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# Friends & Family Town Hall Meeting

Communicating COVID-19  
Related Information with our  
family partners.



*Caring for Life*

[www.mayohc.org](http://www.mayohc.org)

# Family Townhall Agenda

- COVID-19 Overview
- Safeguards
- Quarantine Unit
- Regulatory Updates
- Winter Visitations
- Visitation reminders
- Frequently Asked Questions
- COVID-19 Testing
- If a Positive Test Result Occurs
- How Families can be Supportive
- Closing Remarks

# COVID-19

COVID-19 spreads principally person-to-person, and often is spread by asymptomatic individuals who do not realize they are sick. Every interaction between people increases the risk of spread. This includes staff to staff, staff to resident and resident to resident. It's a simple formula for how spread happens – the more interactions that happen with a variety of people, the greater the likelihood of spread.



# COVID-19

- The COVID-19 pandemic will remain a considerable threat to residents, patients and staff in long term and post-acute care until there is a vaccine and/or additional courses of treatment.
- Mayo Healthcare is adapting to this new normal in order to keep residents engaged physically, emotionally, and socially.
- Many basic infection prevention and control practices when followed consistently will reduce the risk of spread. These apply to everyone in the building staff, residents, visitors, etc. since we know upwards of half the people infected with this virus and are infectious do not have any symptoms.

# COVID-19 Safeguards

Mayo Healthcare has taken extraordinary measures to protect your loved ones.

Some of the actions we have taken include:

- Increased the number of hand hygiene stations throughout the campus
- Established a COVID-19 quarantine unit.
- Replaced flooring in the quarantine unit.
- Repainted the hallways and COVID-19 quarantine rooms with a microbial paint which kills viruses after 3-minutes on contact.
- Installed 11 plasma air filtration systems (hospital operating room quality).



# COVID-19 Quarantine Unit

Mayo Healthcare has a dedicated COVID-19 Unit as does Mayo Residential Care. In the event that a resident is required to quarantine following an essential appointment, the resident will be required to quarantine in his/her room for 14-days.

If the unit is activated, the following will occur:

- Dedicated Staff assignments
- Cohorting of Residents
- Restricting movement between MRC and MRCC.





# Influenza versus COVID-19

- Influenza (Flu) and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. COVID-19 is caused by infection with a new coronavirus (called SARS-CoV-2) and flu is caused by infection with [influenza viruses](#).
- Because some of the symptoms of flu and COVID-19 are similar, it may be hard to tell the difference between them based on symptoms alone, and testing may be needed to help confirm a diagnosis. Flu and COVID-19 share many characteristics, but there are some key differences between the two.

# Regulatory Up-Dates

- Vermont Department of Health
- Centers for Medicare/Medicaid Services (CMS)
- Department of Aging & Independent Living (DAIL)
- Centers for Disease Control (CDC)
- Vermont Health Care Association (VHCA)
- Vermont Department of Labor





# Regulatory Up-Dates

CMS Issued New Guidance on Visitations last week. In response, Mayo Healthcare is taken the following actions:

- Revising the Visitation Protocol
- Revising the Screening Protocol
- Revising the Infection Prevention Plan

We estimate that Mayo Healthcare will release additional information in advance of the **October 15th** self-imposed deadline.



# Winter Visitations

- We anticipate the starting of winter visits on October 15<sup>th</sup>.
- The winter visits will be indoors.
- The safety protocols will be issued in advance of October 15<sup>th</sup> to all family members.



# Visitations Reminders

- All visits must be scheduled
- Please be respectful of the time of visit
- Please conclude visit promptly to allow prep time for next visit
- Keep your masks on covering your nose and mouth at all times
- No animals or pet visits
- No children under 12-years of age
- Only two visitors at a time



# Frequently Asked Questions

## **Can more than two people visit?**

Only two visitors per table.

If there are three people, a rotation is permissible halfway through the scheduled visit.

## **Can friends visit?**

Yes. Residents may have visitors that are friends or family provided that the resident approves.



# FAQ

## Can we bring food?

Yes. Food must be given to the staff and will be given to the resident after cleaning the container.

## How are items sanitized?

We use a number of methods depending on the item.

- Bleach wipes,
- Antibacterial wipes,
- Germicidal wipes and/or Lysol.

# FAQ

## Can we hug, shake hands or touch?

No. Six-foot social distancing is required at all times between visitors and residents.





