Residential Plaza at Blue Lagoon
Emergency Preparedness
Policy and Procedures

Exhibits

A) Resident Acknowledgement Form (MANDATORY)
B) Resident Essential Caregiver Designation Form
C) Essential Caregiver Acceptance Form
D) Residents Emergency Bag Checklist
E) Mutual Aid Agreement

Policy

Residential Plaza is committed to providing a safe and secure living environment for its residents. The emergency preparedness policy is designed to ensure the safety and wellbeing of all residents in case of an emergency. The Emergency Preparedness Policy will be reviewed periodically to ensure it complies with local and state guidelines and meets the changing needs of the residents.
Any changes to Residential Plaza's Emergency Preparedness Policy will be promptly communicated to residents and essential caregiver visitors.

Definitions

Emergency

An emergency is any unforeseen situation that requires immediate action to prevent harm, mitigate damage, or save lives. It can be natural disasters like hurricanes or man-made incidents such as fires, chemical spills, or power outages.

Essential caregiver

The Essential Caregiver provides emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life.

Framework

To comply with the regulations set forth in Chapter 408.823, Florida Statutes, in reference to "In-Person Visitation during Emergency situations". A resident may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.

Communication During Emergencies

Residential Plaza at Blue Lagoon is committed to maintaining transparent, timely, and reliable communication with families and caregivers during emergencies. Given the unpredictable nature of emergency situations, the facility will activate **multiple communication channels** as deemed appropriate, depending on the nature and impact of the emergency on our community.
These channels may include:

- **Mass Emails**: Updates will be sent to the primary contact on file for each resident. Please ensure we have your most current email address.
- **Website Updates**: Important announcements and updates will be posted on our website at www.residentialplaza.com under the *Emergency Preparedness* tab.
- **Personal Phone Calls**: If the health status of a resident requires it, a case manager may contact the designated family member directly to provide updates or coordinate care.
- **Emergency Phone Line**: In case of urgent inquiries, families may call **305-267-2700**. We kindly ask that this number be reserved strictly for **emergency use only** during critical situations.
- **Email Communication**: You may email us at **info@residentialplaza.com** for questions or concerns. We will respond as soon as conditions allow.
- **Conference Calls**: Depending on the situation, we may host **daily or weekly family conference calls** to provide general updates, answer questions, and maintain open lines of communication.

All relevant and detailed information will be communicated through one or more of these methods, and we will do our best to ensure updates are timely, clear, and accessible. Your collaboration and understanding are deeply appreciated as we work together to ensure the safety and wellbeing of your loved ones.

Essential Caregiver Designation

The following are the procedures to be followed to identify Essential Caregivers for residents and the expectations. These procedures will be administered equally to all residents that request to have an essential caregiver, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status.

Essential caregiver visitors may be allowed entry to Residential Plaza on a limited basis. Residential Plaza will allow one essential caregiver for at least 2 hours daily under an emergency. At Residential Plaza the 2-hour visitation will be between 9:00 a.m. – 9:00 p.m. Residential Plaza may make exceptions to the 2-hour visitation on a case-by-case basis for end-of-life residents. These exceptions will be discussed and agreed upon in writing by the facility's designee and the resident's responsible party.

Procedures:

I. Every resident must sign the Resident Acknowledgement Form (Exhibit A) where they recognize they have received the Emergency In-Person Visitation Policies and Procedures and establishes if they wish to designate an Essential Caregiver. All new residents will be asked to identify an Essential Caregiver upon move-in.

II. If the resident opts to stay at Residential Plaza in an emergency,
   1. If the resident designates an Essential Caregiver, they need to complete the Essential Caregiver Designation Form (Exhibit B), and the Essential Caregiver needs to complete the Essential Caregiver Acknowledgement Form (Exhibit C).

