Education and Training

- Nursing home employees should be trained on how to recognize potential COVID-19 cases and on the latest information on how the virus is transmitted.

- Trainings should review specific protocols for residents who are suspected of or have been diagnosed with COVID-19 for all disciplines (housekeeping, dietary, nursing etc.).

- Employees should be trained on contact, droplet, and airborne precautions for caring for residents with infectious disease.

- Employees should be trained and evaluated on putting on and removing protective clothing (PPE). Employees should be fit-tested for N95 respirators.

- Employees should be trained on waste disposal techniques.

- Housekeeping employees must be trained in safe room cleaning procedures.

Staffing

- Plans should be made and shared with staff on ensuring adequate staffing in the case of a surge in residents with COVID-19 symptoms.

- Plans must be made and shared with staff for stand-by staffing for critical conditions.

- Additional housekeeping staff should be scheduled to increase cleaning and disinfection and limit spread.

- Management should clarify the role of CNAs and other staff in helping residents to maintain contact with loved ones if visitors are barred.

Protocols, Precautions, Equipment and Procedures

- Nursing home management must ensure protocol is in place to screen and assess residents for potential exposure or infection. Once identified, procedure should be established to mask and isolate suspected cases.
● Management must ensure procedures are in place for employees to report potential exposure, be evaluated and treated and removed from the workplace (with full pay, seniority and benefits) during the incubation/isolation period if appropriate.

● Management must ensure protocol is in place to promptly isolate residents who potentially have the virus, these areas should be clearly designated. Review policies regarding which residents will be transferred to hospitals and which will remain in place.

● Management must create procedures for employees to report potential exposure, be evaluated and treated and removed from the workplace (with full pay, seniority and benefits) during the incubation period if appropriate.

● Management should implement plans to verify adequacy of Personal Protective Equipment (PPE): Gowns, nitrile gloves, and, at minimum, certified disposable N95 respirators for employees engaged in aerosol generating activities, eye/face protection (goggles, face shield). N95 respirators should be checked for dates of expiration.

● Management should ensure that all employees receive a copy of the facility's infection prevention and control policy and know who is the infection preventionist on staff per CMS requirements.

● Management should have a plan in place to screen visitors and manage visitation as outlined in the CMS guidance for nursing homes.

● Management should create plans to prevent racial or ethnic profiling and/or unwarranted discrimination.

Communication

● Administrators must communicate often with all employees in multiple forums to provide updates, reinforce prevention protocols and combat misinformation.

● Employees should be reminded regularly not to come to work if sick.

● Administration should remain in regular contact with labor partners to ensure effective communication.