Competency Training and Best Practices for Preventing COVID-19 Spread in Adult Housing and Care Facilities

Webinar and Q&A
August 2020

New York City Department of Health and Mental Hygiene

Overview

- This session is designed for staff at:
  - Adult care facilities (ACFs), including adult homes, enriched housing programs, assisted living programs and assisted living residences
- This session is designed to provide attendees:
  - Updated guidance and best practices for ACFs
  - An opportunity for competency training on infection control
- Session slides and Q&A information will be available online after this webinar.

Introduction

The goals of this webinar are to:

1. Provide an update on the state of COVID-19 in NYC
2. Provide guidance on preventing infection spread while caring for residents in a congregate setting
3. Increase awareness of NYC Health Department activities that are assisting residential congregate settings in NYC

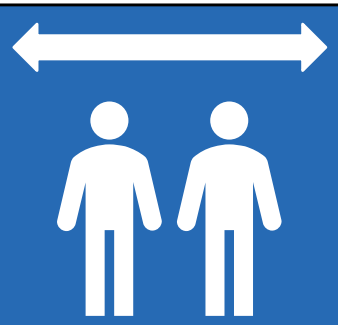
COVID-19: Where Are We Now

- Pandemic continues worldwide.
- As of July 9, 2020, more than 20,000 deaths attributed to COVID-19 in NYC.
- Daily case counts, hospitalizations and deaths peaked in mid-April and have since been declining.
- Mitigation measures, including physical distancing, appear to be working and must be maintained.
- COVID-19 testing capacity has expanded across NYC.
- For daily data updates, visit **nyc.gov/health** and search for **COVID-19 data summary**.

What Should You Do?

- Assign at least one staff member to manage your facility's infection control program (as recommended by the Centers for Disease Control and Prevention [CDC]).
- Ask staff to be vigilant and help make sure COVID-19 does not spread to, within or from your facility.

How Does COVID-19 Spread in Congregate Settings?



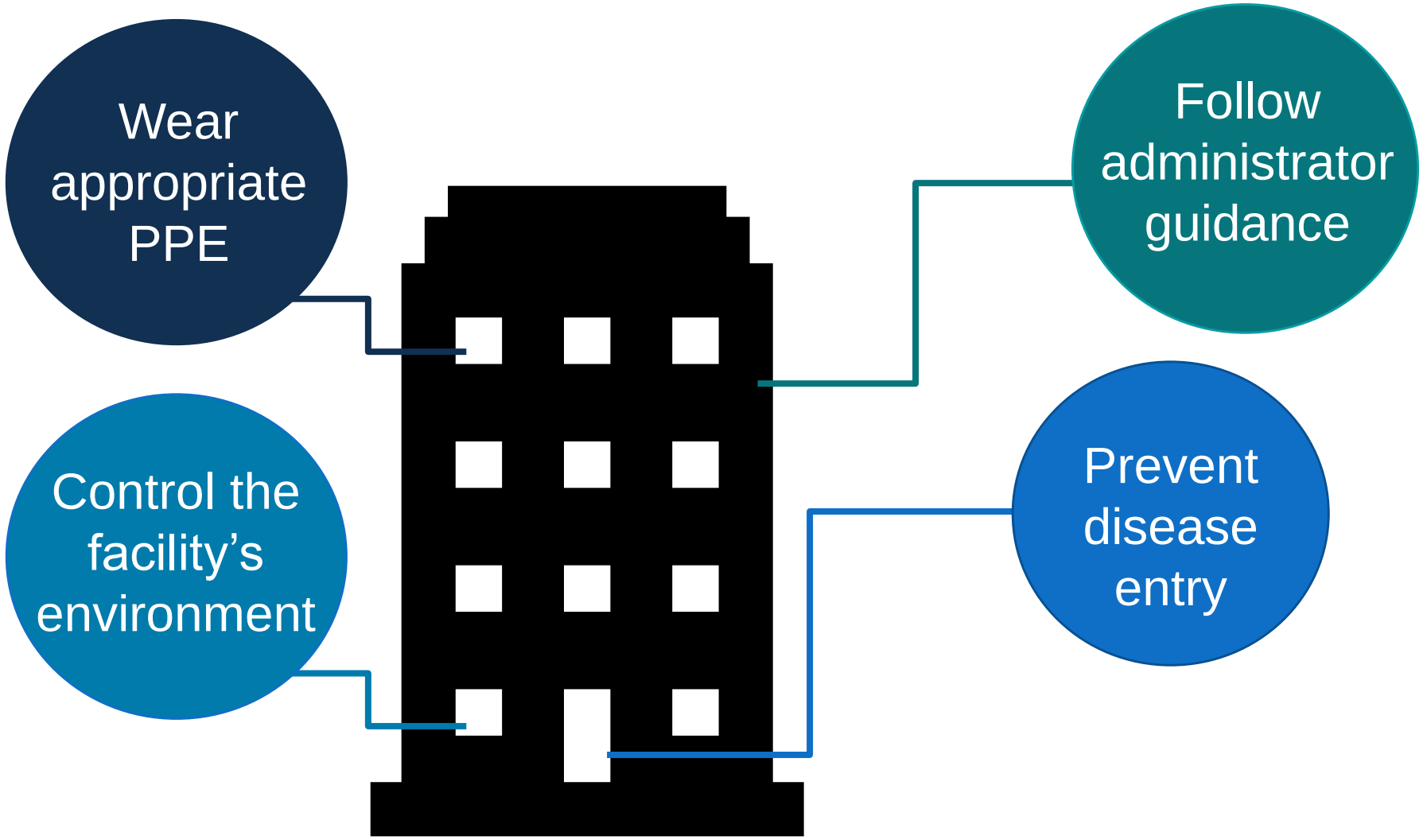
Close proximity (less than 6 feet)

