

Date of Last Revision: 3/12/20

**3/12/20: Revision Updates:**

- **3/12/20: Per CMS- All facilities will be restricting visitors at this time**
  - Rocky Mountain Care will be updating social media regarding this to assist with community awareness
  - We will need to delegate the entire team to take a portion of the census and call each resident family/representative to explain the new regulation for visitation cease
  - All outside community activities will be postponed
- **Central Intake will be completing resident assessment questionnaire during admission screening process. Assessment findings will be documented by Central intake.**
  - PCCs will be providing hospital/community/case managers education regarding RMC guidelines including new resident screening process.
- **Contracted Employees Screening Kiosk Updates:**
  - Assessment now has option to “Disagree”. If guest disagrees they will be educated on the kiosk to post-pone visitation and will be instructed that staff can assist with another form of communication to their loved one (Skype, email, etc.)
  - Pedro will be creating a report of this assessment findings to send to management.
- **Transportation vehicles, and transportation assistive devices (Wheelchairs, O2 tanks, etc) must be cleaned using appropriate sanitation method twice per day and between each resident.**
  - Transportation/Scheduling dept will work together to educate residents regarding entrance into the community, and attempt to reschedule non-emergent appointments to a later time.
    - Transportation checklist sent out
- **Activities: Activities department should limit activities to facility campus only. Volunteers must be educated of new policies and complete assessment on kiosk with each visit. Church service providers should be educated about new policies and infection control measures reviewed (i.e- sacrament hand-out, etc.)**
- **ADMINS- Please purchase signage that is free-standing to place in doorway to increase visibility of signage that states requirement to completed questionnaire upon entrance.**
- **Consistent Staffing: All staff should maintain the highest level of consistency to assigned location as possible. This includes therapy, activities, dietary, etc.**
- **Bill Lane in therapy will be sending a separate outpatient therapy COVID protocol**

- **DONS- Please ensure strict adherence to RMC ABX stewardship and immunization protocols**

In accordance with CDC recommendations, Rocky Mountain Care will continue with the prophylactic measures currently in use for influenza prevention for COVID 19 guidelines in conjunction with the below guidelines:

**RMC Preventative Guidelines:**

- a. Screening for COVID 19 for potential new admissions and re-admissions will be conducted within RMC's central intake admission process. RMC will not be clinically accepting residents with confirmed positive diagnosis of COVID 19 or suspected/potential COVID 19 related to PPE equipment availability.
- b. Infection prevention control plans and RMC emergency communication plans have been reviewed and updated.
  - a. This was completed by Corporate Governance and Leadership committee on 3/3/20
- c. **Prepare your staff. Reinforce that anyone who is sick should stay home. SDCs' and IPs' will be educating and assess/enforce as appropriate.**
  - a. Rocky Mountain Corporate H.R. notified by Corporate Governance and Leadership committee on 3/3/20
  - b. **Corporate H.R. will be sending out education to current employees in addition to other education efforts.**
- d. RMC is currently a "green" level in "Supply Chain" scale in AHCA directive.
  - a. (AHCA notified of this by RMC Governance and Leadership Committee on 3/3/20)
- e. Follow the same basic preventative procedures used during flu season: hand-washing, using alcohol-based hand sanitizers and covering coughs.
- f. **CDC COVID 19 Signage has been ordered for your facility by Brittany Sawyer and will be sent to each location. PLACE SIGNS AT ALL ENTRANCES. Notify Brittany if more are needed.**
- g. **Limit contractors and visitors, including family members, if appropriate. Family can visit by using Skype or calling, texting or checking in on social media.**
  - a. **Visitors, guests, and contracted employees will be required to take a CMS endorsed risk assessment questionnaire. Brittany Sawyer has ordered signage from Alpha Graphics to place at all entrances to notify guests of requirement to take questionnaire. Attached is temporary signage to place at all entrances until the permanent signs are available.**
    - i. **If a guest has any "yes" answers on the questionnaire, they will be instructed to postpone visitation accordingly. If the answer is "no" they will be asked to place a sticker on their clothing in a visible location to indicate to our staff their compliance with completing the questionnaire.**
    - ii. **ADMINS- Please order/purchase LARGE stickers of your choice to place next to the kiosks.**

