



## **CORONAVIRUS POLICY AND PROCEDURE**

**Policy:** Residential Plaza at Blue Lagoon will prepare and take steps to minimize the risk of a coronavirus outbreak. This includes developing, implementing, and maintaining policies, protocols, and procedures in accordance with federal, state, and local authorities<sup>1</sup> for preventing coronavirus transmission, responding to suspected/confirmed cases, and communicating with stakeholders.

### **Protocol Development and Implementation**

1. Management will develop and maintain COVID-19 specific policies, protocols, and procedures to supplement existing policies and procedures.
2. Policies, protocols, and procedures will be reviewed periodically and subject to changes in accordance with current guidelines from federal, state, and local authorities.
3. Management will evaluate supply needs and sources on an ongoing basis based on recommended guidelines and local conditions to develop and maintain an adequate inventory on an ongoing basis subject to supply availability from both market and public sources.
4. Management will carefully follow recommendations from federal, state, and local authorities that may allow lifting certain restrictions safely and in accordance with local conditions.

### **Sanitation Precautions**

1. Environmental Services staff will check all sinks (including resident's private bathrooms) daily to ensure that they have an adequate supply of soap and paper towels
2. Environmental Services staff will check all common areas (reception, lobby, front of elevator, offices, activity rooms, etc.) daily to ensure they have an adequate supply of alcohol-based hand rub available.
3. Environmental Services staff will continue providing regular cleaning and disinfecting services as scheduled, as well as enhanced cleaning procedures in the event of confirmed or suspected exposure to coronavirus (see protocols in **Cleaning and Disinfection for Confirmed or Suspected COVID-19 Cases**)
4. Management, including department supervisors, will ensure that all staff is provided with gloves, masks, disinfectant wipes, hand sanitizer, and other applicable Personal Protective Equipment to be used following CDC guidelines when they are providing resident services and performing other duties.
5. Management will encourage all stakeholders to follow cloth face covering or face mask, hand hygiene, cough etiquette, and other disease control precautions.

## **Staff screening, training, personal protective equipment, and other precautions**

1. All Staff are required to:
  - a. complete a daily COVID-19 screening before entering the building, which includes temperature reading
  - b. always wear a face mask while in the building
  - c. practice cough etiquette
  - d. practice hand hygiene
  - e. wear a face shield while providing direct care services to residents
  - f. complete a COVID-19 Screening before taking time off
2. Management, including department supervisors, will ensure that all staff is informed and receive training about:
  - a. updated policies and procedures
  - b. recognizing the symptoms of coronavirus
  - c. practicing standard and transmission-based precautions, including hand hygiene and cough etiquette.
3. Management, including department supervisors, will encourage staff to follow cloth face covering or face mask, social distancing, and other CDC guidelines for transmission prevention when they are off duty. This will include providing information about guidelines for:
  - a. Sickness prevention through continued handwashing, avoiding close contact, wearing face masks, practice cough etiquette and cleaning/disinfecting and health monitoring<sup>1</sup> and
  - b. Safely running essential errands like shopping for food and other household essentials, accepting deliveries and takeout orders, banking, going to the doctor, etc.<sup>2</sup>
4. All staff will follow reduced elevator capacity restrictions that are subject to change in accordance with local conditions.
5. Management will suspend the Volunteer Program, internships, and externships until conditions allow for safe continuation.
6. Management, including department supervisors, will follow established protocols in response to any staff member presenting with or reporting symptoms (see **Responding to COVID-19 Confirmed or Suspected Cases**).

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<sup>1</sup> See <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

