

MEMO (3/13/20) Addendum 4 - Strategies to Prevent the Spread of Coronavirus (COVID-19) at Inspiration Ministries

Date: 5/20/20

Prepared: Erik Barber, President

- **Division of Quality Assurance: Notifications and Updates** (released 5/18/20)

Attn: Nursing Home and Assisted Living Providers

Subject: COVID-19, Visitation and Long-Term Care Communities

People who live in our nursing homes, assisted living communities and the staff and caregivers are at a high risk of contracting COVID-19. Their safety and wellbeing continues to be a top priority for DHS. When a resident or staff member tests positive for COVID-19, the potential for rapid spread can be extremely high and life-threatening, and asymptomatic individuals who are COVID-positive can spread the virus. In order to minimize spread, we ask that long-term care settings remain vigilant about minimizing the numbers of people entering their buildings from the community. The Department of Health Services continues to support the following guidance regarding visitation of residents by family members. This information is consistent with [guidance](#) published by the federal Centers for Medicare & Medicaid Services (CMS) and published on the [DHS COVID-19 webpage](#).

Restrictions on visitors:

- Facilities should restrict all visitors and nonessential health care personnel, except for certain compassionate care situations, such as an end-of-life scenario. Facilities should notify potential visitors of the need to defer visitation until further notice (through [signage](#), calls, letters, etc.).
- In compassionate care situations, visitors will be limited to a specific room only. Facilities should require visitors to perform hand hygiene and use personal protective equipment (PPE), such as face masks. Decisions about visitation during an end-of-life situation should be made on a case-by-case basis, which should include careful screening of the visitor (including clergy, bereavement counselors, etc.) for fever or respiratory symptoms.
- Individuals with symptoms of a respiratory infection (fever, cough, shortness of breath, or sore throat) should not be permitted to enter the facility at any time (even in end-of-life situations).
- Visitors who are permitted to enter must wear a face mask while in the building and restrict the visit to the resident's room or other location designated by the facility. Facilities should also remind visitors to frequently perform hand hygiene, especially after coughing or sneezing.

Health care workers. Facilities should follow [CDC guidelines for restricting access to health care workers](#).

- Other health care workers, such as hospice workers, EMS personnel, or dialysis technicians, who provide care to residents should be permitted to enter the facility as long as they meet the CDC guidelines for health care workers.
- Facilities should contact their local health department for questions, and frequently review the [CDC COVID-19, website for health care professionals](#).

Additional [guidance](#) offered by the Centers for Medicare & Medicaid Services (CMS) and published on the [DHS COVID-19 webpage](#) includes:

- Offering alternative means of communication for people who would otherwise visit, such as virtual communications (phone, video-communication, etc.).
- Creating and/or increasing listserv communication to update families, such as advising them to not visit.
- Assigning staff to serve as the primary contact to families for inbound calls, and conducting regular outbound calls to keep families up to date.
- Offering a phone line with a voice recording updated at set times (for example, daily) with the facility's general operating status, such as when it is safe to resume visits.

Please also see the Wisconsin Board on Aging and Long Term Care (BOALTC) memo [COVID-19, Visitation and Long-Term Care Communities](#) dated April 14, 2020 which shares similar alternatives to face-to-face visits:

- Use Facetime, Skype or other mobile media, if your resident has access to a device, or as arranged by the home.
 - Send extra cards, notes, postcards, being sure to keep your message short and positive.
 - Phone your resident often, but please try not to call during the busiest times of day if staff need to assist your resident with the phone.
 - If your resident is unable to talk on the phone or use mobile media to stay in touch, ask the staff if someone can call you periodically to give you an update about how your resident is doing.
- **COVID-19 Testing**
 - According to the Department of Health Services (DHS) leadership, assisted living facilities that are able to obtain a prescribing order from a physician and employ or contract with a nurse (RN or LPN) who can administer testing are now eligible to receive COVID-19 testing supplies from the state of Wisconsin. This process is completely voluntary and a resident or employee can refuse to be tested.
 - Inspiration Ministries will follow the established testing request process - [covid19supplies.wi.gov/testing](https://www.covid19supplies.wi.gov/testing).
 - **Testing of Asymptomatic Residents (DHS COVID-19 Health Alert # 8 - May 8, 2020)**
New information about evolving guidance from CDC has been adopted by Wisconsin DHS for health care and public health partners in our state.