Contaminated high-touch surfaces

Asymptomatic or presymptomatic carriers

Workers and residents with COVID-19

Key Aspects of Infection Control



Source Control

Prevent Illness From Getting Into the Facility

You are the first line of defense against COVID-19.

- Wear a face covering to and from work.
- Lock the front door.
- Post visible signs on the entrance to indicate visitation policies.
- Place alcohol-based hand sanitizer near sign-in desk.

Prevent Illness From Getting Into the Facility

Visitation and Infection Control

- On July 10, New York State (NYS) updated its guidance on reinstating guest visitations in ACFs that meet specific benchmarks

- Specific guidelines for ACFs can be found on the NYS Department of Health's Information for Healthcare Providers web page: **coronavirus.health.ny.gov/information-healthcare-providers**.

Prevent Illness From Getting Into the Facility

- Visitors are screened and documented
- Visitors are given an easy-to-read fact sheet
- A sufficient number of staff are available to help monitor and provide the necessary resources for infection control
- All visitors have a face covering and access to hand sanitizer
- Visitation space is outdoors or in well-spaced indoor areas
- Visitation space is appropriately cleaned after use

Source: Information for Healthcare Providers. New York State Department of Health website. https://coronavirus.health.ny.gov/information-healthcare-providers. Accessed July 21, 2020.

All Staff and Every Shift

Post notices and updates regarding screening and testing for employees.

Create a sign-in/sign-out and pickup/drop-off station.

These images are from the Washington State Department of Health.

Testing

Do I Need to Get Tested for COVID-19 to Work?

- **Yes.** Governor Andrew Cuomo issued Executive Order 202.40 requiring ACF staff to be tested for COVID-19 every week starting with Phase 2.
  - You may opt out but will not be allowed to work in an ACF until you meet testing requirements.
- Testing must be diagnostic to detect the SARS-CoV-2 virus (A PCR test or an antigen test).
  - Antibody testing does **<u>not</u>** fulfill this requirement
- **If you feel ill, you should stay home from work.**

Understanding the Different Types of Testing

Diagnostic Tests

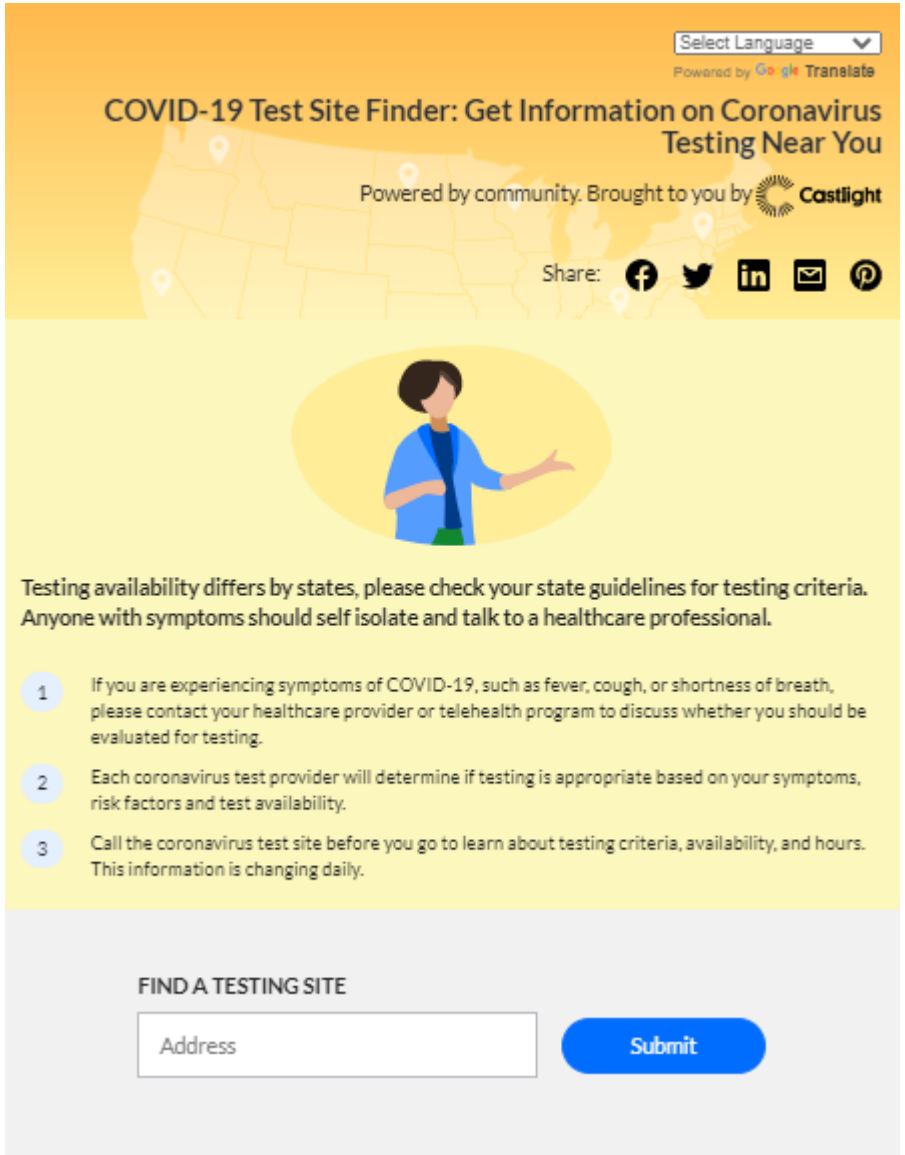
- A positive tests means that a person likely has COVID-19 right now.
- Test description examples:
  - 2019-nCOV RNA
  - SARS-CoV-2 PCR
  - NAA+probe-Imp

