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

- Wear appropriate PPE
- Control the facility’s environment
- Prevent disease entry
- Follow administrator guidance
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

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 **not** fulfill this requirement
- **If you feel ill, you should stay home from work.**
Understanding the Different Types of Testing

**Diagnostic Tests**

- A positive test 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
- Goggles or face shield 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

Steps for inserting and removing protective clothing (PPE)

1. Wash hands and put on leg cover
2. Put on PPE and boots
3. Wear mask N95
4. Wear goggles
5. Pulling the hood to cover the head
6. Wear a waterproof plastic coat
7. Put gloves on the forearm
8. Wear face shield
Putting on PPE: Donning

HOW TO WEAR MEDICAL MASK

1. Clean your hands with soap and water or hand sanitizer
2. Hold the mask by the ear loops and place a loop around each ear
3. Mold or pinch the stiff edge to the shape of your nose
4. Pull the bottom of the mask over your mouth and chin
5. Avoid touching the front of the mask when wearing
Taking off PPE: Doffing

HOW TO REMOVE GLOVES SAFELY

1. Grasp the outside of the glove in the wrist area.
2. Peel the glove away from your body, turn it inside-out.
3. Hold the inside-out glove in the other hand.
4. Slide your fingers under the wrist of the other glove.
5. Peel the glove away from your body, turn it inside-out, leave the first glove inside the second.
6. Dispose the gloves safely.
7. Wash your hands.
Taking off PPE: Doffing

1. Take out the plastic set
2. Take off your face shield
3. Zip down, remove hood
4. Remove the ppe set and boots
5. Take off your Leg cover
6. Take off the chest gloves and wash hands
7. Take off your goggle and wash hands
8. Take off the mask and wash hands
To See Video Demonstrations of Proper PPE Use, Follow These Links:


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:

- Top to Bottom
- Cleanest to Dirtiest
- Low Touch to High Touch
- No Illness to Unknown Illness to Known Illness
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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Ideal Practice</th>
<th>Next Best Practice</th>
<th>Minimum Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms and cohorts</td>
<td>Keep patients with COVID-19 isolated to a single room in a single, demarked area of the facility.</td>
<td>Keep patients with COVID-19 together in a demarked area of the facility, such as all rooms at the end of a hallway.</td>
<td>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.</td>
</tr>
<tr>
<td>Roommate with no COVID-19 diagnosis</td>
<td>Assume the roommate has been exposed to COVID-19 and isolate them to a separate room.</td>
<td>Assume the roommate has been exposed to COVID-19 and isolate them to a separate room.</td>
<td>Assume the roommate has been exposed to COVID-19 and quarantine them to a separate room and bathroom.</td>
</tr>
<tr>
<td>Staff</td>
<td>Create a separate staff team dedicated only to COVID-19 care.</td>
<td>Bundle care among cohorts of residents and avoid going back and forth during the shift.</td>
<td>Assign staff to minimize number of necessary staff caring for residents with COVID-19.</td>
</tr>
<tr>
<td>PPE use</td>
<td>Change PPE between resident interactions.</td>
<td>Follow guidelines for extended use of PPE.</td>
<td>Always change PPE between cohorts.</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Concern</th>
<th>Conversation Starter</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I don’t want to wear a mask all the time.”</td>
<td>“Wearing a mask helps protect other people.”</td>
</tr>
<tr>
<td>“I feel fine and would like to go outside!”</td>
<td>“I understand that it is difficult to stay inside.”</td>
</tr>
<tr>
<td>“I’m bored.”</td>
<td>“Should we have a check-in call with some family or friends?”</td>
</tr>
<tr>
<td>“I’m worried about my family and friends!”</td>
<td>“Let’s schedule a time for a check-in call with your family.”</td>
</tr>
<tr>
<td>“I can’t keep up with all of the changes!”</td>
<td>“Let’s think of some other big changes you went through. What helped you then?”</td>
</tr>
</tbody>
</table>
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

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


