

November 16, 2020

To: All Assisted Living Homes From:
Senior Leadership Team

ASSISTED LIVING HOMES (including Family Habilitation and Foster Care homes)

NEW RELEASES AND MANDATES!!

CDC Thanksgiving 2020 Activity limitations:

- Having a small dinner with only people who live in your household.
- Preparing traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others.
- Having a virtual dinner and sharing recipes with friends and family.
- Shopping online rather than in person on the day after Thanksgiving or the next Monday.
- Watching sports events, parades, and movies from home.

State of Alaska Governor Dunleavy Emergency Alert Nov 12, 2020

- Alaska COVID-19 Status is Red
- Health care workers, first responders and service members are being infected at unprecedented rates
- Wear masks and remain socially distant
- Take action to protect yourself, your workforce communities
- Celebrate holidays differently this year

Municipality Emergency Orders Nov 06, 2020

- EO-13 Requirement to wear masks or cloth face coverings indoors in public settings or communal spaces outside, and outdoors when 6 feet spacing cannot be maintained
- EO-14 At-risk individuals should reduce exposure by staying home, limits on gathering size and retail businesses

Assisted Living and Congregate Settings (including Supported Apartments)

Hope's Policies are reflective of our organizational values seeking to achieve balance between safety & security and joy, relationships, choice and independence while incorporating compliance with health mandates and guidance from funding and regulatory authorities.

- **All staff who do not live in the ALH home must wear masks or face coverings during their shift except for meal or other breaks. Staff who live in the home must also wear masks or face coverings while other staff are on shift. Recipients should wear masks or face coverings as tolerated**
- **Staff who live in the ALH home and have no other staff entering the ALH entering the home may be excused from wearing masks or face coverings, if groceries and supplies are delivered and off-work activities do not bring exposure risk to the home.**
- **Daily health screening forms must be completed using the online tool for family members of ALH live-in staff who also reside in the home. For family members daily screening, use the primary live-in staff employee ID followed by F1, F2. For example, 1234F1, 1234F2. 1234F3 if there are 3 family members for employee 1234.**
- **NO THANKSGIVING 2020 physical visits into the home or recipients going to family homes per CDC Thanksgiving 2020 limitations**
- **Maintain social distancing of 6 feet or more, if you are not providing direct care**
- **Wash your hands frequently. Wash your face mask frequently, if it is designed for using again.**
- **New research shows that the virus can stay on surfaces for up to 9 hours but sanitizing kills it within seconds. Maintain high-contact surface cleaning with bleach solution several times each day.**
- **All employees, residents, and family members living in the home are strongly encouraged to get your flu shots. When you are off-work, consider that everyone else could be exposing you to COVID-19**
- **Clearance to return to work by the Hope Healthline if you have symptoms or have traveled is still required, even though State of Alaska or Anchorage Public Health may say you have completed isolation**

Hope's Policies emphasize the responsibility of all community members to practice safety measures, especially as cases continue to quickly rise in Alaska.

Senior and Disabilities Services maintains the COVID-19 Guidance for Long Term Care, Residential and Assisted Living Facilities issued March 23, 2020 by the State of Alaska Public Health Department Epidemiology.

The components of Hope's policy already in place, based on this planning guidance includes:

- A. Hope Healthline to answer questions and assist staff**
- B. Actively watching for changes in symptoms of recipients daily**
- C. Screen all staff at the beginning of their shift (with the Daily Screening Form).**
- D. Restrict and log all visitors, except essential visitors such as medical providers or home. Communicate with all visitors why restrictions are in place and how important it is to protect residents. (This sets the current expectation that NO VISITORS are allowed into Assisted Living Homes, including guardians and parents).**
- E. E. Cancel all group activities, except within the same household**

The Department of Health and Social Services issued updated COVID-19 Recommended Guidance for Congregate Residential Settings on August 24, 2020 outlining consideration and mitigation steps with criteria that MUST be met prior to transitioning to the next re-opening phase.

Phase I is the highest level of vigilance

Phase II allows limited visitation for compassionate care, essential medical professionals and close family members

Phase III allows visitation of non-essential healthcare/contractors and volunteers

These considerations include:

- Community Case status in the region (average cases per 100,000 per day over 14 days)
- Congregate setting Case status (no new cases in the setting for 14 days)
- Adequate Staffing
- Access to Adequate Testing
- Access to Adequate Personal Protective Equipment and Universal Precautions
- Resident/Staff Testing
- Dining/Group Activities
- Community Trips
- New Admissions

Hope's Senior Leadership Team conducts a weekly review of active cases within the State as reported by DHSS and the trends indicated. Cases for both residents and non-residents are significant as travel into the State of Alaska is not closely managed for quarantine purposes and many exposure events are directly related to travel activities.

Data from November 11, 2020 reports are showing trends that support Hope remaining in high vigilance (Phase I) for assisted living homes, with continued use of a value based risk/benefit discussion tool to develop person-centered mitigation plans to encourage safe outdoor activities, exercise and family visits.



