2Fvideos%2Fsearch%3Fq%3DCDC%2Bvideos%2Bon%2Bproper%2Busage%2Bof%2BPPE%26qpvt%3DCDC%2Bvideos%2Bon%2Bproper%2Busage%2Bof%2BPPE%26FORM%3DVDRE>

Managing Stress and Anxiety

<https://www.nimh.nih.gov/about/director/messages/2020/coping-with-coronavirus-managing-stress-fear-and-anxiety.shtml>

“Music Moments”

<https://alz.org/news/2020/alzheimer-s-association-unveils-compilation-album>

AFA-Alzheimer's Foundation of America

<https://alzfdn.org/>

Timeslips.org

<https://www.timeslips.org/>

The National Center for Assisted Living (NCAL)

<https://www.ahcancal.org/ncal/Pages/index.aspx>

CDC – Preparing Nursing Homes and Assisted Living Facilities for COVID19

<https://www.youtube.com/watch?v=p1FiVfx5O78>

Considerations for Memory Care Units in Long-Term Care Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/memory-care.html>

Remember:

Team Kentucky hashtags for social media

#TeamKentucky #TogetherKY #Patriot #HealthyAtHome