2. Note that an evacuation is a possibility. Residential Plaza has a comprehensive emergency evacuation plan that includes transportation and relocation of our residents to assigned hotels and other long-term care facilities. An emergency evacuation can be challenging. If we are ordered to evacuate, every resident must have a three-day emergency bag ready. Please, review the Residents Emergency Bag Checklist, which has the breakdown of what we suggest the emergency bag has. Please prepare your emergency bag and complete the Residents Emergency Bag Checklist (Exhibit D)

III. If the resident opts to go with a loved one during an emergency (stay over for over 24 hours).

If your home is safe, we encourage you to assist in providing your loved one with a safe environment in your home. An emergency can bring uncertainty and stress to our elderly. Being surrounded by loved ones may give them the assurance needed to thrive. If the resident is leaving Residential Plaza during an emergency, please complete the Mutual Aid Agreement (Exhibit E).

Essential Caregivers

1. Residential Plaza will:
    i. Allow one essential caregiver for residents in emergency situations, based on the ability of staff to safely screen and monitor and the space to accommodate the essential caregiver visitors.
    ii. Identify locations for visitation/care to occur planning for residents in shared spaces and facilities with minimal common space to identify maximum time availability.
    iii. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices, if needed
    iv. Create indoor visitation spaces for residents in a room that is not accessible by other residents or in a resident's private room if the resident is bedbound and for health reasons cannot leave his or her room.
    v. Maintain a visitor log for signing in and out.
2. All residents will:
    i. Be allowed to update as requested the named Essential Caregiver of record within 2 business days of request.
    ii. Be allowed in-person visitation in all the following circumstances, unless the resident, client, or patient objects:
        - End-of-life situations.
        - A resident who was living with family before being admitted to the Residential Plaza is struggling with the change in environment and lack of in-person family support.
        - The resident is making one or more major medical decisions.
        - A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.

- A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident who used to talk and interact with others seldom speaking.

3. The Essential Caregiver will:
    i. Wear Personal Protective Equipment (PPE) per facility's Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare workers. The essential caregiver visitors shall wear the same PPE that staff wear to provide care or services to the resident.
    ii. Complete training on Residential Plaza's webpage infection prevention and control including the use of PPE, use of masks, hand sanitation, and social distancing.
    iii. Inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit to the facility.
    iv. Visit in the resident's room, or a designated area determined by Residential Plaza at the time the visitation scheduled is developed and agreed upon.
4. No more than one essential caregiver visitor may be designated per resident.
5. Communicable Disease considerations (included but not limited to COVID-19):
    i. Residential Plaza will NOT prohibit essential caregiver visitor visits, if the specific resident to be visited is quarantined, tested positive, or showing symptoms of a communicable disease. Visits in these circumstances will likely require a higher level of PPE than standard surgical masks. The general visitation requirement that the facility has no new facility-onset cases of a communicable disease (for example COVID-19) is not applicable to visitation by essential caregiver visitors.
    ii. Residential Plaza is not required to provide for "facility-provided" COVID-19 testing if, and only if, it is based on the most recent CDC and FDA guidance. The cost of this testing cannot be passed on to the visitor.
6. If the essential caregiver visitor fails to follow the facility's infection prevention and control requirements, after attempts to mitigate concerns, Residential Plaza shall restrict or revoke visitation.
7. In the event the essential caregiver visitor's status is revoked due to the individual not following the facility's policy and procedures, the resident may select a different essential caregiver visitor who will be granted visitation rights upon proper vetting and agreeing to Residential Plaza's policies and procedures.

IV. When an essential caregiver visitor is scheduled to visit,

1. Residential Plaza will thoroughly screen the visitor per the facility's infection control policy and procedure and document the name of the individual, the date and time of entry, and the screening mechanism used, along with the screening employee's name and signature. Just as with staff entering the building, if the visitor fails the screening, the visitor CANNOT be allowed entry.
2. Residential Plaza will ensure that the required consents, and training and policy acknowledgements are in place.

3. Residential Plaza will ensure that the caregiver visitor has appropriate PPE if applicable.
4. Residential Plaza will require the essential caregiver visitor to sign in and out on the visitor log.
5. Residential Plaza will monitor the essential caregiver visitor's adherence to policies, and procedures.