# FAQ

## Can we visit more?

We are in the process of updating the visitation allocation. Currently residents are allowed only one visit per week to accommodate all residents on campus.



# FAQ

**Can we purchase items for other residents?**

Please only purchase items for your own loved one.

**Can we take off our masks?**

No. Masks must be worn at all times and covering the mouth and nose. Visitors will be asked to leave for violating this safety protocol.



# FAQ

## What happens when visitors are late?

Visits are allotted a set amount of time. Late arrivals will have the visitation deducted and will end at the scheduled time to accommodate cleaning and the next visitor.



# FAQ

## **What happens when visitors do not show up?**

This has a negative affect on residents and leaves many saddened and disappointed. Please keep your scheduled appointments. If cancellation is unavoidable, provide as much notice as possible.



# FAQ

## How are visits scheduled?

Currently visits are coordinated through Becky Kirk and may be requested at [Bkirk@Mayohc.org](mailto:Bkirk@Mayohc.org).

We are revising the scheduling process and may move it to an online platform in the near future. Those without internet access may still call (802) 485-3161 to schedule a visit.



# FAQ

## **What happens when residents do not wish to attend?**

Residents have the right to choose to visit or not visit. This is a resident right and both staff and visitors are expected to be respectful of the resident's decision.





# FAQ

## **What is the plan for upcoming holidays?**

Mayo Healthcare will not be allowing large group visits for holiday meals as in years past. Residents will be served holiday meals as normal. For residents who leave to go home with family for the holidays, a period of 14-day quarantine will be required upon return. No visits are permitted during a period of quarantine.



# FAQ

## **What happens when residents arrive late to a visit?**

We work very hard to avoid this and assist residents with bathroom and getting ready in advance of the visit.



# FAQ

## Can we take pictures?

Yes. Provided that the social distancing requirement is respected, and no other resident or staff are in the photograph.



# FAQ

## **Are window visits allowed?**

No, we are not permitting window visits at this time.



# COVID-19 Testing

- Currently, Mayo Healthcare is free of COVID-19.
- We have completed baseline testing of all staff and residents.
- Routine testing will occur monthly unless there is a change in regulation or if there is a positive test result.



# COVID-19 Testing- Refusals

Residents that refuse to be tested for COVID-19 cannot be discharged involuntarily, unless the facility is otherwise incapable of caring for residents with a confirmed diagnosis of COVID-19.

If residents refuse to be tested and follow infection prevention practices (e.g. stay in their room, use source control masks, etc.) then they may be able to discharge the person as a risk to others, but Mayo would confer with the Ombudsman and state survey agency prior to taking such action.