Antibody Tests

- A positive test means that at some time a person's immune system responded to a COVID-19 infection.
- Test description examples:
  - COVID-19 Antibody
  - COVID-19 IGG
  - SARS Coronavirus 2 IGM

Where Can You Get Tested?

- There are over 100 free testing sites in NYC.
- Use the Test Site Finder to locate the site nearest you. Go to **nyc.gov/covidtest**.



Signage

How to Display Signs (Care-Related)

When caring for residents with COVID-19, put signs in plastic pouches and display signs to:

1. Demonstrate healthy hand hygiene
2. Identify what kind of PPE is needed to enter the room

How to Display Signs (General Prevention)

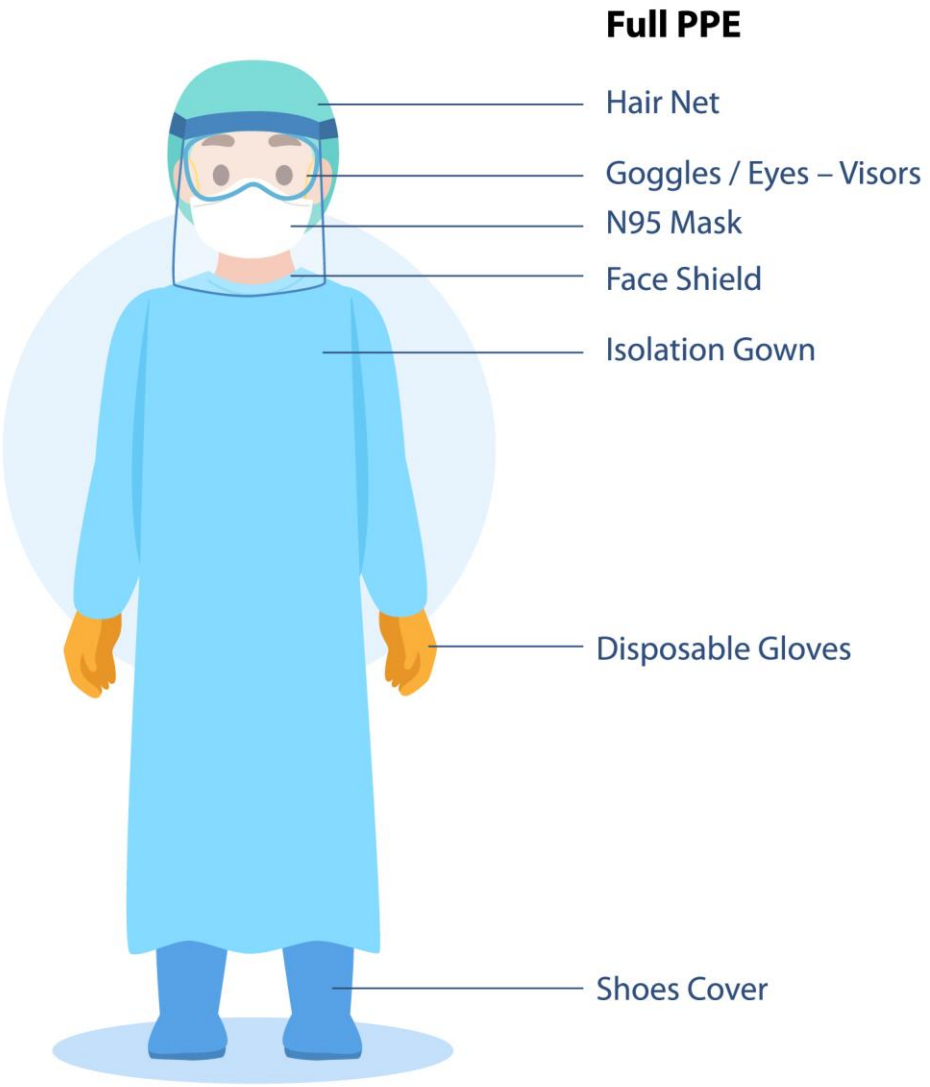
- Make signs visible to all employees and residents asking them to stay home or in their rooms if sick, cover their coughs with a tissue or elbow (not their hands) and wash their hands often with soap and water.
- To find signs, visit **portal.311.nyc.gov** and search for **flu poster**.

