



# Elder Care in the Time of Corona

Genesis Rehab Services India - COVID-19 Guidelines

April 6, 2020

# Situation is Rapidly Changing

Flexibility is key as we learn more about how the virus is spread



"What if we don't change at all ...  
and something magical just happens?"

# COVID-19

## Respiratory Illness

- Symptoms
  - Fever  $\geq 100.0^{\circ}\text{F}/ 37.8^{\circ}\text{C}$
  - Coughing
  - Sore Throat
  - Short of Breath
  - Headache

Although symptoms present 'flu-like'  
this is NOT the Flu



Social Distancing

# COVID-19

## Transmission

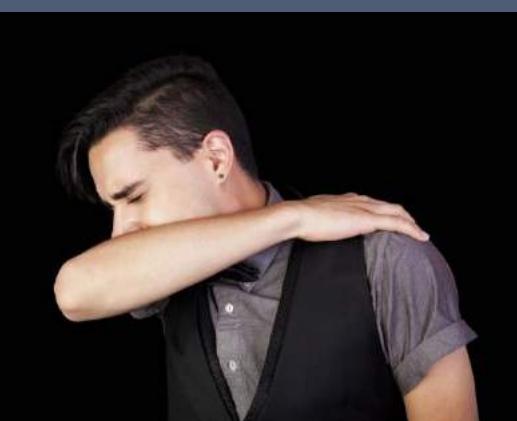
- Droplets from coughing/sneezing
- According to The WHO, COVID is airborne if particles are aerosolized such as in suctioning a patient (Modes of transmission, 2020)
- Contact with surfaces

## Close contact with infected individuals

- 2 meters (6 feet)
- Whether symptomatic or not



## Hand Hygiene



Cough Etiquette

- Cough into tissue or elbow



Clean frequently touched surfaces

# How to Stop Spread?

# Susceptibility

## Who is at highest risk?

- Elderly
- People with chronic diseases
  - Heart conditions
  - Lung conditions
  - Diabetes
  - Immunocompromised
- Healthcare workers

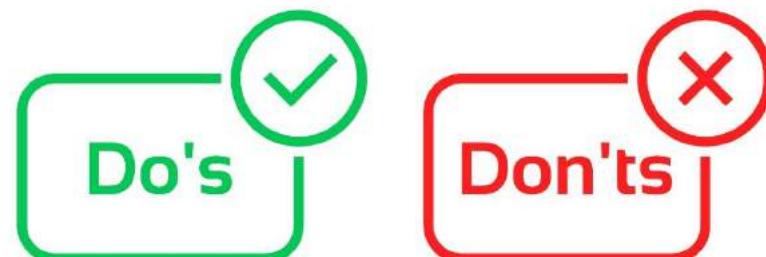


***People who live and work in Long Term Care Homes***

# What Preventive Measures has Genesis put in Place?



Don't forget about resident psychosocial and engagement needs



Keep Staff Safe,  
Motivated, and  
Supported

# Resident & Employee Health

Consult with Risk Management Partner



# Healthcare Staff Wellness

- Take breaks from the news
- Take care of the body
- Connect with others
- Make time to unwind
  - Take 5 minutes out
    - Listen to music
    - Deep breathing
    - Apps for meditation and relaxation



# Show Appreciation for Health Care Workers



# Visitation

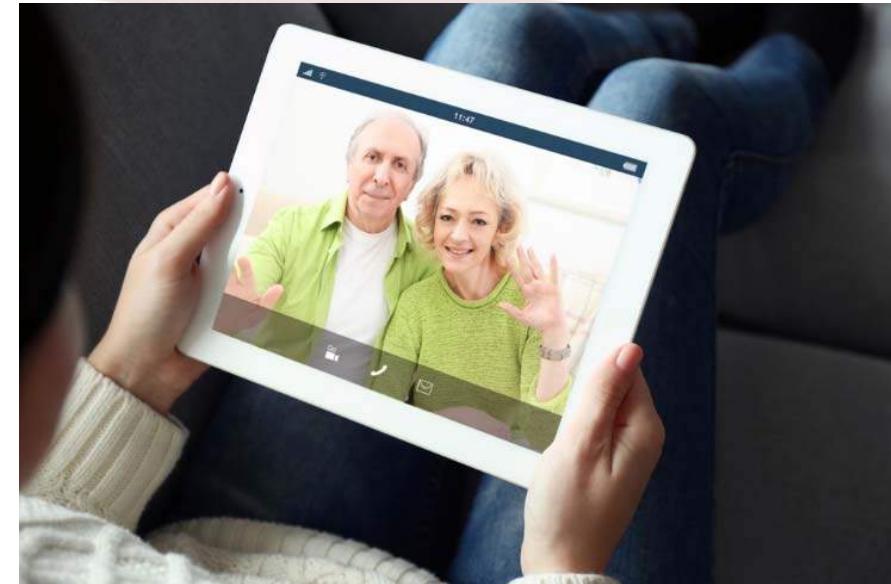
- Entry restricted to health care personnel
  - Letters and phone calls to families
- Family visitation **only if:**
  - Compassionate care - end of life
    - **Cannot** have COVID-19 spreading within the community
  - Visitor screening negative for symptoms