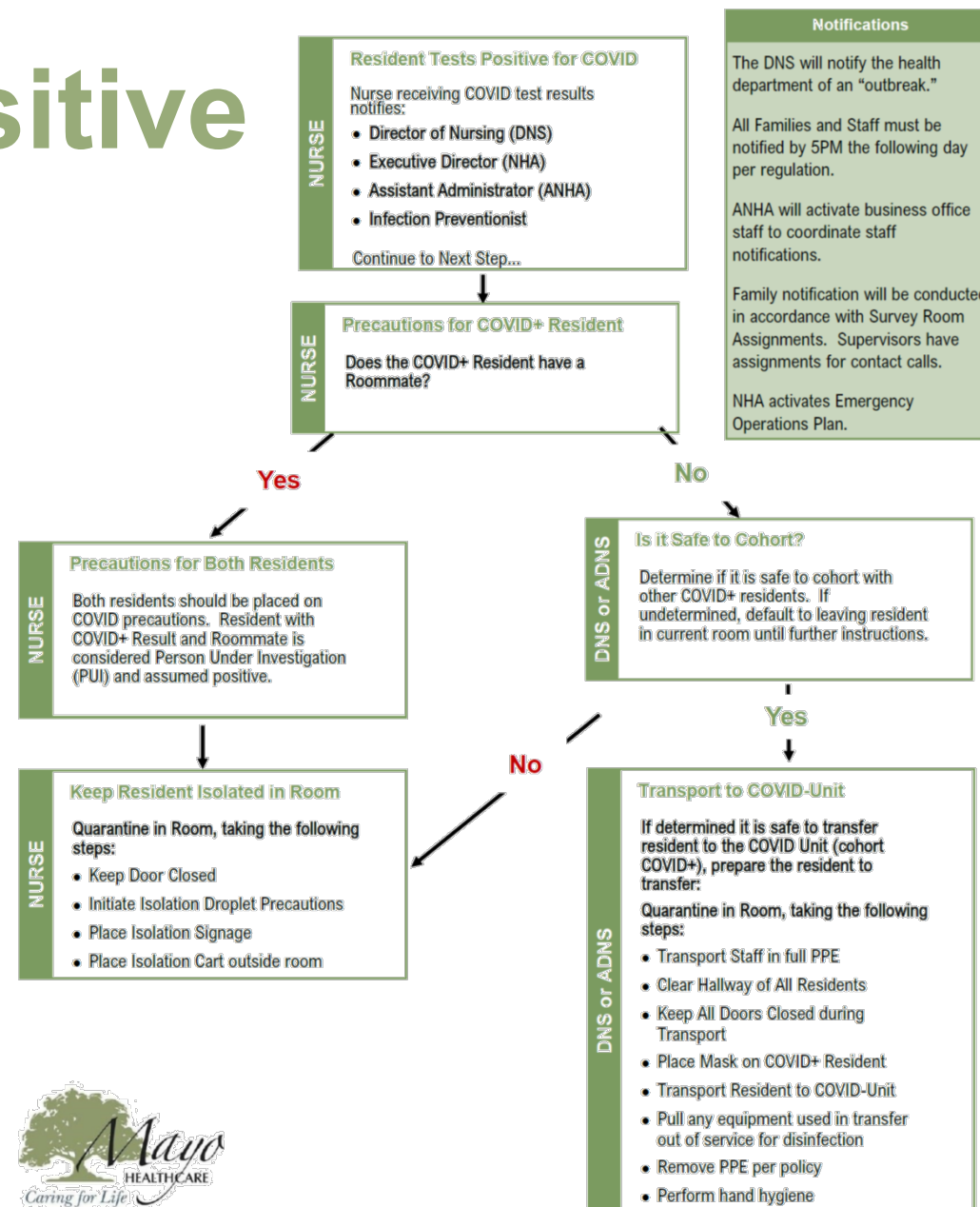


# If COVID-19 Test is Positive...

- If there is a positive COVID-19 test result, all families will be notified by 5 PM the following day
- Mayo will only disclose the name of the individual(s) testing positive to the family member of record.
- Please don't ask for us to disclose HIPPA protected information.
- All visitation activities will be suspended until further notice to avoid a larger community outbreak.

# If COVID-19 Test is Positive

- Mayo Healthcare uses current Best Practices.
- This algorithm reflects current regulatory guidance.
- Regulations are updated on a near weekly basis.
- This protocol is subject to change at any time.



# COVID-19 Treatment

- Currently there is no therapeutic to treat COVID-19
- In Burlington, VT nursing homes, death occurred within 1-2 days of being symptomatic



# Communication

We understand the importance of regular communication with family members and loved ones. Therefore, Mayo Healthcare is committing to:

- Monthly Virtual Town Hall Meetings
- Monthly digital newsletters
- Emergency Management communication (i.e. Positive COVID-19 test or evacuation)
- Request that communications be directed at the Care Plan conference to avoid duplication



# Complaint & Concerns

If you have complaints or concerns, we want to hear about them.  
Please contact the Grievance Officer:

**Anne Lattrell, LMSW**

**Alattrell@Mayohc.org**

**(802) 485-3161**



# Closing Remarks

**What can you do as a family member to be supportive?**

- COVID-19 is the enemy here.
- Be Respectful.
- Be Understanding.
- Be Patient.
- Be Proud.





# Appreciation

## Individuals

- Rep. Kenneth Goslant
- Dr. Matt Sullivan, MD
- Chief Lawton (LT) Rutter
- Jeff Schulz
- Andrea Hough
- Heidi Passalacqua
- Michael Seaver
- Megan Cicio



# Appreciation

## Organizations

- Rotary Club
- Northfield EMS
- Northfield Municipality
- Gillespie
- RavenMark Marketing
- Mayo Board of Trustees
- Northfield Savings Bank
- Omaddi's Delaurant





# Thanks to our Amazing Team



# Next Steps

- Update any telephone or email addresses to receive timely communication. This may be done during the Care Plan conferences.
- We anticipate the new winter visitation to go into effect on October 15<sup>th</sup>.
- The new on-line scheduling is planned to be released in October.
- Call us with any questions.