There is growing evidence that persons with COVID-19 become infectious days prior to developing symptoms, and many develop only mild symptoms or no symptoms at all. In congregate living settings and workplaces where physical distancing is difficult to maintain, symptom-based screening alone is unlikely to detect all cases and testing a broader group of asymptomatic individuals may be necessary to control transmission. Laboratory capacity for COVID-19 capacity in Wisconsin is currently sufficient to recommend testing asymptomatic persons in a wider range of settings where detection of unrecognized cases serves an important public health purpose. On May 3, the CDC revised its [guidance related to testing priorities](#) for nucleic acid or antigen testing as follows:

High Priority

- Hospitalized patients **with** symptoms
- Healthcare facility workers, workers in congregate living settings, and first responders **with** symptoms
- Residents in long-term care facilities or other congregate living settings, including prisons and shelters, **with** symptoms

Priority

- Persons **with** symptoms of potential COVID-19 infection, including: fever, cough, shortness of breath, chills, muscle pain, new loss of taste or smell, vomiting or diarrhea, and/or sore throat.
- Persons **without** symptoms who are prioritized by health departments or clinicians, for any reason, including but not limited to: public health monitoring, sentinel surveillance, or screening of other asymptomatic individuals according to state and local plans.

In Wisconsin, DHS recommends COVID-19 testing for asymptomatic individuals in the following situations:

1. As part of public health investigations, such as an outbreak involving multiple cases in a workplace.
2. For individuals in congregate living situations such as nursing homes or assisted living facilities
3. In health care settings, when needed to inform infection control interventions, such as before aerosol-generating procedures.
4. In community settings, when testing of close contacts of confirmed cases would inform local public health interventions, such as contact tracing investigations, or decisions about location of quarantine* or isolation.

*In all the above situations, negative test results should not result in discontinuation of quarantine for people who have been close contacts to known cases, and who may still be in the incubation period. In other words, COVID-19 testing can be useful for detecting unrecognized cases (“ruling in”), but not excluding infection in people who were exposed (“ruling out”).

- **Revised Recommendations about Discontinuation of Isolation (DHS COVID-19 Health Alert # 8 - May 8, 2020)**
New information about evolving guidance from CDC has been adopted by Wisconsin DHS for health care and public health partners in our state.

To control community transmission of COVID-19 in Wisconsin, DHS continues to recommend that all individuals with suspected or confirmed COVID-19 remain in isolation until they are presumed to no longer be contagious. Based on updates to CDC's interim guidance on [Discontinuation of Isolation for Persons with COVID-19 Not in a Healthcare Setting](#) and [Return to Work Criteria for Healthcare Personnel](#), DHS is now recommending the following criteria be used to determine release from isolation of individuals with suspected or confirmed COVID-19. These criteria can be applied to all individuals with suspected or confirmed COVID-19, including health care workers and critical infrastructure workers.

Symptomatic individuals with suspected or confirmed COVID-19 should remain in isolation until:

- At least 10 days* have passed since symptoms first appeared, **AND**
- At least 3 days (72 hours) have passed since recovery. Recovery is defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath)

Asymptomatic individuals with lab-confirmed COVID-19 should remain in isolation until:

- At least 10 days* have passed since the collection date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms. NOTE: patients who develop COVID-19 symptoms during this period should extend isolation precautions for at least 10 days from the date of symptom onset (see above).

Optional test-based strategy: DHS recommends the above strategies for discontinuation of isolation for most individuals; however CDC also provides guidance for a "[test-based strategy](#)" that may be considered in some circumstances, including immunocompromised persons. The decision to use a test-based strategy should take into consideration the availability of sufficient testing supplies and laboratory capacity, and is likely to result in longer time periods for isolation.

**The recommended isolation period has been extended from a minimum of 7 days to a minimum of 10 days for both symptomatic and asymptomatic individuals with laboratory-confirmed COVID-19. This update is consistent with new [CDC guidance](#) and is based on new epidemiologic and laboratory evidence indicating a longer duration of viral shedding than previously believed.*

DHS encourages all health care providers to communicate with patients at the time of initial diagnosis about public health recommendations regarding release from isolation and release, and to coordinate communication with local public health officials about any concerns for individuals who may not be following these recommendations to local public health officials.