- iii. Educate the front desk staff and all other staff to assist in “policing” these efforts. Staff are to enforce this questionnaire. If they see a guest without a sticker on their clothing, they should direct them to the kiosk.
- iv. Corporate Governance and Leadership Committee is reviewing the possibility of locking entrance doors “after-hours” to assist staff enforcement of risk assessment questionnaire after front desk reception leaves. More information will be sent out tentatively.
  - 1. Risk Assessment Questionnaire will state:
    - a. Do not to enter facility if having respiratory symptoms such as: fever, cough, congestion, sore throat, cold symptoms, muscle aches/pain, and new or worsening fatigue
    - b. OR any visitors that have traveled to a high risk geographic location within the last two weeks
    - c. OR any visitors that have been in direct contact with someone with a confirmed diagnosis of COVID 19

**h. Current employees must complete the same questionnaire noted in section “G”. Please have them begin taking questionnaire as soon as available, and then ensure everyone has completed at mandatory all-staff.**

**i. Facility Infection Preventionists will complete attached “Critical Element Pathway” Validation checklist at least weekly. These need to be kept in the infection control binder.**

**j. Housekeeping will complete attached “Critical Element Pathway” Validation checklist daily. These need to be given to infection preventionist to place in infection control binder.**

k. Alcohol-based sanitizers will be available at all entrances and throughout the facility. Brittany Sawyer has ordered 12 more sanitization stations for our facilities.

l. RMC uses Sanitizing Contronics cleaning methods for 100% surface disinfectant (including fabrics):

**a. The Administrator should arrange for frequent monitoring for proper housekeeping practices. This monitoring will be documented and filed in the Infection Control binder.**

b. All frequently used hard surfaces are to be cleaned twice daily

c. Each building must be separated into quadrants for cleaning to ensure a 100% sanitized building by the end of every week.

d. Every building must have participation in an initial baseline sanitation process program using the Contronics fogger that disinfects the entire building.

i. This baseline process has been completed at Riverton, Evanston, and Heber as of 3/5/20

**e. (Please also review attached Universal Housekeeping Precautions and Contronics Sanitization Specs from Brittany Sawyer)**

m. RMC will maintain constant awareness of the availability of PPE, such as gloves, masks and gowns. **Medline has started rationing of PPE equipment, especially masks. Each facility should be maintaining a daily count of availability.** You should still be receiving routine delivery of supplies according to historical usage levels with Medline.

However, there has been intermittent reduction in delivery of supplies from Medline. **If you are encountering or anticipating a need for more PPE supplies, please notify Megan Darby immediately at [Megan.Darby@rmcare.com](mailto:Megan.Darby@rmcare.com)**

- n. The CDC does NOT currently recommend the general public to use facemasks.
  - a. **RMC will temporarily be lifting our requirement that employees that have not received an influenza vaccination wear a face mask. This is the interim CDC recommendation to conserve PPE for the care of residents with active symptoms and/or diagnosed infection**
  - b. Staff should consider other bodily fluids such as blood, stool, vomit, and urine as transmissible for COVID 19 until further data is available
  - o. **A MANDATORY All-Staff meeting MUST be conducting educated all-staff by 3/10/20 and attached post-test MUST be completed. HR and department heads will assist in ensuring compliance and completion of post-test. Management must also complete post-test.**
  - p. **Medical Records and Front Desk- Please send out attached family notification letter to all resident representatives by 3/10/20**

#### **RMC Suspected/Confirmed Respiratory Outbreak Guidance:**

- a. Notify Megan Or Kristi of any suspected or confirmed cases of respiratory illnesses, including Influenza, parainfluenza, RSV or coronavirus. They will assist with notifying the local Health Department for further analysis and guidance.
- b. It is imperative to start proper use of Personal Protective Equipment as soon as symptoms are identified.
  - a. **Any residents with the new onset or worsening of above symptoms should be placed on contact and droplet precautions IMMEDIATELY. The attending physician and/or Medical Director should be apprised of the symptoms. Residents with symptoms should be tested for Influenza using the PCR laboratory test. As of now, there is limited capability in communities for COVID-19 (Coronavirus) testing.**
  - b. **If a resident with suspected COVID 19 requires to be transported, contact Megan or Kristi and they will assist you in notifying the health department PRIOR to the transport (if not emergent)**
- c. Review plans for co-horting residents in the same room or wing who become sick to prevent the spread to other residents and staff, should the outbreak continue to grow.
- d. Continue to use RMC's standardized outbreak procedures.

RMC has adopted extra measures and advanced precautions in response to the Corona Virus (COVID 19) epidemic to reduce the risk of our patients and staff becoming infected.

As leaders, our mission should always be guided by providing “Simply, the Best Care” to our residents, family and staff by following the best, state-of-the-art technology available.