# Alternative Visitation Options

## Supporting our Residents

- Virtual Visits
  - Zoom
  - WhatsApp
  - FaceTime
  - Google Duo
- Window Visits
- Online Groups



# Screening for ALL (Vendors, Visitors, Employees)

- Allocate one door for entry
- Screening **EVERYONE** for symptoms using spreadsheet (any affirmative answer, exclude visitation)
  - Temperature- no touch thermometers
  - Cough
  - Sore Throat
  - Short of Breath
  - Contact with confirmed or suspected case
  - ***Anyone*** who has travelled or been in a location with a crowded environment (i.e. cruise ship, airplane, etc.) within the last 14 days

Continuous Mask  
Wearing for  
**EVERYONE** who  
enters building

# Screening



- **Anyone** positive for any items on the screening form is turned away and told to seek the advise of physician
- **Do not allow sick employees to work**

# Positive Staff Screening



- Employees with acute respiratory symptoms/infection are instructed to stay home until any respiratory symptoms resolve



- Fever-free for 72 hours without the use of symptom-altering medications (e.g. cough suppressants, acetaminophen, ibuprofen, etc.)

# Return to Work

- Confirmed or suspected COVID-19
  - Must be screened by physician
- Using 2 strategies for return to work decision
  - Test Based  
OR
  - Non-test based



# Test-Based Strategy

Resolution of  
fever without  
medications

**AND**

Improvement in  
respiratory symptoms  
(e.g., cough,  
shortness of breath)

**AND**

Negative COVID-19 from  
two tests collected ≥24  
hours apart (total of two  
negative specimens)

# Non-Test Based Strategy

At least 72 hours  
have passed since  
recovery (no fever  
without  
medications)

**AND**

Improvement in  
respiratory symptoms

**AND**

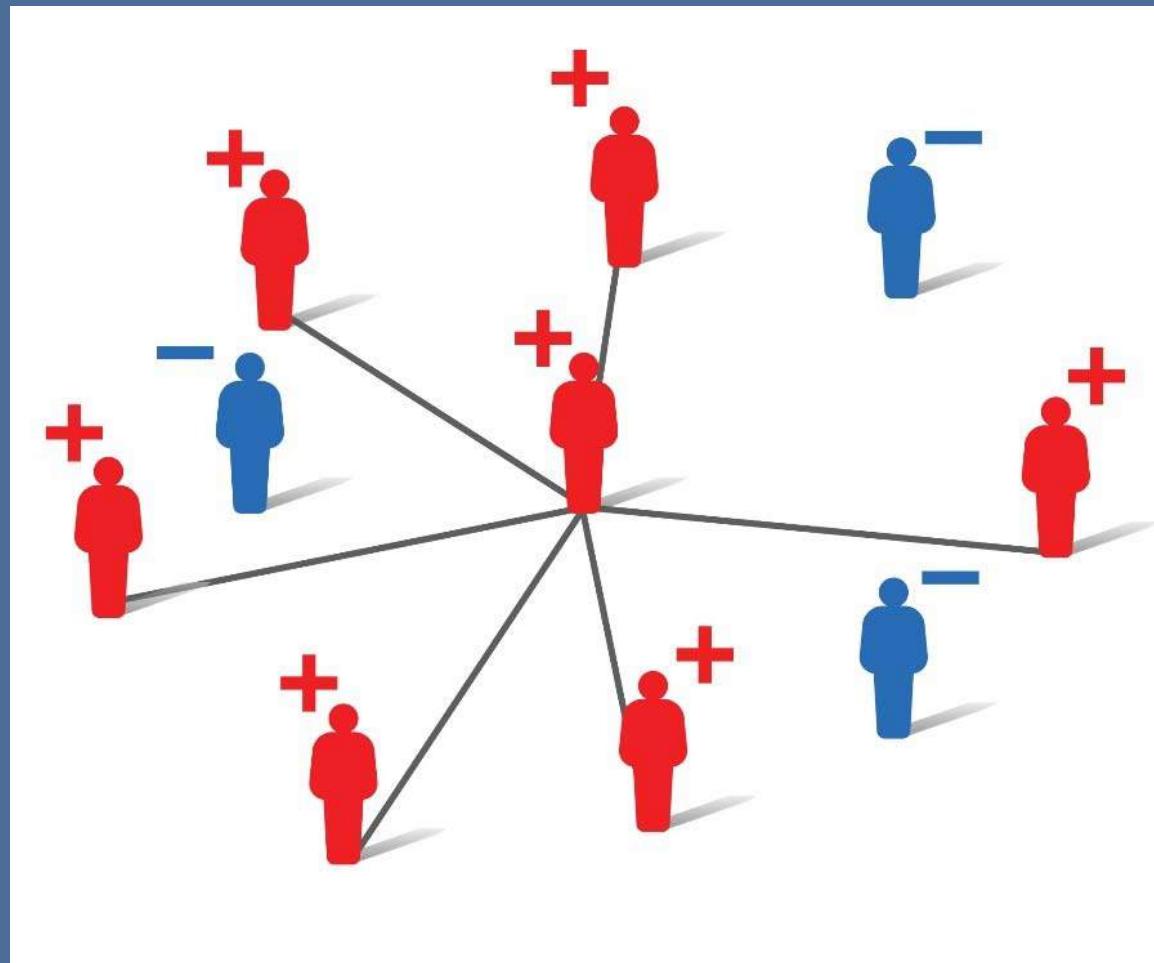
At least 7 days have passed  
since symptoms first  
appeared

