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| **Facility Communication During Pandemic/Emergency** | **Subject: Pandemic Plan** |
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| **Effective:** | **Revised:** |

**POLICY**: The facility will implement effective, accurate, and ongoing communication with residents, family members and designated representatives during a pandemic.

**PROCEDURE**:

1. The facility will abide by all HIPPA regulations when disseminating information with regards to individual residents.
2. The Unit RNS/designee will contact family members of residents with an infection because of a pandemic daily.
3. Families/Representatives will be notified by RNS for any significant change in resident condition within 24 hours
4. The SW and IDT Team will determine the Resident Representative/Guardians preferred method of contact and document same in medical record/CCP.
5. The facility will contact all resident representatives weekly via an automated call to provide an update on the status of residents including # of infections of staff and residents and any deaths related to the pandemic.
6. Recreation and Social Services will ascertain if alert resident wishes to be informed when a resident in the facility expires related to the pandemic.
7. The following mechanisms will be utilized to inform residents, family members and designated representatives:

* Letters sent via the mail
* Telephone conversations and messages
* Emails
* Daily updates in the recorded voice message at facility number
* Face to face meetings with residents using Social Distancing and appropriate PPE
* The Overhead Paging System

1. The following information will be disseminated:

* Any newly confirmed pandemic infections in the past 24 hours
* The occurrence of 3 or more residents or staff members with new onset of symptoms within a 72-hour period.
* The actions that the facility is taking to prevent and/or reduce the risk of transmission
* Cumulative updates on a weekly basis
* Deaths in the facility that occurred related to the pandemic

1. Incoming calls that are not answered at the unit level will be forwarded to DNS/designee with instruction to leave a message and a return call will be made within 24 hours or less.
2. Representatives and family members provided with direct cell phone number for Director of Nursing and Administrator as per their request.
3. Documentation of communication will be made in the Medical Record for each resident in Progress notes and/or CCP.
4. Weekly phone calls or Letter will be done by Social Work in conjunction with IDT Team to families and representatives to review current infection status at the facility, outline measures the facility is taking regarding infection prevention, as well as facility plans to assist in meeting residents’ physical and psychosocial needs during the pandemic. The weekly update will include information to contact designated persons at the facility with contact number and regarding any concerns to designated department head.
5. Residents, family members, and designated representatives will be offered the opportunity to connect via videoconferencing (e.g. FaceTime, WhatsApp, Zoom, etc.) or via traditional telephone call at no cost. All residents’ requests will be forwarded to the Director of Recreation.

All posted Policies and Procedures are current as of September 15, 2020 and are based on the current knowledge of COVID-19, CDC and NYS DOH guidelines, regulations and NY Executive Orders as they exist.  The Policies and Procedures are subject to amendment in accordance with any change to regulations, guidance, and/or executive orders.