Anchorage Region: 7,644 active cases, 79 avg case rate last 14 days trending up (94.2 avg case rate last 7 days)

Kenai Region: 1,019 active cases, 66.1 avg case rate last 14 days trending up (83.2 avg case rate last 7 days)

Kodiak: 83 active cases, 23.1 avg case rate last 14 days trending up (24.2 avg case rate last 7 days)

Matsu Region: 1599 active cases, 53.7 avg case rate last 14 days trending up (55.3 avg case rate last 7 days)

Hope has designated and equipped separate home environments which will be used to isolate any recipients who may contract COVID-19 and receive positive test results.

NEW INFORMATION regarding COVID-19 EXPOSURE RESPONSE LEVELS

The Hope Healthline will designate an environment in alignment with the definitions and positive test guidance for congregate residential settings:

1. ISOLATION: When a recipient has had direct exposure and has received a positive COVID-19 test result but may or may not be symptomatic. The home will be placed in isolation for 14 days or until a second negative test result, or the recipient may be relocated with staff to a designated environment.

- A Critical Incident Report must be filed for the recipient

COVID-19 Screening

1. Is the allegation or report related to COVID-19?

2. Please describe why the allegation or report is related to COVID-19.

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3. Is the alleged victim, or anyone in the home experiencing symptoms consistent with COVID-19 (fever, cough, shortness of breath, loss of appetite or diarrhea)?

4. When did your symptoms begin?

5. Have you, the alleged victim, or anyone in the home, had contact with someone who has had the flu, pneumonia, or confirmed COVID-19 in the last 14 days?

6. Has the alleged victim, or anyone in the home been asked to self quarantine or isolate? If yes, Date? If No, end.

7. Date asked to self quarantine or isolate.

8. Please describe why alleged victim (or anyone in the home) was asked to self quarantine or isolate.

- PPE including masks, gloves, face shield and gowns are to be worn at all times
- Rigorous and regular sanitization procedures must be maintained
- Supplies and groceries are delivered to the doorstep
- COVID-19 testing (through the nose, not throat swab) expected for all staff and recipients
- Staffing pattern to maintain previously exposed, asymptomatic staff whenever possible
- Staff will be eligible for differential pay from the date positive test results are received for a resident who remains in the assisted living home for care until clearance of transmission risk by the Hope HealthLine (usually the earlier of 14 days or second negative test). Staff will be contacted directly by a Human Resources representative.

2. QUARANTINE: When a recipient or staff person (or their close family member living with them but not isolated) has had direct exposure and has been tested for COVID-19. They may or may not be symptomatic. Testing for staff and recipients will occur 72 hours after the direct exposure and while waiting for test results, the environment will be placed in quarantine status to prevent possible spread to other residents or staff.
 - A Critical Incident Report is not required until a positive result is confirmed
 - PPE including masks and gloves must be maintained
 - Regular sanitization procedures must be maintained
 - Supplies and groceries are delivered to the doorstep
 - COVID-19 testing (through the nose, not throat swab) expected for all staff and recipients
 - Staffing pattern to maintain work only in environments worked during the 5 days previous to direct exposure where possible
 - No differential pay applicable for staff unless a positive test result is confirmed for a resident in the home, moving it from “quarantine” to “isolation” status.

3. CLOSE WATCH: When a staff person has had secondary level exposure (for example, a family member or other provider who has had direct exposure, has been tested and is isolated from the staff person). The staff person has been tested for COVID-19 but may or not be symptomatic. While waiting for test results, the environment will be placed on “close watch” status to monitor possible spread to other residents or staff until the staff test results are received.
 - PPE including masks and gloves must be maintained

TESTING INSTRUCTIONS

When requesting a COVID-19 test, a nasal swab (in the nose) is most accurate and should be the option chosen. If the person being tested cannot tolerate a nasal swab, then a throat swab (in the back of the mouth) can be chosen.

If using the drive through testing sites in Anchorage, preregister online <https://covid-response-moa-muniorg.hub.arcgis.com/pages/testing> and also check junk email for responses. Test results can be seen by going back onto the pre-registration site

Results from testing must be sent to hopehealthline@hopealaska.org.

The Hope Healthline representatives will review and clear the person, or communicate directly with an employee and their supervisor if a positive result is received in order for contact tracing and other mitigation procedures to occur while maintaining confidentiality. Positive test results will not be emailed from the Hope Healthline to a supervisor.

REMEMBER!

Mask or Face Covering Mandate within Hope Community Resources

On June 26, 2020, Mayor Berkowitz issued a mask mandate for the Municipality of Anchorage. Acting Mayor, Austin Quinn-Davidson recently reissued the mask or face covering mandate on November 6, 2020.

Hope's Senior Leadership Team is aligned with the reasons for this policy and will apply it across Hope.