# Return to Work after Close Contact with Positive Case

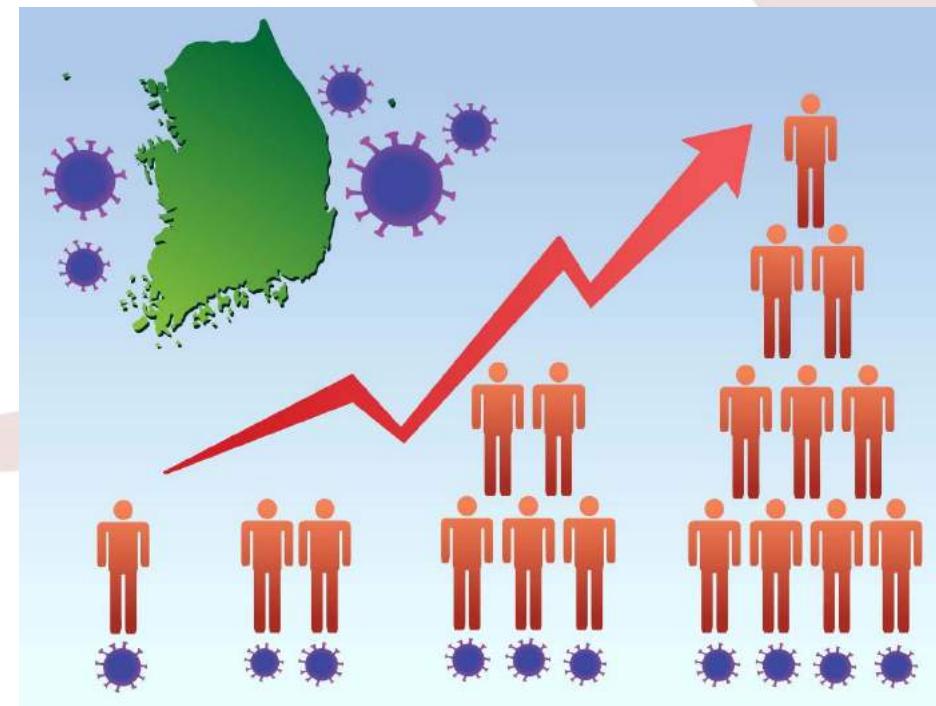
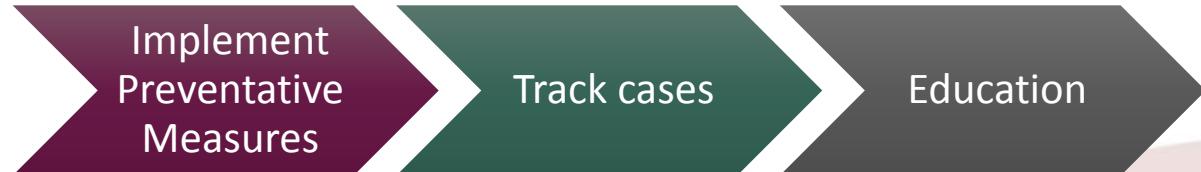