Personal Protective Equipment (PPE)

How to Gear Up

What are common types of PPE?

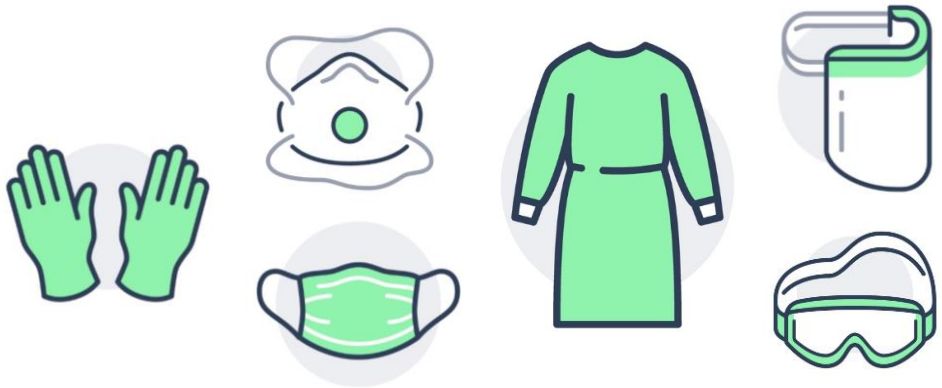
- Gloves
- Gowns
- Face shields
- Eye masks
- Face masks
- Respirators



What Will I Need When Caring for My Residents?

If resident has symptoms or known COVID-19 diagnosis:

- Gloves
- Respirator or surgical mask
- Goggles or face shield
- Gown



If resident does not have symptoms:

- Gloves
- A surgical mask
- Gown or goggles if care involves splashes or aerosolized materials

COVID-19 symptoms can vary for older adults.
Be on high alert for any recent unexplained changes in health.

Masks Versus Respirators

Masks

- Loose fit over mouth and nose.
- No fit requirement.
- Protects against large drops, sprays and splashes.

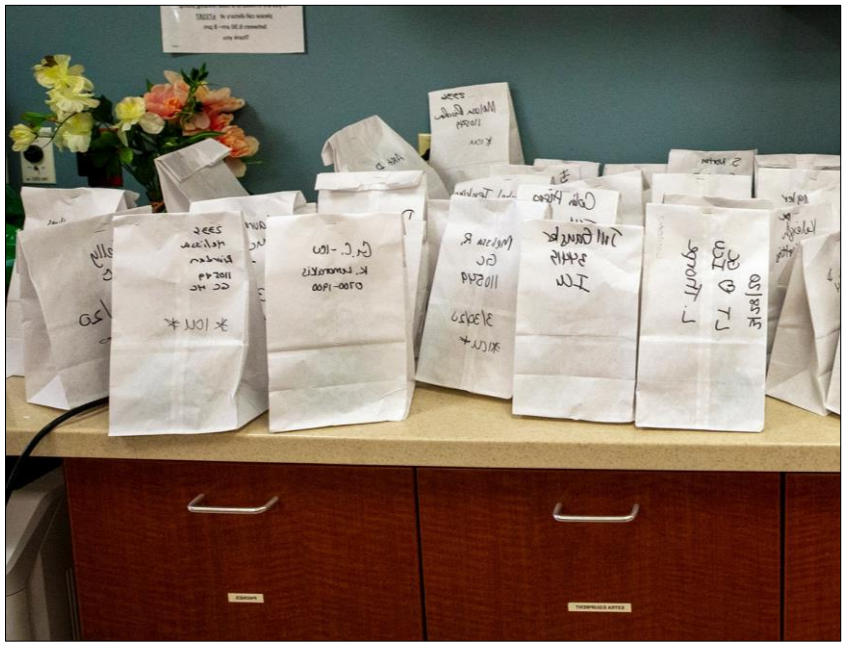
Respirators

- Tight seal around mouth and nose.
- Fit test requirement and seal checked before each use.
- Protects against small and large aerosolized droplets.