- **Deliveries to Residents**
 - To provide greater clarity regarding personal deliveries of groceries and personal care items to residents as outlined in the 3/17/20 Addendum, such deliveries must be sanitized/disinfected prior to delivery and must be received by IM staff through the Pedersen Center entrance. Under no circumstances should such deliveries be received by a resident or staff person through any other door or window.
- **Resident Visitation**
 - To provide greater clarity regarding window visits with residents, per the recommendation of the Board on Aging and Long-Term Care, **closed window visits** are permissible. At Inspiration Ministries, window visits will **only** take place from the Pedersen Center entryway windows or the dining room. Other windows throughout the facility or individual resident rooms/apartments should not be opened to greet or welcome visitors for any reason.
 - On campus, outdoor visits from resident families, friends, and/or guardians are not allowed.

MEMO (3/13/20) Addendum 3 - Strategies to Prevent the Spread of Coronavirus (COVID-19) at Inspiration Ministries

Date: 4/17/20

Prepared: Erik Barber, President

- **Use of Personal Protective Equipment (PPE)**
 - In order to preserve PPE,
 - All direct care workers will wear a cloth facemask while they are providing direct resident care, or while in hallways and all other common areas (including, but not limited to, hallways, family room, activity room, dining room); non-direct care workers (kitchen, maintenance, administration, resident services) in the building will wear cloth facemasks (or paper masks if cloth facemasks are not available) any time they are out of their offices.
 - All essential visitors granted access to the building will wear paper facemasks for the duration of their time in the building.

- **Active Health Screening of Residents** – All residents will have their temperature checked at least once daily during the morning medication pass.

MEMO (3/13/20) Addendum 2 - Strategies to Prevent the Spread of Coronavirus (COVID-19) at Inspiration Ministries

Date: 4/2/20

Prepared: Erik Barber, President

- **Building Access/Entry – Pedersen Center EXCLUSIVELY**
 - Beginning April 1, entering the building – for any reason by any person – through the Administration entrance is prohibited. The Pedersen Center entrance is the only door to be used until further notice. **Please note: The Administration doors are to be used as needed for emergency entry or evacuation.** The doors will remain operable with door code.
- **Active Health Screening of Staff and Essential Visitors**
 - Beginning April 1, anyone entering the building will have their temperature taken by a door monitor once daily or if symptoms develop while in the building. **Please note: every IM employee will have their temperature taken at the beginning of their scheduled shift.** On the guest log, the door monitor will record temperatures by the individual's name. Anyone with a temperature of greater than 100.4 degrees must immediately exit the building.
- **Return to Work Criteria with Confirmed or Suspected COVID-19**
 - *Test-based strategy.* Exclude from work until:
 - Resolution of fever without the use of fever-reducing medications **and**
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected ≥ 24 hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#).
 - *Non-test-based strategy.* Exclude from work until:
 - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 14 days have passed *since symptoms first appeared*
 - Additionally, exclude from work:
 - Anyone who has come in contact with a person **diagnosed with COVID-19** until the end of a 14 day self-quarantine at home.
 - Anyone who has come in contact with a person **exhibiting COVID-19 symptoms** until the end of a 14 day self-quarantine **or** until the person exhibiting COVID-19 symptoms has been tested and received negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected ≥ 24 hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#).

Date: 3/17/20

Prepared: Erik Barber, President

- **Lockdown**
 - The definition of a lockdown is “**a state of isolation or restricted access instituted as a security measure.**” At Inspiration Ministries, we are making every effort to identify the weakest points of entry for COVID-19 and to minimize the chance of its entry. **Doing so will be a collective effort, and we realize this will be a major inconvenience to both residents and staff.**
- **Handwashing**
 - Remember, **each time** a person, including an employee, leaves and re-enters the residential buildings for any reason, they must wash their hands.
- **Visitor Access**
 - The Department of Health Services (DHS) has issued important recommendations regarding visitor access to facilities like Inspiration Ministries: *For the purpose of this guidance, limiting access means the individual should not be allowed to come into the facility, except for certain situations, such as end-of-life situations or when a visitor is essential for the resident’s emotional well-being and care.*
 - If there are any questions regarding visitor access, please consult a Registered Nurse (RN), preferably the Director of Nursing, or on-duty Licensed Practical Nurse (LPN) after normal business hours.
- **Resident comings and goings**
 - If a family member/guardian wishes to take a resident off campus for any amount of time, this should only be for extreme cases in which it is essential for the emotional well-being of the resident. If such a leave is absolutely needed, our recommendation is that it does not exceed 10 days. We will allow one extended leave every 30-day period (starting 3/13/20).
 - CBRF and RCAC residents are **not permitted** to leave the residential buildings (other than for a walk on-grounds; they may not enter the Meadows apartment buildings).*
 - Residents of the 2-story Independent Living apartments are **highly discouraged** from leaving the residential buildings for any reason (other than for a walk on-grounds; they may not enter the Meadows apartment buildings).* In the event a resident chooses to leave, upon return, they will be restricted to their apartment for a period of 3 days.
 - NOTE: The above protocols apply to the Easter holiday.