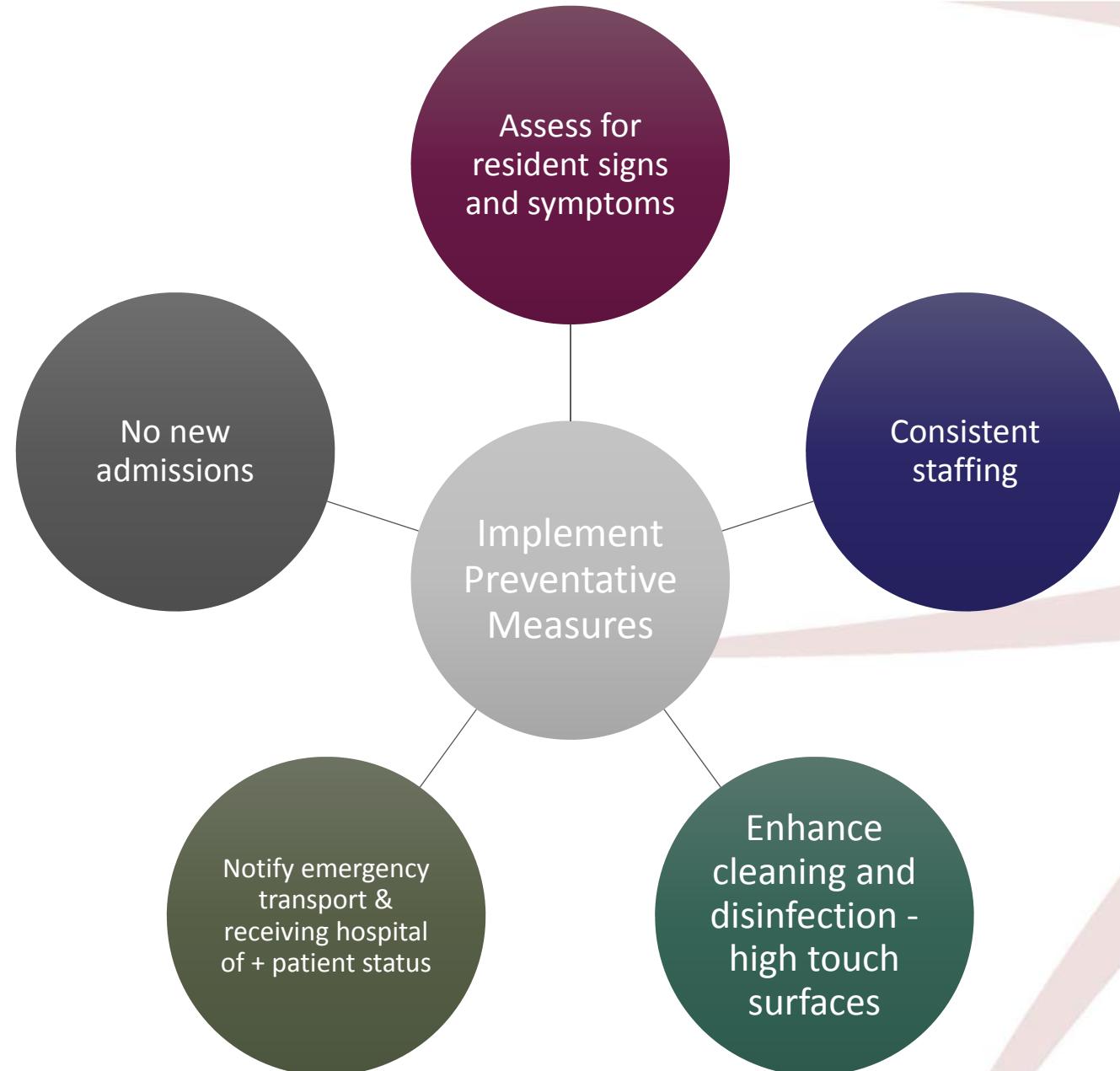
**People who had  
“unprotected prolonged close  
contact”  
with new cases of COVID-19 are  
excluded from work for  
72 hours**

# Transmission Prevention is CRITICAL to Saving Lives



# Infection Control Measures





# Monitoring Residents

- IT system update for mandatory task completion
- For patients/residents
  - Complete vital signs every 8 hours
  - Assess for signs and symptoms every 8 hours
  - Any diagnostic tests
    - Based on symptoms
      - Viral Panels
      - Chest X-rays



# Prevent Transmission

- Consistent Staff Assignments
  - Specific floors/units
- Limit patient transfers out of the building
  - Family should NOT transport
  - Exceptions:
    - Chemotherapy, dialysis, emergency



# Prevent Transmission Personal Protective Equipment

- Gloves
- Gowns/aprons
- Masks and respirators
- Goggles
- Face shields



**CRITICAL** for Protecting  
Employees & Residents

# Prevent Transmission - Personal Protective Equipment Requirements

## Common Sense Measures – Ask yourself:

Might I encounter body fluids?

Does the person have a respiratory illness?

Is there a chance of aerosolization of particles?



# Prevent Transmission - Personal Protective Equipment

- Secure Storage – prevent theft
- Track Utilization of Equipment
- Personal Protective Equipment Use Rate Calculator



# Prevent Transmission – PPE

- Re-use of surgical masks and N95
- Homemade cloth mask
- Storage of masks for reuse