Where Should PPE Be Located?

- Identify a central location for distribution on the floors of the facility.
- Store additional PPE outside of residents’ rooms.
- Have a sufficient supply of PPE that should be changed after every patient interaction (for example, gloves).

PPE Storage for Reusing Masks and Respirators



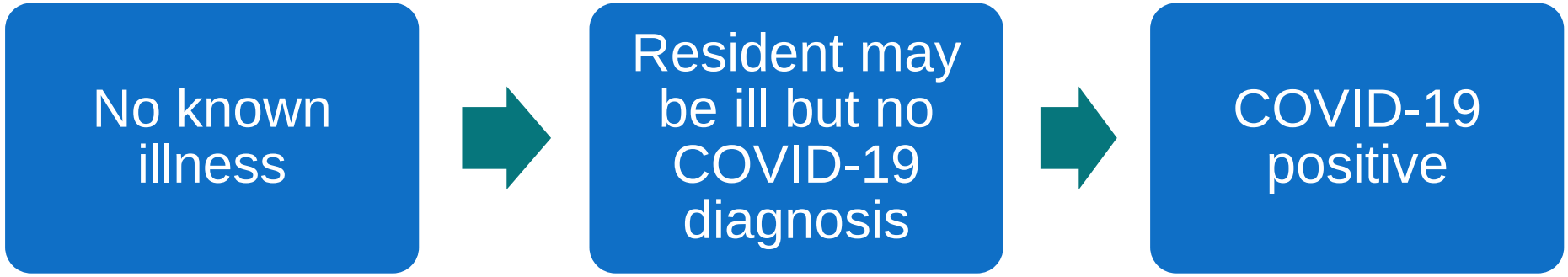
Paper bags with names

Biodegradable bowls

These images are from the Washington State Department of Health.

Should I Reuse PPE?

- Gloves should be changed after **every** patient interaction.
- Change **any** materials that get wet or soiled.
- Gowns for extended use should only be worn by one health care provider before washing or disposing.
- Respirators and masks can be worn while caring for multiple patients, but move from residents with the least risk to the most risk to avoid contamination.