*To reduce the risk of exposure, residents are highly encouraged to take a leave of absence from work.

- **See something, say something** – Prevention is EVERYONE’s responsibility. If you see someone not following our prevention protocols, please respectfully, but directly approach the person or inform management.
- **Deliveries**
 - Employee deliveries – No fast food or personal deliveries of any kind are permitted.
 - UPS/FedEx/Mail deliveries – All packages and personal mail will be received and held in the administration mail room for a period of 3 days before delivery to the individual. Employees will use gloves, as well as other PPE as needed, when handling and opening packages or mail.
 - Residents may receive deliveries of essentials such as groceries and personal care items from families/guardians or friends.
- **Meetings and Gatherings**
 - At this time, the World Health Organization’s (WHO) social distancing recommendation is that gatherings do not exceed 10 people. While we are self-quarantined, staff and residents should make every effort to stay 6’ away from one another.
 - Staff meetings

- Residential Care/Nursing Department meetings are cancelled and Facebook will be used for communication purposes.
- Any Executive Team, Operations Team, Department meetings, Prayer Huddles will continue to take place, and will be held in the administration conference room.
- **Church Services**
 - The 10:45 service at Calvary Community Church will be live streamed from the Family Room every Sunday.
- **Staff Meals**
 - Staff may pick up meals by entering the back door of the kitchen.

memo

INSPIRATION MINISTRIES

N2270 Highway 67
Walworth, Wisconsin 53184
262.275.6131

To: All Employees, Residents, Resident Families/Guardians
From: Erik Barber-President/Administrator, Brooke Yunker-Director of Nursing
Date: 3/13/2020
Re: Strategies to Prevent the Spread of Coronavirus (COVID-19) at Inspiration Ministries

A new respiratory disease – coronavirus disease 2019 (COVID-19) – is spreading globally and there have been instances of COVID-19 spreading in the United States and in Wisconsin. The general strategies CDC recommends to prevent the spread of COVID-19 in Long Term Care Facilities like Inspiration Ministries are the same strategies these facilities use every day to detect and prevent the spread of other respiratory viruses like influenza.

We want to keep Inspiration Ministries residents, families and staff up to date about the things being done to prepare, monitor and prevent Coronavirus within our community. Inspiration Ministries continues to monitor what is happening within the state through the Department of Health Services (DHS) and the Wisconsin Assisted Living Association (WALA). **There are no cases in the facility at this time.**

Symptoms of respiratory infection, including COVID-19:

- Fever
- Cough
- Shortness of breath
- Runny nose
- Sore throat

Steps INSPIRATION MINISTRIES is taking to prevent Coronavirus (COVID-19) within our community.

- **Inspiration Ministries is now on lockdown until further notice.** This means that only essential individuals will have access to our facilities. Implications:
 - Essential, pre-approved visitor access process –
 - Any visitors granted access must sign in.
 - Any visitors granted access must complete a health status questionnaire.
 - Any visitors granted access must immediately wash their hands with soap and water.
 - Any visitors granted access must wear a name tag.
 - Any visitors granted access must wear a facemask.
 - Genesis Rehabilitation therapy services have been suspended.
 - Volunteer-supported activities have been suspended inside and outside the facility, unless medically necessary.