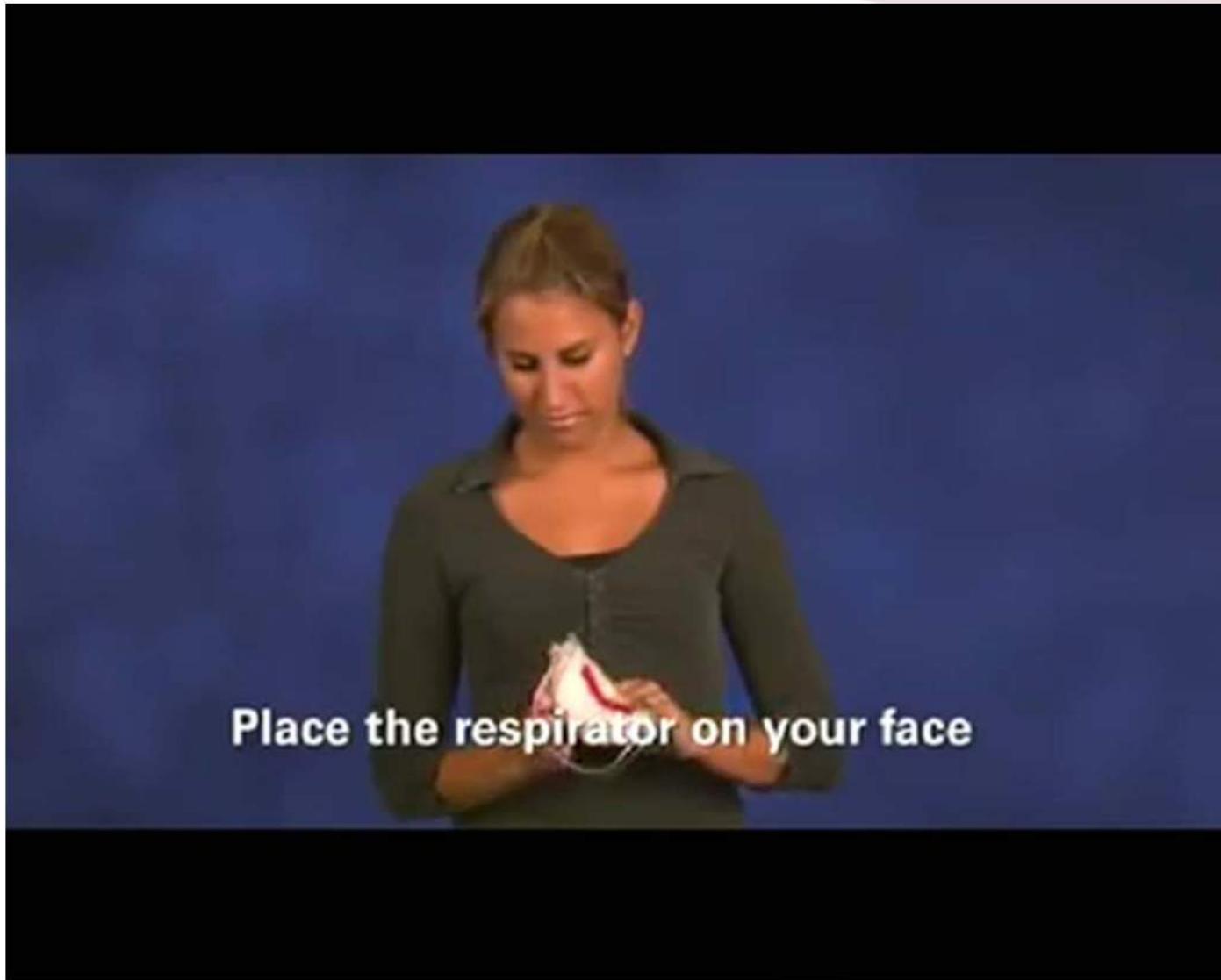


# How to Reuse your Face Mask

Genesis 

**Genesis** india  
Rehab Services 

# N95 Seal Check



Video from OSHA: <https://www.youtube.com/watch?v=pGXiUyAoEd8>

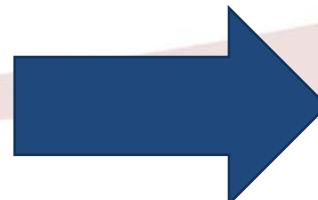
# Prevent Transmission

- Universal masking and eye protection in all patient care areas
- Keep patient in rooms
- No group/common area congregation
- Individualized room activities
- No rehabilitation in gym spaces
- Dedicate or clean and disinfect equipment between patient use



# Prevent Transmission

No group or dining room meals/activities



Doorway Dining



# Prevent Transmission Between Patients

## Positive COVID Case

Private room if possible

- Move roommate to a new room
- Leave equipment in the room

Private room not possible

- Bedside commode for COVID patient
- Pull room divider curtain
- Treat roommate with contact/droplet precautions