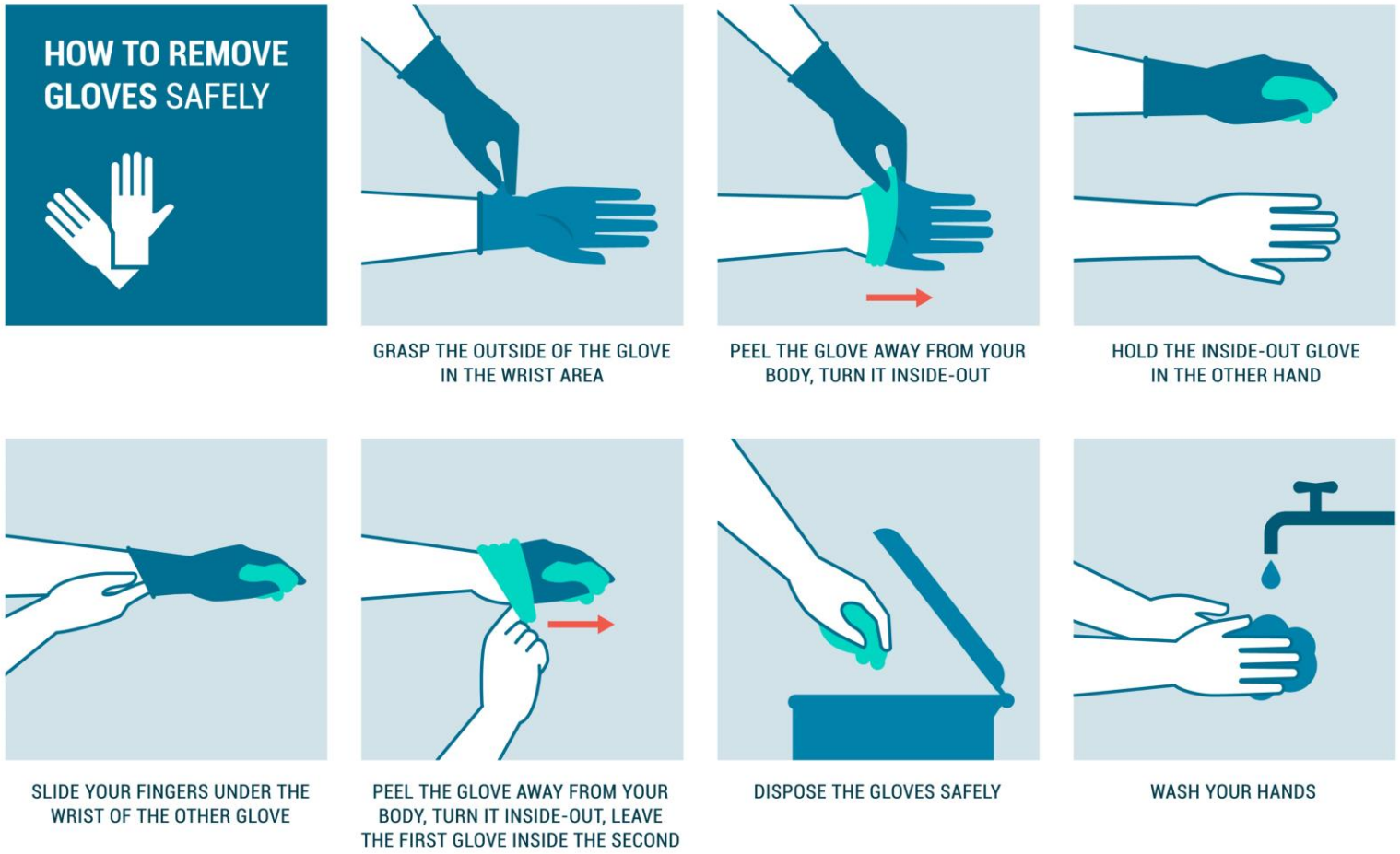
Putting on PPE: Donning

or

Putting on PPE: Donning

Putting on PPE: Donning

Taking off PPE: Doffing



Taking off PPE: Doffing

To See Video Demonstrations of Proper PPE Use, Follow These Links:

- **Donning:** The Centers for Disease Control and Prevention. Demonstration of Donning (Putting On) Personal Protective Equipment (PPE) [Video]. YouTube. **youtube.com/watch?v=of73FN086E8&feature=youtu.be**. Published April 21, 2020. Accessed June 30, 2020.

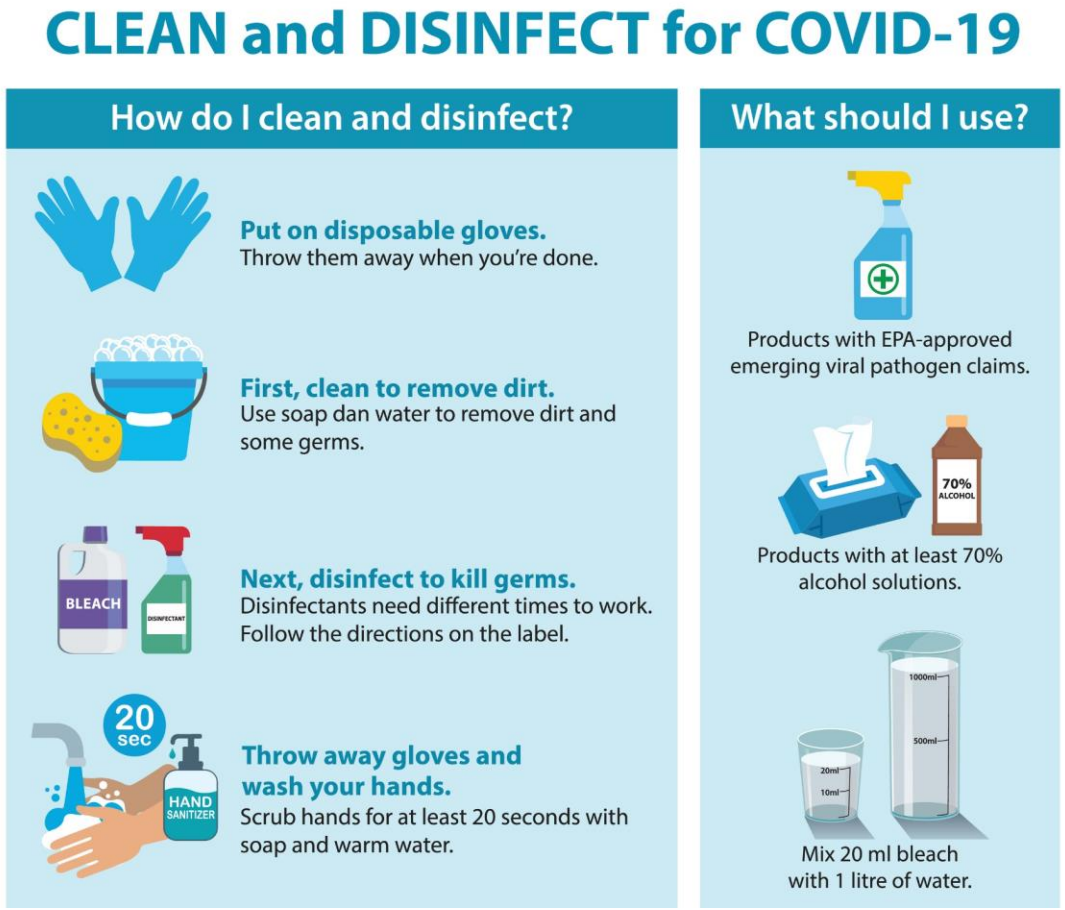
- **Doffing:** The Centers for Disease Control and Prevention. Demonstration of Doffing (Taking Off) Personal Protective Equipment (PPE) [Video]. YouTube. **youtube.com/watch?v=PQxOc13DxvQ&feature=youtu.be**. Published April 21, 2020. Accessed June 30, 2020.