RMC incorporated a safe and effective method for sanitizing our facilities in June, 2019, using “Saltwater Biocides”, which are natural products for cleaning and disinfection. We only use all natural bio degradable sanitizing products that are pH neutral. It sanitizes:

- Colds
  - Flu virus strains
  - Food borne pathogens
  - Bacteria
  - Respiratory virus strains
  - Spores
- Supported information found below.
- <https://www.saltwaterbio.com/disinfecting-viruses/>
  - <https://www.youtube.com/watch?v=rE7Jit-NCI8>

1. Sanitizing Contronics fogger is used for a complete 100% all surface disinfectant for large areas. This machine can disinfect a 1,000 square foot room in 30 mins with a 500 PPM solution. This completely eliminates all bacteria on all surfaces. Our machine will also sanitize fabric surfaces. This technology is like no other sanitation equipment offered on the current market.
2. We also have a hand-held Victory Sanitizer in each facility. The revolutionary Victory Sprayer is a battery powered electrostatic sprayer. It provides superior coverage through proven electrostatic technology and delivers effective coverage with disinfectants and sanitizers onto hard-to-reach surfaces.

**Rocky Mountain’s Sanitation Procedure:**

- a. All frequently used hard surfaces are to be cleaned twice daily
- b. Each building must be separated into quadrants for cleaning to ensure a 100% sanitized building by the end of every week.
- c. Every building must have participation in an initial baseline sanitation process program using the Contronics fogger that disinfects the entire building.
  - i. This baseline process has been completed at Riverton, Evanston, and Heber as of 3/5/20



Date: 3/3/20

Dear Valued Family Members,

As you may be aware, there is an increase in the number of cases of a respiratory illness called Coronavirus, also known as COVID 19.

Rocky Mountain Care would like to partner with you to provide your loved one with the safest environment possible. Please rest assured that Rocky Mountain Care is following strict CDC best practices and is in direct contact with the local and state health department.

We are asking that friends, family, and resident representatives who display the following symptoms postpone visiting our residents for at least 14 days after symptoms are no longer present:

- Respiratory symptoms
- Fever
- Cough
- Muscle aches/pain
- New onset congestion

Rocky Mountain Care recognizes how difficult it can be not to be able to visit your loved one. Please call our front desk and we would be happy to facilitate you with the ability to call, "Facetime", email, etc.

Thank you so much for partnering with us to keep your loved one safe,

David N. Sundwall M.D.  
Chief Medical Officer – Rocky Mountain Care (RMC)  
Professor of Public Health - Emeritus  
University of Utah School of Medicine – Division of Public Health  
375 Chiptea Way – Suite A  
Salt Lake City, UT 84108

**Employee Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

- 1.) **CHOOSE ALL THAT APPLY:** Staff that develop signs and symptoms of a respiratory infection while on-the-job should:
- Immediately stop work. put on a facemask and Self-isolate at home
  - Inform the facility's infection preventionist, and include information on individuals, equipment, and locations the person came in contact with
  - Contact and follow the local health department recommendations for next steps (e.g., testing, locations for treatment)
- 2.) When considering transferring a resident with suspected or confirmed COVID 19 infection the facility should:
- a. Contact the CDC
  - b. Contact Ghost Busters
  - c. Contact Megan/Kristi who will assist in notifying the health dept for transfer instructions
  - d. None of the above
- 3.) **TRUE or FALSE:** Family, visitors, contracted employees, and RMC staff must complete a risk assessment questionnaire that asks: have you visited a high risk geographic location in the last 14 days, been in direct contact with someone with a confirmed COVID 19 diagnosis, or any respiratory symptoms?
- 4.) If any staff member notices that a family member/visitor is NOT wearing a facility risk assessment sticker, the staff member should:
- a. Ignore it and continue working
  - b. Politely educate the guest that they must complete the risk assessment questionnaire at the front desk kiosk and assist them to the kiosk
  - c. Just give them a cool sticker
  - d. None of the above
- 5.) Give some examples of ways we can facilitate visitation to our residents if a family member is unable to visit because of restriction?
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- 6.) If a resident begins to display any respiratory infection symptoms what should be completed first:
- a. Resident should be placed on contact and droplet precautions
  - b. Staff should give the resident some milk
  - c. Staff should call the physician
  - d. None of the above
- 7.) **TRUE or FALSE:** Rocky Mountain Care uses state-of-the-art, pH neutral, Salt-Water Biocides to aide in sanitation efforts.
- 8.) **CHOOSE ALL THAT APPLY:** A staff member should wash their hands with soap and water in which situation:
- After contact with blood, body fluids, or visibly contaminated surfaces or other objects and surfaces in the resident's environment
    - After removing personal protective equipment (e.g., gloves, gown, facemask)
    - Before performing a procedure such as an aseptic task (e.g., insertion of an invasive device such as a urinary catheter, manipulation of a central venous catheter, and/or dressing care).
  - When being assisted by staff, resident hand hygiene is performed after toileting and before meals.
  - When assisting a resident with C-diff or Norovirus