# High Touch Surfaces



Everyone's  
Responsibility  
to **DISINFECT**

Tables and  
Chairs  
  
Railings  
  
Desks  
  
Toilets  
  
Sinks

Doorknobs  
Handles  
  
Light Switches  
Elevator Buttons  
  
Pull cords

Phones  
Keyboards  
  
Remote Controls  
  
Tablets  
  
Touch Screens

# Prevent Transmission- Mail and Package Handling



Cardboard

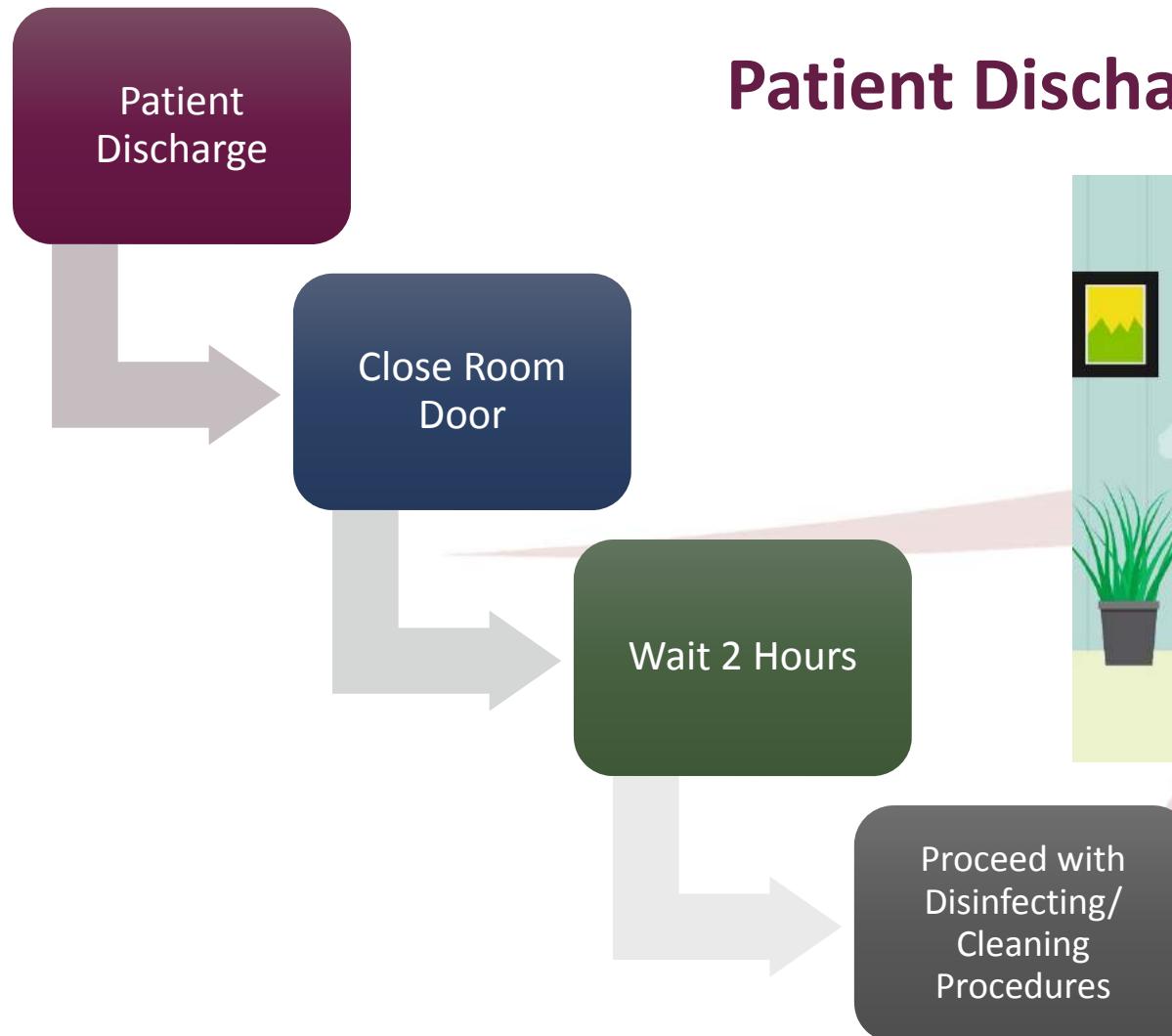
Mail



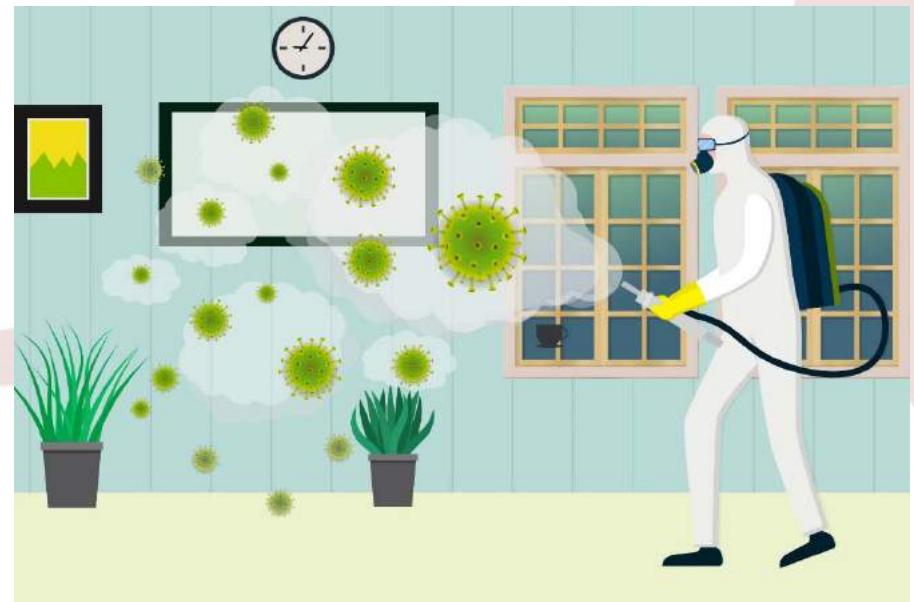
Hold for  
24 hours

Distribute  
to  
Residents  
& Staff

# Prevent Transmission



## Patient Discharge – Room Turnover



# Prevent Transmission

## Memory Care Recommendations

- 1:1 person-centered engagement plan and supervision
- Individualized dining experience
- Supervised walking schedule
- Individualized engagement to remain with resident/patient



Challenging  
with Wandering  
Residents

# Telehealth

## Physician and Specialist Visits

- Telehealth care platform
  - Third Eye Health
  - Zoom

## For Example:

- Consultation visits, follow ups
- Patient/family education
- Home evaluation, rehab program review
- Hospice and end of life
- Nutritional counseling



# Communication

## Structured Talking Points

- Enables consistent messaging
- Provide updates to family
- Gives confidence to staff as they are furnished with ideas of what to say
- Weekly family (group) update conference call

“How do I know my family is safe?”

“I'm Scared”

I am calling today to inform you that we have a suspected case of (COVID-19) at (center).