Provide Isolation Carts to Discard Soiled Gowns and Other PPE

Cleaning

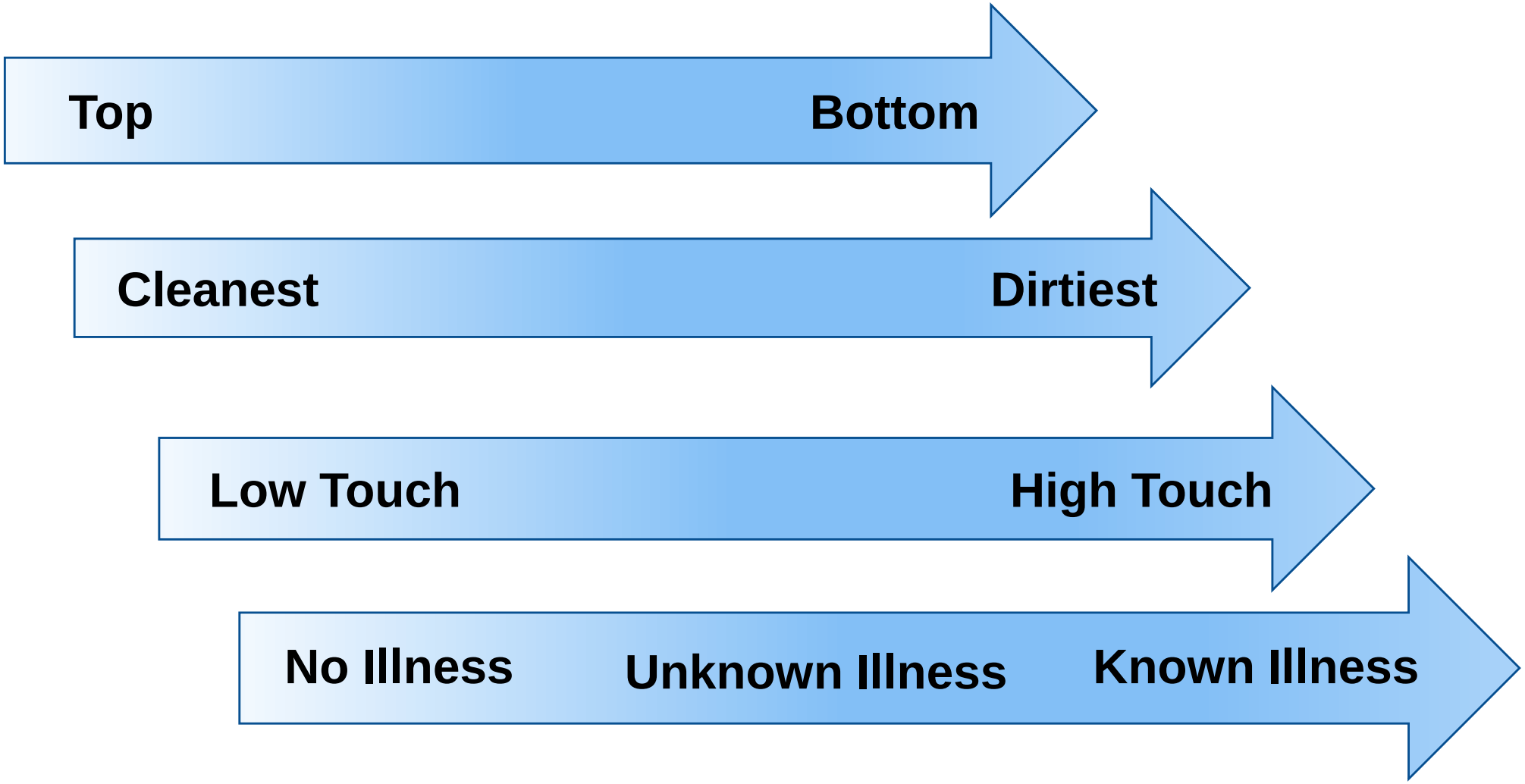
How Should I Clean My Facility?

- Use Environmental Protection Agency (EPA)-registered hospital grade disinfectants. A list of disinfectants can be found at **epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2**.
- Label cleaners with appropriate contact time **in large, bold writing**.
- Make clocks and stopwatches available to environmental services (EVS) staff.



How Should I Clean My Facility?

Instruct EVS staff to move from:



Social Distancing and Quarantine

Create Social Distance for Residents

- Encourage residents with COVID-19 to stay in their rooms.
- Separate or remove furniture.
- Use visual cues like tape on the floor or in the elevator.
- Create physical barriers in outside spaces .
- Connect with loved ones via video call or cell phone while making eye contact through a closed window.

