

# Task Force on the Safe and Limited Re-opening of Long-term Care Facilities

August 26, 2020

# Task Force Focus Areas

The Task Force has focused on the following:

- Safely allowing essential caregivers to visit long-term care facilities;
- Safely allowing compassionate care visits in long-term care facilities; and
- Visitation options including indoor and outdoor visitation.

These slides outline the Task Force's recommended guidelines in these areas.

# Essential Caregivers

- Provide health care services and/or assistance with activities of daily living to help maintain or improve the quality of care or quality of life of a facility resident
- Care or service provided by the essential caregiver is included in the plan of care or service plan for the resident
- Activities of daily living include bathing, dressing and eating

# Compassionate Care Visitors

Allowed on a limited basis as an exception to restricted visitation

Intended to provide emotional support to help a resident face a hard situation

Examples:  
End of life  
Major upset  
Difficult transition or loss

# Essential and Compassionate Care: Facility Requirements

Establish policies and procedures for how to designate and utilize an EC and allow CC visits

Identify those who provided EC before the pandemic or have asked to provide since, consult with resident or representative for concurrence

Allow resident to designate 2 ECs and CCs , and allow no more than one EC or CC per visit; ICF and APD licensed Group Homes may allow two ECs or CCs at one time.

Facility shall set a limit on the total number of visitors allowed in the facility based on the ability of staff to safely screen and monitor visitation

Develop a schedule – work with resident and EC/CC to define an agreeable schedule

# Essential and Compassionate Care: Facility Requirements

Provide infection prevention and control training, including proper PPE use, hand hygiene and social distancing;  
Designate key staff to support infection control training of Caregivers

Allow evening and weekend visits to accommodate work or childcare barriers

Maintain visitor log for signing in and out

No resident visits if the resident is quarantined or if the resident is positive for COVID-19 or symptomatic, unless the visit is for compassionate care

The facility may restrict or revoke if the EC/CC fails to follow infection prevention and control requirements or other COVID-19 related rules of the facility after attempts to mitigate concerns

# Essential and Compassionate Caregiver Requirements

## PPE

EC/CC: Wear a surgical mask and other PPE as appropriate for the care provider, PPE for EC **should be consistent with CDC guidance for health care workers equivalent to staff**

EC/CC: Be trained on infection prevention and control, use of PPE, use of masks, hand sanitization and social distancing

EC/CC: Sign acknowledgement and adhere to training

## Testing and Symptoms

EC/CC: Comply with facility-**provided** COVID-19 testing **if offered**  
**Facility use of testing must be based on current CDC and FDA guidance**

EC/CC: Inform the facility if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit

## While in Facility

- EC/CC: Provide care or visit in the resident's room, or in facility-designated areas within the building

- Maintain social distance of at least 6 feet with staff and other residents - limit movement in the facility

# General Visitation: Facility Requirements

14 days with no new facility onset of resident or staff COVID-19 cases, excluding dedicated units/wings accepting COVID-19 cases from the community

Sufficient staff to support management of visitors

Adequate  
PPE

Adequate  
cleaning/  
disinfecting  
supplies

Referral  
Hospitals  
Have Capacity

# General Visitation: Facility Requirements

Schedule visitors by appointment; monitor for adherence to proper use of masks and social distancing

Notify residents, their representatives and recurring visitors of any changes in the visitation policy

Continue with visitor screening, i.e., temperature checks and symptom/exposure screening questions

Designate key staff to support infection control education of visitors including, ~~PPE~~, use of masks, proper hand hygiene, social distancing and visitation policies

Facility may perform testing ~~(deleted may require negative tests)~~ Facility use of testing must be based on current CDC and FDA guidance

Maintain a visitor log for signing in and out

Visit spaces must be cleaned and disinfected between visitors and contain handwashing or sanitation stations

# General Visitation: Facility Requirements

Visitors **must** ~~should~~ be 18 years or older

Allow residents to designate up to five visitors

Facility shall limit the number of visitors per resident to no more than two visitors per visit

Facility shall set a limit on the total number of visitors allowed in the facility based on the ability of staff to safely screen and monitor visitation

Facility shall limit the length of visits, days, hours, number of visits per week ~~by one~~ **visitor**

**Restrict visitation for any resident in isolation for suspected ~~or~~ confirmed COVID within the facility**

For indoor visitors, facilities can create indoor spaces for residents in a room that is not accessible by other residents, or in the resident's private room if the resident is bedbound and for health reasons cannot leave their room

# General Visitation: Outdoor Visitation

Facilities are Strongly Encouraged to Provide Outdoor Visitation

Facilities can create outdoor visitation spaces for residents that are protected from weather elements, such as porches, courtyards, on patios, or other covered areas

Protection from heat and sun is essential. Cooling devices may be required to maintain safe temperatures

# General Visitation: Visitor Requirements

## Infection Control

### ~~PPE~~

Properly wear a face mask ~~and other necessary PPE~~ and perform hand hygiene

## Policy Consent

Sign a consent form noting understanding of visitation policies

## Fever/Symptoms

Inform the facility if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit

## While in Facility

Visit in the resident's room or in facility-designated areas

Maintain social distance of at least 6 feet with staff and residents - limit movement in the facility

## Exception to Social Distancing

A visitor may be closer than 6 feet to the resident who they are visiting if they comply with CDC PPE requirements for healthcare workers.