BALANCING PERSON-CENTERED LIVES while REOPENING RESPONSIBLY

Many of the current restrictions emphasize Hope's value of safety and security. To bring other values of relationship, joy, choice, opportunity, individuality and dignity into focus, Hope is utilizing an existing structure of support team meetings to assess and implement risk/benefit discussions. With the intent of responsibly accessing meaningful life opportunities as Alaska re-opens and experiences the effect of increased cases, this approach maintains Hope's approach of "the language of Yes" and avoids a "one size fits all" restriction level.

We understand that many residents in assisted living homes are struggling with the inability to see their parent/guardian/family members in person. While visits inside the Assisted Living Home are NOT permitted, please assure maximum access through tablet and ZOOM capability. Continue to use phone or zoom meetings to maintain visual connection.

For guardians or family members who live in-state, use the support team planning process with some additional discussion tools to develop an individualized approach and also addresses risks to other residents. These include:

- The AADD COVID-19 emergence for SDS matrix to understand a variety of factors in considering safety/restriction levels
- The AADD Reopening Risk Benefit Discussion Guide May 2020 to assess what risk level and additional safeguards might be needed based on situational, age, health and residential factors
- The AADD Risk Level descriptions for Community Settings and possible additional safeguards to consider for lowering risk
- The Support Planning Team Notes document to record the discussion regarding the individual, and including the Care Coordinator for potential Appendix K amendment need
- A Home Alliance Team record to assure that other residents and guardians are in alignment

Here are some general guidelines for out-of-the home meetings:

1. Choose a place where 6 foot social distancing can be maintained from the guardian or family member and other space users. Look for a park with a covered area, in case it rains or snows. Or, a walk around the neighborhood can be planned.
2. Each family member should be asked the same screening questions as employees or essential visitors before the meeting begins, and be willing to wear a face covering.
3. The staff and recipient will also wear face covering and gloves before leaving the home, and wash their hands immediately upon returning. Staff will provide transportation if necessary and remain present.
4. Hugs, eating meals together and physical contact must be avoided at this time. "Share" a meal through a Zoom or other Facetime method. If full social distancing can be maintained, a short "mask break" to have a drink or eat an ice cream is acceptable, and the family member could have a similar "mask break" to create a sense of sharing a treat.
5. If planned outdoor option is not possible due to weather or other climate conditions, Hope may assist in designating a visiting area indoors that can be properly sanitized between visits. Visits with family or guardians at indoor restaurants and other business locations are not permitted at this time.

COMMUNITY- BASED ACTIVITIES: MEDICAL APPOINTMENTS, GROCERY SHOPPING, RESTAURANTS and TRANSPORTATION

Activities for recipients outside the home are encouraged for getting fresh air and exercise with face coverings and where social distancing of at least six feet from other people in public can be maintained!



Medical Appointments: First contact the provider to learn what their personal protective procedures are and whether accompanying staff are allowed into the appointment. Ask the provider if not doing the procedure or keeping an appointment would more harmful than the risk of COVID exposure. Ask if the procedure requires a COVID test to be completed beforehand. Make a plan for keeping the appointment and send it into the Hope Health Line at least 72 hours before the appointment for approval or plan adjustment.



Grocery Shopping, and other Stores

Our risk of exposure INCREASES as other community members are not always responsible in observing social distancing and face coverings.

For essential grocery or other supplies, schedule one day a week for shopping and plan ahead. Only ONE staff from the home should use the pick up or home delivery service. Staff must wear gloves, face mask or other protective equipment available. Gloves should be disposed of immediately upon leaving the store in a trash bin or bag. If none of these options are available, contact your supervisor so we can arrange delivery of essential supplies. Pay attention to the instructional videos on Hope News that demonstrate proper use of protective equipment, and decontamination of goods purchased. Hope has received more supplies of masks and gloves.

TAKING RECIPIENTS FROM ASSISTED LIVING HOMES INTO GROCERY, RESTAURANTS AND OTHER STORES HAS A HIGH RISK OF EXPOSURE TO OTHER RESIDENTS AND STAFF! DURING THIS HIGH VIGILANCE PERIOD THROUGH DECEMBER 15, 2020, THESE ACTIVITIES ARE SUSPENDED.

Lack of access to personal care services like hairdressing salons, and other services that normalize life, like a phone replacement may be increasingly challenging for our recipients! If there is a pressing need to access these services, make a support plan and contact the Hope Health Line for approval.

Disciplinary Action will result if this is not followed.

Transportation for Community Activities, including Day Habilitation

Transportation usually reduces social distancing, so extra care must be taken before transporting recipients in Hope vehicles with staff who are not living with the recipient. The State of Alaska has also authorized many of these services to be delivered remotely or in the person's residence.

We encourage recipients to get out and receive fresh air and a change of scenery but before transporting, ask the following questions:

1. Can the service be provided in the home or neighborhood while maintaining social distance from others?
2. Is driving essential to providing the service?
3. If so, do you have the necessary PPE including face masks and gloves for yourself and the recipient?
4. Do you have supplies to disinfect the vehicle after returning from the outing?
5. Does the transportation meet a Day Habilitation goal in the person's Plan of Care?