## **COVID 19 All-Staff In-Service Post Test- ANSWER KEY**

- 1.) **CHOOSE ALL THAT APPLY:** Staff that develop signs and symptoms of a respiratory infection while on-the-job should:
  - Immediately stop work, put on a facemask and Self-isolate at home
  - Inform the facility's infection preventionist, and include information on individuals, equipment, and locations the person came in contact with
  - Contact and follow the local health department recommendations for next steps (e.g., testing, locations for treatment)
- 2.) When considering transferring a resident with suspected or confirmed COVID 19 infection the facility should:
  - a. Contact Megan/Kristi who will assist in notifying the health dept for transfer instructions
- 3.) **TRUE or FALSE:** Family, visitors, contracted employees, and RMC staff must complete a risk assessment questionnaire that asks: have you visited a high risk geographic location in the last 14 days, been in direct contact with someone with a confirmed COVID 19 diagnosis, or any respiratory symptoms?
- 4.) If any staff member notices that a family member/visitor is NOT wearing a facility risk assessment sticker, the staff member should:
  - a. Politely educate the guest that they must complete the risk assessment questionnaire at the front desk kiosk and assist them to the kiosk
- 5.) Give some examples of ways we can facilitate visitation to our residents if a family member is unable to visit because of restriction?  
**E-mail, "FaceTime", Skype, Letters, Phone Call, Etc.**

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- 6.) If a resident begins to display any respiratory infection symptoms what should be completed first:
  - a. Resident should be placed on contact and droplet precautions
- 7.) **TRUE or FALSE:** Rocky Mountain Care uses state-of-the-art, pH neutral, Salt-Water Biocides to aide in sanitation efforts.
- 8.) **CHOOSE ALL THAT APPLY:** A staff member should wash their hands with soap and water in which situation:
  - After contact with blood, body fluids, or visibly contaminated surfaces or other objects and surfaces in the resident's environment
  - After removing personal protective equipment (e.g., gloves, gown, facemask)
  - Before performing a procedure such as an aseptic task (e.g., insertion of an invasive device such as a urinary catheter, manipulation of a central venous catheter, and/or dressing care).
  - When being assisted by staff, resident hand hygiene is performed after toileting and before meals.
  - When assisting a resident with C-diff or Norovirus





## COVID 19 FACILITY COMPLETION CHECKLIST

- Education to all-staff regarding COVID 19 guidelines (To be completed by 3/10/20)
- Post-Test completed by all-staff (To be completed by 3/10/20)
- Staff completion of Risk Assessment Questionnaire at front desk I-pad (to be completed by 3/10/20)
- CDC signage, Alpha Graphics signage, and new sanitizers placed at ALL entrances
- Risk Assessment Questionnaire stickers placed at front desk for visitors to wear
- Infection Preventionist completing weekly Critical Element Pathway (to be kept in infection control binder and monitored BY DON)
- Housekeeping completing daily critical element pathway (to be kept in infection control binder and monitored by ADMINISTRATOR)
- Central Supply- Daily monitoring of PPE supplies
- Continue DON review of immunization section of new admit checklist
- Family notification letter sent to all family by front desk/medical records
- Deep clean fogger disinfection completed (Heber, Evanston, Riverton done)
- Continue current RMC infection control and ABX stewardship processes

### 3/10/20 Revisions:

- Transportation vehicles, and transportation assistive devices (Wheelchairs, O2 tanks, etc) must be cleaned using appropriate sanitation method twice per day and between each resident.**
  - Transportation checklist completed daily and given to infection preventionist**
  - Transportation/Scheduling dept will work together to educate residents regarding entrance into the community, and attempt to reschedule non-emergent appointments to a later time.**
- Activities: Activities department should limit activities to facility campus only.**
- ADMINS- Please purchase signage that is free-standing to place in doorway to increase visibility of signage that states requirement to completed questionnaire upon entrance.**
- Consistent Staffing: All staff should maintain the highest level of consistency to assigned location as possible. This includes therapy, activities, dietary, etc.**