# Process Upon Identification of New COVID-19 Cases

- Indoor and Outdoor visitation is prohibited until the facility achieves a continuous 14-day period without the facility-onset of a resident or staff COVID-19 case (if staff person was in the facility in the 10 days prior to the positive test).
- Any facility that has a resident test positive for COVID-19, or a staff tests positive for COVID-19 if the staff person was in the facility in the 10 days prior to the positive test, must immediately cease all indoor and outdoor visitation.
- Essential Caregivers and Compassionate Caregivers are still permitted.

# Beauty Salons and Barbers

- Beauty salons and barbers help improve resident morale and quality of life. Hair salons may resume providing services to residents with the following precautions in place
- Criteria for facilities to resume beauty salon and barber services:
  - 14 days with no new onset of resident COVID-19 cases
  - Barbers and hairdressers providing services must wear a surgical mask, gloves and perform hand hygiene and follow the same requirements as essential caregivers ~~visitors~~
  - Residents receiving services must wear face masks
  - Waiting customers shall follow social distancing guidelines
  - Only residents of the facility are allowed in hair salon for services; no services can be provided to outside guests
  - Services may not be provided to any resident in isolation for suspected or confirmed COVID-19
  - Providers must properly clean and disinfect equipment between residents

# Resident Absence for Medical Appointments

- Residents leaving the facility/group home temporarily for medical appointments must wear a face mask at all times if tolerated and be screened upon return to the facility. Eye protection should also be encouraged.

## Healthcare Provider Visits

- Healthcare providers serving residents in the facility/group home must comply with CDC requirements for PPE, must be screened prior to entry, must comply with all infection control requirements of the CDC.
- The resident receiving the healthcare services should wear a facemask during the service if tolerated.
- Medical appointments should be scheduled through the facility/group home to comply with the facility's/group home's ability to ensure appropriate screening and adherence to infection control requirements.

# Conclusions

The Task Force makes the following recommendations to Governor DeSantis:

1. Allow visitation in long-term care facilities for Essential Caregivers and Compassionate Care visitors. These individuals provide important care and support to residents of long-term facilities; without their involvement these residents are at risk of unnecessary decline.
2. Encourage long-term care facilities to allow general resident visitation outdoors and allow indoor visitation if the facility meets certain indicators of low virus risk.
3. Each visitation scenario must be accompanied by facility policies and procedures that support the safety of all residents and visitors including appropriate training and mandatory use of masks and other infection control protections, screening, and visitor scheduling and management.

# Complaint Process

- For concerns regarding a health care facility in Florida, consumers, patient advocates and practitioners may file a complaint with the Agency for Health Care Administration.
  - Complaints can be filed anonymously.
  - However, please be sure to include sufficient information, such as the patient/resident name, date(s) of events, and any other specifics pertinent to the complaint, to allow proper assessment of concerns.
- You may file a complaint with the Agency by calling our toll-free Complaint & Information Call Center at **1-888-419-3456**, or by completing our online complaint form at:  
<http://apps.ahca.myflorida.com/hcfc>.
- Please refer to the Agency's Consumer Complaint website for additional information at:  
[http://ahca.myflorida.com/Contact/call\\_center.shtml](http://ahca.myflorida.com/Contact/call_center.shtml)
- Long Term Care Ombudsman Program is a volunteer-based advocacy organization seeking to improve long-term care facility residents' quality of life and care. Investigates complaints made by or on behalf of residents. All investigations are confidential and provided at no charge.
- You may also file a complaint with the Long Term Care Ombudsman at 888-831-0404  
<http://ombudsman.myflorida.com/Complaint.php>

# Resources

- Video from the CDC: Prevent COVID-19: Wear a Cloth Face Covering (for general visitation): <https://www.youtube.com/watch?v=ML3n1c0FHDl>
- The CDC: How to Wear Masks: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>
- Video from the CDC: How to Safely Put On Personal Protective Equipment: <https://youtu.be/H4jQUBAIBrl>
- Video from the CDC: How to Safely Take Off Personal Protective Equipment: <https://youtu.be/PQxOc13DxvQ>