Over the last several weeks, we have been focused on prevention, but we have also been preparing ALL staff for the possibility of the Coronavirus reaching our center.

At this time, we have (one patient, resident, employee) that is being checked for COVID-19.

We are still awaiting results.

We have notified the local Department of Health. This is standard procedure for this virus.

We have put in place infection control procedures consistent with CDC and DOH guidelines, including N95 respirators, gowns, visitor restrictions, in-room dining and cancellation of communal activities.

Additionally, we are restricting all visitors at this time.

Our primary concern is the safety and well-being of our patients, residents and staff.

We will certainly keep you updated as we learn more.

# Communication



- Communicate with everyone (staff, residents, families and other agencies)
  - Frequent
  - Honest
  - Sincere
  - Transparent
- Inform of prevention strategies
- Social services can help reassure residents & families

# Systematic Communication

## Corporate Task Force

- All Critical Departments
- Reviewing World Health and Country & Local Guidelines

## Processes and Guidelines

- Bi-weekly Calls
- Disseminate Vital Information to Field
- Company Intranet Posting

## Help Desk

- Care Hotline
- Email Box
- Data Gathering
- Front-Line Support

# Track Cases

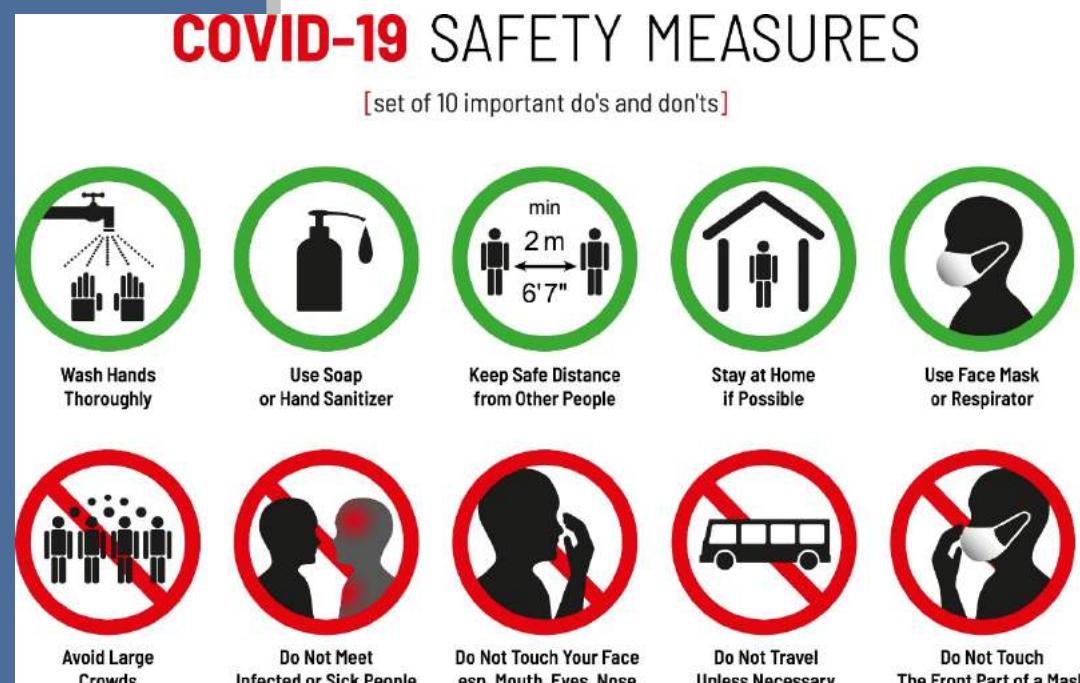
## Tracking a Case

- Identify vector (first case)
- Who did the ill person come in contact with?
- Develop epidemiology curve



# Education

- Hand hygiene/personal hygiene
- Outbreak disease symptoms
- Mode of transmission of outbreak disease
- Transmission precautions
- Sanitation procedures
- Reporting the occurrence of symptoms in patient or staff





# Recreation Keeping Residents Engaged



# Recreation Guidelines

## Social Visits

- Phone or Video call
- Armchair travel
- Discussion of book, trivia, power point