Cohorting and Quarantine Strategies

If one or more residents test positive for COVID-19:

	Ideal Practice	Next Best Practice	Minimum Practice
Rooms and cohorts	Keep patients with COVID-19 isolated to a single room in a single, demarked area of the facility.	Keep patients with COVID-19 together in a demarked area of the facility, such as all rooms at the end of a hallway.	Keep non-COVID-19-positive patients separate from patients with COVID-19 and do not allow residents of differing disease status to share a bathroom.
Roommate with no COVID-19 diagnosis	Assume the roommate has been exposed to COVID-19 and isolate them to a separate room.	Assume the roommate has been exposed to COVID-19 and isolate them to a separate room.	Assume the roommate has been exposed to COVID-19 and quarantine them to a separate room and bathroom.
Staff	Create a separate staff team dedicated only to COVID-19 care.	Bundle care among cohorts of residents and avoid going back and forth during the shift.	Assign staff to minimize number of necessary staff caring for residents with COVID-19.
PPE use	Change PPE between resident interactions.	Follow guidelines for extended use of PPE.	Always change PPE between cohorts.

Care Strategies

Compassionate Care Strategies: Residents

- You know your residents best.
- If possible, explain to residents the benefits isolation can have on other residents and the larger community.
- Seek help from outside communication coaches.
- Remind residents of their rights and frame COVID-19 care within those rights.
- For more information on resident rights, protections and responsibilities, visit **health.ny.gov/publications/1452.pdf**.

Additional Strategies: Residents

- If possible, explain to residents the benefits isolation can have on other residents and the larger community.
- Acknowledge residents might have trouble staying in their room due to worry, restlessness or a need to act.
- Emphasize any past successes in dealing with changes, including changes in routine, schedule or staff.
- Focus the dialogue on problem-solving.
- Consider behavioral incentives.

Helpful Phrases: For Use With Residents

Concern	Conversation Starter
“I don’t want to wear a mask all the time.”	“Wearing a mask helps protect other people.”
“I feel fine and would like to go outside!”	“I understand that it is difficult to stay inside.”
“I’m bored.”	“Should we have a check-in call with some family or friends?”
“I’m worried about my family and friends!”	“Let’s schedule a time for a check-in call with your family.”
“I can’t keep up with all of the changes!”	“Let’s think of some other big changes you went through. What helped you then?”

Keeping Residents Active and Physically Distanced

- Exchange notes at front desk.
- Commemorate birthdays.
- Provide coloring books for adults, journals and poetry books.
- Provide crossword puzzles.
- Provide mindfulness activities and affirmations.
- Connect with loved ones via cell phone while making eye contact through a closed window.
- Engage in activities in the hallway (for example, bingo).

Compassionate Care Strategies: Staff

- Encourage staff to take short breaks.
- Find ways to rotate responsibilities with the team.
- Offer or ask to practice infection control techniques with staff.
- Speak up if you see an unsafe situation.

Compassionate Care Strategies

"If you want to have enough to give to others, you will need to take care of yourself first. A tree that refuses water and sunlight for itself can't bear fruit for others."

– Emily Maroutian

Maroutian E. *In Case Nobody Told You: Passages of Wisdom and Encouragement*. Maroutian Entertainment; 2018.

Test, Trace and Take Care

Test, Trace and Take Care in NYC

Starting in June, NYC began the Test, Trace and Take Care Initiative:

- Components include expanded testing across NYC, contact tracing, and additional services to support isolation and quarantine recommendations.

- The NYC Health Department will employ a team-based approach to case investigation and outbreak prevention in residential congregate settings.

Test, Trace and Take Care in Residential Congregate Settings

When cases are detected in a residential congregate facility, the NYC Health Department will:

- Notify facility management
- Assess details regarding COVID-19 transmission
- Support the facility by providing technical assistance and identifying resources to support isolation and quarantine
- Identify contacts and facilitate contact monitoring
- Facilitate testing, including the implementation of on-site testing and lab coordination as needed

Questions and Answers

Type in the chat box.

Thank you for your dedication!

This presentation and its slides will be made available online for future reference.

Acknowledgments
New York State Department of Health
Washington State Department of Health

Additional Resources

- COVID-19: Coping and Emotional Well-Being. New York City Department of Health and Mental Hygiene website. Accessed June 30, 2020. **https://www1.nyc.gov/site/doh/covid/covid-19-mental-health.page**.
- COVID-19: Information for Providers. New York City Department of Health and Mental Hygiene website. Accessed June 30, 2020. **https://www1.nyc.gov/site/doh/covid/covid-19-providers.page**.
- New York City Department of Health and Mental Hygiene. Personal Protective Equipment (PPE): Purchasing and Capacity Building [Video]. YouTube. **https://www.youtube.com/watch?v=2L7ZW97SaLQ&feature=youtu.be**. Published June 11, 2020. Accessed June 30, 2020.
- Preparing for COVID-19 in Nursing Homes. Centers for Disease Control and Prevention website. Updated June 22, 2020. Accessed June 30, 2020. **https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html**.