<sup>2</sup> See <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html>

## Resident Monitoring and Precautions

*During all phases of the Coronavirus pandemic:*

1. Staff will provide daily screening and monitoring for all residents to include:
  - a. Taking and recording temperature readings
  - b. Asking questions about and observing for other signs or symptoms of COVID-19
2. Staff will provide residents with information, direction, and reminders about precautions to prevent coronavirus transmission, which include:
  - a. remaining in their units and minimizing common area use as much as possible
  - b. always wearing provided face mask when either leaving their unit and when staff visits to provide services
  - c. practicing social (physical) distancing
  - d. practice cough etiquette
  - e. practice hand hygiene
3. Management will provide residents with additional written and verbal information about the above precautions for virus transmission that apply when spending time outside their units, outside the facility, or in the presence of others.
4. Management will post signs in all common areas to remind residents, employees, and permitted visitors about the above precautions.
5. Memory Care Program staff will assist Memory Care Program residents with social (physical) distancing, as well as ongoing reminders and redirection recognizing that residents may be unable to follow or remember these guidelines consistently. Residents able to remain in their units will be encouraged to do so.
6. All residents will follow reduced elevator capacity restrictions that are subject to change in accordance with local conditions.
7. Staff will follow established guidelines in response to residents with observed or reported symptoms (**See Responding to Covid-19 Confirmed or Suspected Cases**).
8. Staff will provide more frequent observation and evaluation of symptoms (2 or more times per day) for residents with other respiratory conditions.
9. Common area water fountains, vending machines, and coffee stations will be placed out of service. Dietary staff will offer water delivery to each room (up to one gallon as needed), as well as provide coffee with mobile carts, and two daily snacks.
10. Staff will take steps to minimize avoidable hospital transfers as much as possible. All hospital transfers will have to complete the ALF to Hospital to ALF form, and follow DOH and AHCA recommendations before they are released from the hospital.

### Group Activity and Outing Precautions<sup>3</sup>

1. Activities Coordinators will offer residents materials and information for in-room activities as well as for physically distant informal gatherings with others.
2. *Prior to Phased Re-Opening:*
  - a. Most regularly scheduled group activities will be suspended until they can be safely resumed.
  - b. Staff will develop and implement a Modified Wellness Program gradually as federal, state, and/or local guidelines may allow. This will include:
    - i. small group activities designed to address concerns related to social isolation and physical inactivity
    - ii. staggered scheduling to limit the number of residents participating and allow residents to remain at least 6 feet apart from each other
  - c. Staff will work with residents, families, and health care providers to limit outings to those that are medically necessary. This includes:
    - i. avoiding all medically unnecessary, non-urgent, or non-emergency procedures
    - ii. discouraging residents from leaving the building unless medically necessary
    - iii. providing residents who are leaving the building for medically necessary appointments or procedures with a mask to protect themselves and others
3. In situations when the family is choosing to take a resident for an overnight stay, the following requirements apply:
  - a. Completion of checkout form and other documents that address recommended precautions and potential exposure risks associated with an overnight stay
  - b. Prior to and upon return, providing evidence of:
    - i. negative COVID-19 viral test result taken within 7 days of return
    - ii. physician verification of resident being free from COVID-19 symptoms
    - iii. passing screening requirements, which may include an on-site evaluation by Residential Plaza staff
4. During **Phase 1** Re-Opening: Group activities will be restricted. Some activities may be conducted for COVID-19 negative or asymptomatic residents who agree to follow guidelines for social (physical) distancing, hand hygiene, and use of a cloth face covering or facemask.
5. During **Phase 2** Re-Opening: Activities, including outings, may be conducted for **up to 10** COVID-19 negative or asymptomatic residents per group. They agree to follow guidelines for social (physical) distancing, hand hygiene, and use of a cloth face covering or facemask.

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<sup>3</sup> Precautions are contingent on state, county and other facility condition as specified in “phased” re-opening plans for licensed assisted living facilities and Residential Plaza at Blue Lagoon

6. During **Phase 3** Re-Opening: Activities, including outings, may be conducted for COVID-19 negative or asymptomatic residents with **no more than the number of people** where social distancing among residents can be maintained while following guidelines for hand hygiene and use of a cloth face covering or facemask.

### **Communal Dining Protocols**

1. *Prior to Phased “Re-Opening”:*
  - a. Normal communal dining will be suspended, and the staff will provide in-room dining services to all residents.
  - b. Dietary services will include accommodating special dietary needs, preferences, and needs according to available resources.
  - c. Limited communal dining for COVID-19 negative or asymptomatic residents may be implemented using staggered mealtimes to accommodate social distancing while dining defined as a single person per table that will be spaced by at least 6 feet.
2. *During all “Re-Opening” Phases:*
  - a. Communal dining will be limited to COVID-19 negative or asymptomatic residents only. Residents may eat in the same room with social distancing defined as having no more than 2 people per table that will be spaced by at least 6 feet.
  - b. In-room dining services will be provided to any residents with confirmed or suspected COVID-19, as well as other residents due to individual preferences or needs.

