

## *The Grand at Utica ~ Pandemic Emergency Plan*

### **Communication Plan:**

**Develop:** A communication plan that updates authorized family members and guardians of residents infected with the pandemic infectious disease at least once per day and upon a change in the Resident's condition. **Delivery of Service:** **Authorized Families and Guardians of Infected Residents** are to be updated at least once per day and upon a change in a resident's condition via Telephone Call from a member of the IDT. Nursing Administration and Medical will review the Pandemic Infection Disease data each day. Nursing Administration (DNS, ADNS, IC RN, or Nursing Unit Managers) will be responsible for communicating updates with alert and oriented Residents and with their permission, the authorized family members & guardians. If Nursing Administration is not available to execute the communication; then they will notify the Director of Social Services and/or the Administrator to do the updates. These communications will be documented in the Electronic Medical Record.

**Develop:** A communication Plan that updates all Residents, authorized family members, and guardians once per week on the number of infections and deaths at the facility. **Delivery of Service:** **Residents** will be informed on the number of infections and deaths at the facility, that are the result of an Infectious Disease that has been defined by appropriate authorities as a Pandemic, once a week via a Resident Council Meeting.

1. Family members & guardians: The Grand at Utica utilizes a Robo-Call tool that contacts 100% of authorized family members & guardians for such updates & as scripted above. Robo-Call generates a recorded message and distributes that message to all.
  - a. **As a professional courtesy and even when we are Covid-19 Free;** Robo-Call is used to provide all authorized family members guardians with routine (daily) updates related to our daily operations, activities, Resident happenings, staff appreciations, quality action items, DOH guidance's, visitation updates, and other aspects of care at The Grand at Utica. and these calls are done routinely (daily) for general updates and reassurances; even when The Grand at Utica is Covid-19 free. The Administrator or another designated person issues the messages.
  - b. **In addition,** open conference calls are offered to all family members & guardians each Wednesday at 11:00am and 8:00pm. This allows for direct communication with Utica's Administrator and various members of the Leadership Team. This is a platform for open questions & answers, supportive dialog, and exchange of information.

**Develop:** A plan to provide all Residents with daily access to free remote videoconferencing, or similar communication methods, with authorized family members and guardians; and communications must be by electronic means or other method selected by each family member or guardian. **Delivery of Service:** Land-line phone, cellular phone, free remote videoconferencing are all being offered and utilized at The Grand at Utica. The Director of Activities and the Director of Social Work are the lead facilitators for all modes of communications.

### **Infection Protection Plan:**

**Develop:** Infection Protection Plan for staff, residents and families, to include a plan for readmission of Residents to the facility after hospitalization for the pandemic infectious disease. Such plan must comply with all other applicable State and federal laws and regulations, including but not limited to 10 NYCRR 415.19, 415.3(i)(3)(iii) and 415.26(i); and 42 CFR 483.15(e). The facility's plan should also consider how to reduce transmission in the event there are only one or a few Residents with the pandemic disease in a facility and corresponding plans to cohort:

#### **Delivery of Service:**

**Policy:** The Grand at Utica Nursing Home and Rehabilitation will develop a "Step-Down Unit" in efforts to cohort Residents/Patients most at risk of being exposed to Infectious Diseases during a pandemic.

#### **Definitions:**

**Pandemic:** an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people

**Step-Down Unit:** Isolation Precaution rooms reserved for New Admissions, Re-Admits, Residents who have attended appointments deemed necessary by the Medical Team, or any in-house Resident who is experiencing any new symptoms of Respiratory Illness; that is not otherwise related to any current or historic diagnoses.

#### **Procedure:**

- 1) All Residents/Patients will be screened for new symptoms of Infectious Disease per provider order.
  - a. If any Resident/Patient exhibits any new symptom of Infectious Illness, the on-shift Supervisor will report the findings the facility Infection Preventionist for further direction.
    - i. Infection Preventionist will report any pertinent information to the Medical Director.
  - b. If a Resident exhibits symptoms of new Infectious Illness the Infection Preventionist will place the Resident on the Step-Down Unit until further notice.

- 2) Any new admission will be placed on the Step-Down Unit for 14 days.
- 3) Any re-admit will be placed on the Step-Down Unit for 14 days.
- 4) Any Resident who must attend an outside appointment will be placed on the Step-Down Unit for 14 days.
- 5) All Residents currently residing in the Step-Down Unit will be moved from the Step-Down Unit at the discretion of the IDT.

**Develop:** Having personal protective equipment (PPE) in a two-month (60 day) supply at the facility or by a contract arrangement.

**Delivery of Service:**

**Policy:** In an effort to be prepared for a Pandemic, The Grand at Utica will ensure a 60-day supply of Personal Protective Equipment at all times.

**Definitions:**

**Personal Protective Equipment**

- 1) N95 Respirator Masks
- 2) Surgical Masks
- 3) Disposable and/or Re-washable Isolation Gowns
- 4) Face Shields
- 5) Gloves
- 6) Hand Sanitizer

**Procedure:**

- 1) A 60-day supply of the above defined PPE is fortified and will be secured (in the event of an outbreak) by The Grand at Utica. We have used contracted Vendors to accumulate the 60-Day inventory. The Infection Preventionist for Utica utilized line item burn rates to ensure adequate supply.
  - a. In the event that additional PPE cannot be obtained from usual contracted vendors, The Grand at Utica will reach out to the Office of Emergency Management and any other viable outside agencies/vendors for assistance.
- 2) It is the responsibility of the Infection Preventionist, in collaboration with the Director of Environmental Services, to keep an accurate and up-to-date record of PPE supplies.
- 3) The 60-day PPE Supply is stored in a designated area, as defined by the IDT.

## **Plan for preserving a Resident's place at the facility when the Resident is hospitalized.**

**Develop:** a plan that must comply with all applicable State and federal laws and regulations, including but not limited to 18 NYCRR 505.9(d)(6) and 42 CFR 483.15(e).

**Delivery of Service:** The Grand at Utica Interdisciplinary Team is responsible for preserving a Resident's place at The Grand at Utica in the event that he or she has been hospitalized and is subsequently ready to return. Per routine protocol, all hospitalized individuals will be assessed for clinical appropriateness, so as to ensure safe & appropriate delivery of care at The Grand at Utica. In addition, The Grand Admissions Team will secure all required lab test results (inclusive of negative Covid-19 tests) from the discharging hospital prior to re-admitting any Resident. The IDT will review bed availability each day as part of routine operations and accommodate the preservation of a bed to The Grand at Utica. Residents who have been hospitalized and wish to return. Pending any infection control protocols, the returning Resident will be permitted to return to an available bed in the location of the facility that he or she previously resided. If there is not an available bed in that part, the resident will be given the option to take an available bed in another distinct part of the facility and return to the previous distinct part when a bed becomes available.