## Inspiring Messages

- Send residents, caregivers and family members text messages, letters, emails

## Help residents stay connected to family

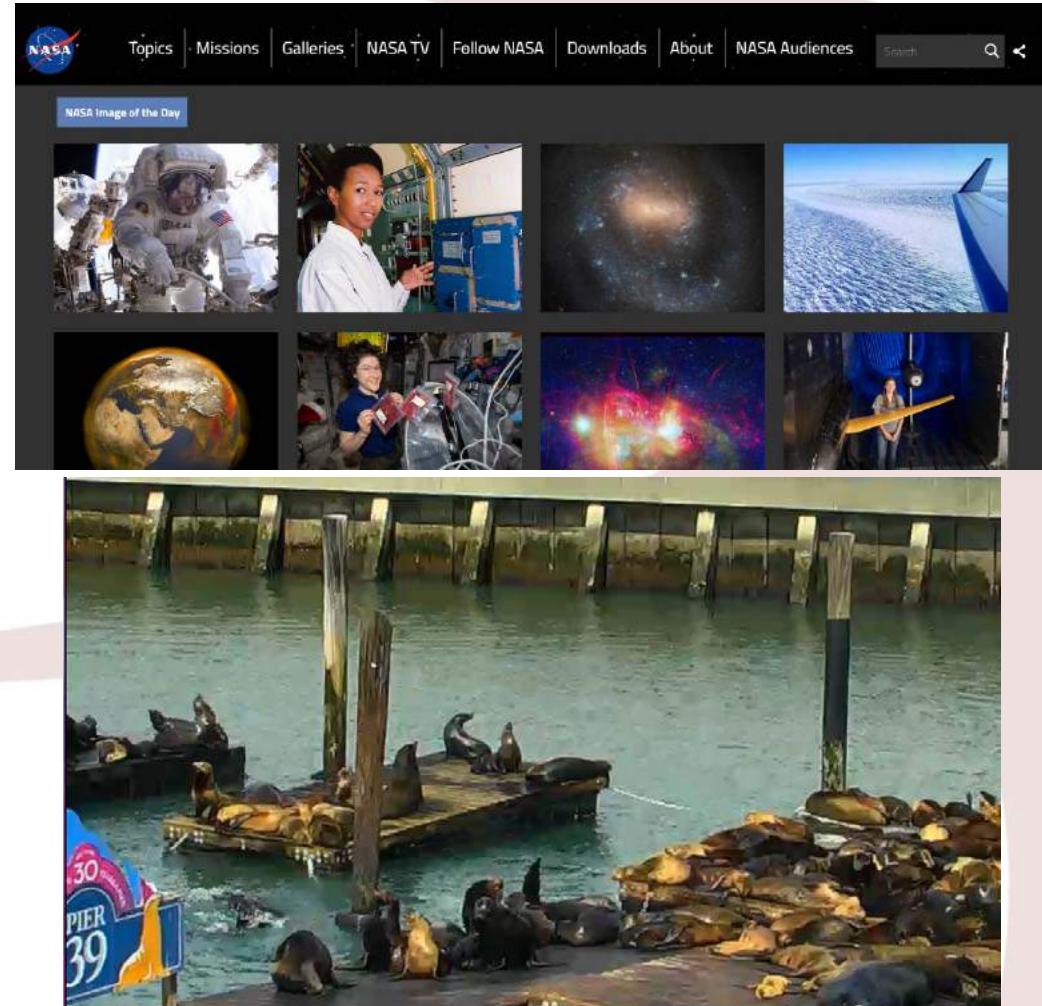
- Video calls
- Writing emails or letters



# Recreation Engagement

## Online Engagement

- Cova Well Connected
- Getty Images
- Google arts and culture
- FactSlides
- History.com
- NASA Live
- Pier 39 Sea Lion Webcam



# Recreation Engagement Ideas

The screenshot shows a website for "100% Free Mandalas by Just Color". At the top, there's a search bar with "Search" and "OK" buttons. Below the search bar is a navigation menu with links: Home, Themes (with a dropdown arrow), Difficulty levels (with a dropdown arrow), New Mandalas, Most popular, and Other themes. A yellow banner below the menu says "FREE MANDALAS BY THEME". Below the banner, text reads: "Discover our different themes of free Mandala to print and color, for children and adults. The Mandala coloring has many therapeutic virtues : relax and take your stress aways thanks to these diversified designs." Three thumbnail images are shown under the theme categories: "Animals" (a bird on a mandala), "Flowers & vegetation" (a colorful floral mandala), and "Geometric patterns" (a complex geometric mandala).

## In Room Activities

- Play relaxing music, sing along
- Create a short story
- Newspapers, magazines, comic strips, puzzles, trivia
- Free printable art activities

# Recreation Engagement Ideas

## Spiritual Practice

- Online prayers, sermon recordings

## Online Videos

- Travel Videos, music concerts
- YouTube

## Games

- Table top, cards, online groups



YouTube

travel video



17 Most Beautiful Islands in the World - Travel Video

# Recreation Engagement Ideas

## Sensory Stimulation

- Scents, oils, spices
- Scratch and sniff stickers
- Musical sound machines/instruments
- Audio books, podcasts
- Scented lotion for hand massage
- Bird feeders outside windows





# Rehabilitation Care Guidance

# Rehabilitation Guidance

- Bedside/Room treatment kits
- Patient hand hygiene pre/post treatment
- Patient Education
  - Respiratory hygiene and cough etiquette
- Carry disinfecting supplies
- Scheduling of LTC and Short-Term patients



# Rehabilitation Guidance

COVID Patient  
Leave belt in  
room until  
discharged

## Gait Belt Disinfecting

- Vinyl
  - Spray with disinfectant
- Canvas
  - Use barrier on front side
  - Disinfect buckle
  - Spray with disinfectant – dry overnight



Assign 1 per patient if possible

# Rehabilitation Guidance

## In-Room/Home Treatment Ideas



# In Conclusion.....

**NEW Information is  
Emerging DAILY**

- Stay up to date on information
- Your approach WILL change
- Effectively communicate changes for the best possible care and outcome



# References

- Modes of transmission of virus causing COVID-19: implications for IPC precaution recommendations. (2020, March 29). Retrieved April 1, 2020, from <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations>
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Time for  
Questions

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