

Communication

- **What do we tell the families and friends of our residents who want to visit?**

In addition to large warning signs (“stop signs”) at entrances, we also suggest sending emails and letters to family members of residents. Consider asking the resident and family council to assist with these efforts. We recommend that the administrator plan for frequent communications with family. One example is assigning the activities staff to schedule phone or video conferencing between the residents and families especially as group activities decrease. It is important for the director of nursing (DON) or administrator to be available to talk to resident’s families if needed.

If a visitor develops acute respiratory illness or COVID-19 within 14 days of visiting a facility they should report that to the facility.

- **What should we do when a staff member is exposed to a resident with possible COVID-19?**

If a staff member was exposed to individuals with known or suspected COVID-19, the staff member needs to immediately alert the DON or designated staff, regularly monitor themselves for fever and symptoms of respiratory infection, and not report to work when ill. These individuals should not continue to participate in direct resident care until further details about the exposure are known.

Asymptomatic staff members with a COVID-19 exposure should be assessed by a designated employee, either the DON or the infection preventionist (IP), as per [CDC guidance](#). Based on these guidelines, if the exposed staff is allowed to work they should wear a facemask while at work for 14 days post exposure and practice hand hygiene and monitor for respiratory symptoms and fever prior to coming to work.

- **We allowed visitors to enter last week. Now we have 2 potential cases of COVID-19. What do we tell those visitors?**

We strongly recommend that all visitors who enter the building must leave their name and contact information in case the building needs to notify them about a possible exposure.

Call the individuals who may have been exposed to COVID-19 and instruct them to self isolate and to monitor for signs and symptoms of respiratory infection for at least 14 days after last known exposure. If they become ill, they should contact their healthcare provider.