### **Family and Friend On-Site Visitor Precautions<sup>4</sup>**

*During all phases of the Coronavirus pandemic:*

1. Requirements for permitted visitors include:
  - a. passing screening procedures prior to entering building
  - b. wearing a cloth face covering or face mask while in the building
  - c. practicing social (physical) distancing
  - d. practice cough etiquette
  - e. practice hand hygiene
2. Remote visits will be offered in coordination with the resident’s assigned case manager using FaceTime or other available applications
3. *Prior to and During “Re-Opening” **Phases 1 and 2***

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<sup>4</sup> Precautions are contingent on state, county and other facility condition as specified in “phased” re-opening plans for licensed assisted living facilities and Residential Plaza at Blue Lagoon

- a. Visitors are generally prohibited, except for compassionate care (e.g. end of life) situations and according to above specified requirements.
  - b. Visitors will be asked to drop off or send deliveries for the residents at the front desk for later delivery by staff to the resident's room.
4. *During "Re-Opening" Phase 3*
- a. Visitors are allowed and according to above-specified requirements
  - b. To maintain social (physical) distancing guidelines, management will establish visitation scheduling procedures.
  - c. Visitation procedures will be designed to provide residents and visitors with a broad range of scheduling options at different times and locations in order to minimize traffic congestion in common areas and resident living areas.
  - d. Management will determine the number of such visitors that can be safely accommodated throughout the day based on traffic and elevator capacity.

**Prevention Protocols: Third-Party Provider Visitors**

*During all phases of the Coronavirus pandemic:*

1. Requirements for permitted third-party provider visitors include:
  - a. completing a daily COVID-19 questionnaire before entering the building, which includes a temperature reading, and
  - b. providing attestation about having a recent negative COVID-19 test result or wearing specified Personal Protective Equipment (e.g. respirator, gown, gloves, and eye protection) while providing services, and
  - c. following federal and state COVID-19 related guidelines
  - d. wearing a face mask, practicing hand hygiene and other applicable personal protective equipment while in the building and providing services to residents
2. Permitted third-party providers will be expected to pre-arrange visits by email, phone, or in-person before entering the building.
3. All deliveries by third-party providers are required to check-in at the front desk upon arrival, then either drop off items at the front desk or follow directions for delivering items to the outside terrace for later delivery by staff inside the building.
4. Third-party provider visits during the outbreak are restricted as follows:
  - a. *Prior to and During "Re-Opening" Phase 1:* Limited to those providing essential health care services
  - b. *During "Re-Opening" Phases 2 and 3:* A limited number of non-essential healthcare personnel/contractors will be allowed throughout the day as determined necessary by Management

## **On-going Communications**

1. The Administrator will handle communications with state and local licensing and public health authorities during an outbreak.
2. The Administrator, Social Services Department, and Memory Care Program Director will handle communications with families regarding COVID-19 testing, information requests, precautions, etc.
3. Management will maintain up-to-date information through Residential Plaza at Blue Lagoon's (RPBL) website ([www.residentialplaza.com](http://www.residentialplaza.com)) and use other communication channels (e.g. Social Media, Emails, and Regular Mail) to keep residents, family members and employees informed.
4. The Administration will schedule a weekly conference call to provide updates, answer questions and concerns, some of which may also be incorporated into RPBL's webpage for "Frequently Asked Questions."
5. Family members will be invited to submit questions or concerns before the weekly conference call by emailing [info@residentialplaza.com](mailto:info@residentialplaza.com). These may be addressed in a timely manner by individual email responses and/or during the weekly conference call.
6. Signage specific to COVID-19 precautions will be placed on exterior doors and throughout the building following federal, state, and local guidelines.
7. The Administrator, with assistance from Residential Plaza's Communications Team, will be the spokesperson when responding to any media requests. Management will seek board direction and legal advice as appropriate.
8. The Administrator will maintain a record of all contacts with local, state and federal agencies, and any directions given by these parties.