



OUTBREAK PLAN

It is our common goal here at Pine Acres to ensure the health, safety and well-being of our residents and colleagues. A lesson that COVID-19 has taught us is that we, as healthcare providers, must continuously evolve our mindset and work practices in a way that enables us to take a proactive approach in case of an infectious disease outbreak. Early recognition of the presence of a virus plays a vital role in preventing and slowing the spread of a disease. We also learned that education and communication are not only critical but considered the best tool in creating situation awareness and reducing anxiety.

Residents, families and staff have the right to know of a communicable disease spread in the facility. In the event of an outbreak, Pine Acres commits to maintaining an open line of communication in order to disseminate information, establish trust, boost morale and foster a positive relationship. An outbreak is considered as such if 3 or more residents or staff members contract the same infection or virus. Within 72 hours of outbreak detection, the designee(s) will inform the residents and families via written or verbal notice. The staff members will be notified via in-services, mass text/email communication and posted notices in high-traffic areas of the facility. Regular updates will be sent by phone or email to family members, guardians and staff members to communicate implemented protocols, change in normal operations, and other relevant information. In addition to this, a weekly newsletter will be sent out containing cumulative updates. A dedicated method of communication will be put into place to make certain that all concerns and issues raised are thoroughly and promptly addressed.

A huge part of resolving an outbreak is to prevent or reduce risk of exposure and transmission which may call for the enforcement of visitation restrictions. We understand the difficulties of not being able to physically visit a loved one. Therefore, if this happens, the facility will provide a means for scheduled virtual visits such as phone calls, Facetime, Google Duo and other forms of video-communication or, if the situation allows, a by-appointment modified in-person visitation. Residents have the right to refuse any visitations from anyone.

If the outbreak threatens to compromise staffing levels in the facility, a contingency plan will be put into action which includes the use of cross-trained staff members, flexible scheduling and also the use of contracted staffing agencies to provide CNAs and nurses as needed.

This outbreak plan is subject to revision and modification based upon the degree and variability of the emergency situation.

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