

Policy/ Procedure Manual

SECTION 6.36 Essential Caregivers	POLICY 6.36 COVID-19 Essential Caregivers/ Visits	EFFECTIVE DATE: 08-10-2020 Revised 3-12-21
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POLICY: Heritage of Edina recognizes the importance of social distancing and physical separation to help keep residents safe from exposure to COVID-19. Heritage of Edina acknowledges the unintended consequences of prolonged social distancing and isolation on a resident’s overall health and well-being, particularly with residents who have had friends, family or caregivers participate actively in their care prior to the pandemic. The following protocols will be utilized to address the desire for essential caregivers (going forward written as ECs)

PROCEDURE IF RESIDENT DOES NOT HAVE ANY CONCERNS FOR COVID-19:

1. ESSENTIAL CAREGIVER (EC) ELIGIBILITY:

Residents/Resident representative requesting an EC need to meet at least 1 of these qualifications:

- a. Provided regular cares pre-COVID-19.
- b. Provided emotional support through at least weekly visits pre-COVID-19.
- c. Resident is requiring compassionate care visits (on hospice services).

2. REQUESTING ESSENTIAL CAREGIVERS

Qualifying residents/resident representatives can request an EC using the following process:

- a. Call the front desk at #400 and ask to talk with your Heritage of Edina Case Manager.
- b. Discuss reasons why you need an EC and whom you’d like it/them to be.
- c. The Case Manager will then talk with the Care Coordinator and Director of Nursing to determine if both the resident and the potential EC/s qualifies as an EC.
- d. The determination if requested EC meets qualifications must be completed and discussed with the resident and or potential EC within 2 weeks (10 working days).

3. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- a. ECs must wear the same level of PPE for the resident visit that staff are required to wear. This includes a face mask and protective eyewear. In order for goggles to be used as PPE eyewear, they must cover the front and sides of

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the eye area. PPE shall be worn from the time the EC enters the building until the time EC exits the building.

- b. The facility will not provide PPE to ECs.
- c. Heritage of Edina will provide a means for EC to train on the proper method of donning and doffing required PPE and EC must sign documentation stating they've completed the training and understand the proper usage.
- d. ECs failing to properly utilize PPE after training will not be eligible for future visits.

4. FACILITY ESSENTIAL CAREGIVER SCREENING/CHECK IN PROCESS

- a. ECs must go through our EC orientation training, which includes review of proper infection control, screening, use of PPE, visitation terms and triggers for pausing EC visits prior to their first EC visit.
- b. All ECs must enter the building through Rembrandt front door and immediately check in at the front desk for their screening prior to each visit.
- c. All ECs must perform hand hygiene using the hand sanitizer located at the front desk before proceeding to visitation.
- d. All ECs will be screened by staff for temperature and other signs and symptoms of COVID-19 before proceeding to visitation.
- e. At each visit, ECs will sign and date a visit form indicating their understanding of the EC requirements and rules.

5. ESSENTIAL CAREGIVER VISITS

- a. All visits by ECs must be scheduled. Walk-ins will not be permitted.
- b. Scheduling visits: One EC visit per resident per week is allowed at this time at a maximum of 3 hours. EC visits will take place between the hours of 9am & 6pm. The dates and times for each visit will be set i.e. every Monday 12pm-3pm or the 2nd and 3rd Thursday of every month 9am-12pm. Visits will not be rescheduled on different days and times from one week to another.
- c. After screening, ECs must wear the appropriate PPE and go directly to the resident's apartment. Visits can only be between the resident requesting the EC and the EC and must not include any other resident or staff in the facility.
- d. No more than one EC can visit a resident at a time.

6. TRIGGERS FOR PAUSING CAREGIVER VISITS

- a. EC visits will be prohibited during a resident 14-day quarantine. Exceptions will be made for compassionate care visits
- b. EC visits will be prohibited if a resident is COVID-19 positive or symptomatic. Exceptions will be made for compassionate visits.
- c. Visiting rights may be restricted or revoked for individual ECs if communicated safety measures are not followed.

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- d. Visiting rights will be revoked for the EC if they are COVID-19 positive or are exhibiting symptoms of COVID-19 until the following criteria are met:
- **For ECs who are not severely immunocompromised and were asymptomatic throughout their infection:** At least 10 days have passed since the date of their first positive viral diagnostic test.
 - **For ECs with mild to moderate illness who are not severely immunocompromised:** At least 10 days have passed since symptoms first appeared **AND** at least 24 hours have passed since last fever without the use of fever-reducing medications **AND** symptoms (e.g. cough, shortness of breath, etc.) have improved.
 - **For ECs with severe to critical illness or who are severely immunocompromised:** At least 20 days have passed since symptoms first appeared **AND** at least 24 hours have passed since last fever without the use of fever-reducing medications **AND** symptoms (e.g. cough, shortness of breath, etc.) have improved.

7. CONCERNS WITH ESSENTIAL CAREGIVER POLICY CAN BE DIRECTED TO:

- a. Your resident's case manager
- b. Office of Ombudsman for Long-Term Care at 651-431-2555 or 1-800-657-3591 to request advocacy services.

Responsible Staff:

Nursing, HHA's, Receptionist