## **COVID 19 Daily Housekeeping Checklist**

\*This checklist to be completed daily until further notice. It is in addition regular routine practices, not “in lieu” of

**Date:** \_\_\_\_\_

**House Keeper:** \_\_\_\_\_

- Increased frequency of cleaning and disinfection of patient care areas and frequently touched surfaces using EPA products, and salt
  - Facility cleaning twice a day
  - Frequently touched surfaces three times a day
- Changed mop heads when a new bucket of cleaning solution is prepared, or after cleaning large spills
- Furniture steam cleaned in any isolation precautions rooms after resident discharge or 14 days after resolution of symptoms
- Privacy curtains laundered in semi-private rooms in any isolation precautions rooms after resident discharge or 14 days after resolution of symptoms

### **Laundry Services:**

Determine whether staff handle, store, and transport linens appropriately including, but not limited to:

- Using standard precautions (i.e., gloves) and minimal agitation for contaminated linen;
- Holding contaminated linen and laundry bags away from his/her clothing/body during transport;
- Bagging/containing contaminated linen where collected, and sorted/rinsed only in the contaminated laundry area (double bagging of linen is only recommended if outside of the bag is visibly contaminated or is observed to be wet on the outside of the bag);
- Transporting contaminated and clean linens in separate carts; if this is not possible, the contaminated linen cart should be thoroughly cleaned and disinfected per facility protocol before being used to move clean linens. Clean linens are transported by methods that ensure cleanliness, e.g., protect from dust and soil;
- Ensuring mattresses, pillows, bedding, and linens are maintained in good condition and are clean (Refer to F584); and
- If a laundry chute is in use, laundry bags are closed with no loose items. Laundry Rooms – Determine whether staff:
  - Maintain/use washing machines/dryers according to the manufacturer’s instructions for use;
  - If concerns, request evidence of maintenance log/record; and

Use detergents, rinse aids/additives, and follow laundering directions according to the manufacturer's instructions for use.



**Staff Member Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Staff Risk Assessment Questionnaire:**

- 1. Do you have any of the following respiratory symptoms such as: fever, cough, congestion, sore throat, cold symptoms, muscle aches/pain, and new or worsening fatigue?**
  - 2. OR have you traveled to a high risk geographic location within the last two weeks (China, Iran, Italy, Japan, South Korea)?**
  - 3. OR have you been in direct contact with someone with a confirmed diagnosis of CoronaVirus (COVID-19) or that has traveled to the locations referenced above?**
  - 4. OR have you been on a cruise in the last 14 days?**
- \*I understand that if I answered “yes” to any of the above questions, I will be placed on sick leave using the help of the H.R. Dept. until my symptoms resolve.**
- \* I understand the following procedure if I become symptomatic while the COVID 19 protocol is in place:**
- 1. Immediately stop work. put on a facemask and Self-isolate at home**
  - 2. Inform the facility’s infection preventionist, and include information on individuals, equipment, and locations the person came in contact with**
  - 3. Contact and follow the local health department recommendations for next steps (e.g., testing, locations for treatment)**

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**Staff Member Name:** \_\_\_\_\_

**Resident Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Resident Risk Assessment Questionnaire:**

- 1.) Does the resident have any of the following respiratory symptoms such as: fever, cough, congestion, sore throat, cold symptoms, muscle aches/pain, and new or worsening fatigue?**
- 2.) Has the resident traveled to a high risk geographic location within the last 14 days (China, Iran, Italy, South Korea, Japan)?**
- 3.) Has the resident been in direct contact with someone with a confirmed diagnosis of CoronaVirus (COVID-19) or that has traveled to the locations referenced above within the last 14 days?**
- 4.) Has the resident been on a cruise within the last 14 days?**



### **COVID 19 Daily Transportation Checklist**

\*This checklist is to be completed daily until further notice. It is in addition to regular routine practices, not "in lieu of

Date: \_\_\_\_\_

Transportation employee: \_\_\_\_\_

- Increased frequency of cleaning and disinfection of frequently touched surfaces using approved EPA products
  - Complete vehicle cleaning completed daily and between each resident
    - Seats
    - Seatbelts
    - Hooks
    - Door Handles
    - Doors
    - Steering Wheel
    - Radio controls
    - Gear Shifter
    - Oxygen Tanks
    - First Aid Kit
    - Resident Wheelchair upon entering building (new admissions???)