Essential Caregiver

Provides health care services or assistance with activities of daily living to a facility resident

Care or service provided by the essential caregiver is included in the care or service plan for the resident

Activities of daily living include bathing, dressing and eating
Compassionate Care

- Allowed on a limited basis as an exception to restricted visitation
- Intended to help a resident face a hard situation

Examples:
- End of life
- Major upset
- Difficult transition Loss
Essential and Compassionate Care: Consensus

✓ Expand authorization for access by Essential Care & Compassionate Care
✓ Strongly encourage access; limit barriers to access
Essential and Compassionate Care: Facility Must

- Establish policies and procedures for how to designate and utilize an EC/CC
- Develop a schedule – work with resident and EC/CC to define an agreeable schedule
- Provide training for proper PPE use
- Identify those who provided EC/CC before the pandemic or have asked to provide since, consult with resident or representative for concurrence
- Allow resident to designate at least one, facility may allow more if manageable
Essential and Compassionate Care: Facility Must (cont.)

- Consider number of EC/CC in the building at the same time – balance with resident safety
- The facility may restrict or revoke if the EC/CC fails to follow social distancing, use of PPE, or other COVID-19 related rules of the facility after attempts to mitigate concerns
- Allow evening and weekend visits to accommodate work or childcare barriers
- 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
- Maintain visitor log for signing in and out
Essential and Compassionate Care Must

**PPE**
- EC: Wear a surgical mask, gloves, and other necessary PPE (equivalent to staff) and be trained in use of PPE and hand sanitization
- CC: Wear a surgical mask and other necessary PPE and be trained on use of PPE and hand sanitization
- Complete training for proper PPE wear and sign acknowledgement

**Testing and Symptoms**
- EC: Comply with facility staff COVID-19 testing expectations
- CC: Comply with facility testing requirements
- Inform the facility if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit

**While in Facility**
- EC: Provide care 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: Criteria

- COVID cases: Facility or Community
- No staffing shortages
- Have Adequate PPE
- Adequate cleaning supplies
- Referral Hospitals Have Capacity
General Visitation: Facility **Must**

- **Allow the scheduling for visitor by appointment to maintain social distancing**
- **Facility may perform or require visitor testing**
- **Educate visitors regarding PPE, social distancing and visitation policies**
- **Notify residents, their representatives and recurring visitors of any change in the visitation policy**
- **Continue with visitor screening**
General Visitation: Facility *Must* (cont.)

- Visit spaces are cleaned and disinfected between visitors and contain handwashing or sanitation stations.
- 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.
- Maintain visitor log for signing in and out.
- Limit number of individuals visiting with any one resident (two visitors for one resident).
- Restrict visitation for any resident in isolation for suspected or confirmed COVID.
- Facility may limit length of visits, days, hours, number of visits per week by one visitor.

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: Facility *May Limit Visitation to Outdoors*

Facilities can create outdoor visitation spaces for residents that are protected from weather elements, such as porches, courtyards, on patios, or other covered areas. Parking lots may be used for drive by visits.

Weather protection—protection from heat and sun is essential cooling devices may be required to maintain safe temperatures.
General Visitation: Visitor Must

- **PPE**
  - Properly wear a mask (surgical or face covering) and other necessary PPE and perform hand hygiene

- **Policy Consent**
  - Sign a consent for 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 within the building
  - Maintain social distance of at least 6 feet with staff and other residents - limit movement in the facility
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:

• Please refer to the Agency’s Consumer Complaint website for additional information at:
  http://ahca.myflorida.com/Contact/call_center.shtml