- All resident transportation services have been suspended, other than for medically necessary appointments. Essential food and personal care shopping for residents will be done on their behalf by Inspiration Ministries staff and/or volunteers.
 - Meal service – Meals will be delivered by the Food Service Department to Meadows apartment residents currently using our meal service. Meal service for all other residents will remain uninterrupted.
 - Transportation Department will provide one weekly trip to the Walworth laundromat for Meadows residents, currently using our laundry service.
 - Meadows apartment residents will not have access to the main residential buildings.
 - All residents are highly discouraged from participating in external community activities including, but not limited to, work, volunteering, church, etc.
 - Inspiration Ministries staff will not eat meals in the dining room, other than those providing 1:1 services.
 - Mail delivery services will be provided by IM staff or volunteer to Meadows apartments, Monday-Friday.
- **Housekeeping – Cleaning and sanitizing of commonly touched surfaces and spaces throughout the facility has been increased.**
 - **Signs have been posted at our main entrances** informing the public that our community is not accepting visitors until further notice.
 - **Administration has reviewed all Emergency Preparedness/Pandemic policies and sick policies** and are mandating that all employees stay home if they have symptoms of respiratory infection.
 - **Incoming residents are assessed for respiratory infection** upon admission to IM, and infection prevention practices are implemented for incoming symptomatic residents.
 - **All staff will be trained how to care for COVID-19 patients, using infection control training available from the CDC's free online course - www.cdc.gov/longtermcare/training.html.**
 - **IM Administration is monitoring local and state public health sources** to understand COVID-19 activity to help inform the evaluation of individuals with unknown respiratory illness. If there is transmission of COVID-19 at IM, public health authorities will be consulted for additional guidance.
 - **IM Administration is meeting at least weekly to discuss the status of the pandemic, our precautions in place, and needs moving forward.**
 - **IM Administration has taken inventory of supplies and Personal Protective Equipment (PPE) and is working to maintain appropriate levels.**
 - **Communication:**
 - **IM spokesperson** – All questions related to Inspiration Ministries response and prevention strategies, including those from the media, must be directed to Erik Barber, President/Administrator, or Brooke Yunker, Director of Nursing.
 - **Staff – All residents and staff will attend in-service training.** Employees will be empowered with proactive strategies to minimize the risk of spread of infection (proper handwashing and respiratory hygiene and etiquette, social distancing, wearing a facemask, cleaning and disinfecting frequently touched surfaces daily). Residents and staff will be updated weekly about the status of the virus, prevention strategies and other needs, as appropriate.
 - **Residents** – Residents will receive basic training for the major infection prevention practices, including hand washing and respiratory protocols and etiquette.
 - **Resident families/guardians** – Resident families/guardians will receive email updates, as needed.
 - **Website** – www.inspirationministries.org will be updated as needed with our prevention plans.

Steps WE ALL need to take to prevent Coronavirus (COVID-19).

- **Stay home if you are sick.** Per IM policy, employees may not report to work if they are exhibiting symptoms of respiratory infection. Please see IM policy and procedure manual for proper call-in and notification policies.

- **Every staff member is responsible to monitor residents and employees for fever or respiratory symptoms.**
 - Report any possible COVID-19 illness in residents and employees to Brooke Yunker, Director of Nursing, and Erik Barber, President/Administrator. They will contact the local health department.
 - Appropriate measures will be taken for residents found to be with fever or acute respiratory illness.
 - If residents must leave the facility for medically necessary procedures, have them wear a facemask (if tolerated).
 - In general, for care of residents with undiagnosed respiratory infection, as determined by an R.N., use Standard and Contact Precautions with eye protection.
- **Support hand and respiratory hygiene, as well as cough etiquette by residents, visitors, and employees.**
 - Ensure employees clean their hands according to guidelines found on the CDC website - www.cdc.gov/handhygiene/providers/index.html - including before and after contact with residents, after contact with contaminated surfaces or equipment, and after removing personal protective equipment (PPE).
 - Alcohol-based hand rub will be readily available throughout the facility.
 - Make sure tissues are available and any sink is well stocked with soap and paper towels for hand washing.
- **As determined by the Director of Nursing, quarantine residents if they are exhibiting symptoms of COVID-19 and use Personal Protective Equipment (PPE).**
 - Post signs on the door or wall outside of the resident room that clearly describe the type of precautions needed and required PPE.
 - Make PPE, including facemasks, eye protection, gowns, and gloves, available immediately outside of the resident room.
 - Position a trash can near the exit inside any resident room to make it easy for employees to discard PPE.
- **Prevent the spread of COVID-19 outside of IM.**
 - Report any possible COVID-19 illness in residents and employees to Brooke Yunker, Director of Nursing, and Erik Barber, President/Administrator. They will contact the local health department.
 - Notify facilities prior to transferring a resident with an acute respiratory illness, including suspected or confirmed COVID-19 (i.e. emergency room, urgent care, or to a higher level of care).

We appreciate your understanding and patience as we continue to adapt to the changing environment. As conditions arise, we may need to adjust standards of service and care to ensure the safety and well-being of our employees and residents.

Inspiration Ministries exists to help people with disabilities thrive. Never has there been a better time to live our values. As we navigate through the weeks and months ahead, we will continue to look for ways to serve.

For information, contact Inspiration Ministries:

Direct Line – 262.275.6131

Brooke Yunker, Director of Nursing – 262.215.6450
 Erik Barber, President/Administrator – 920.323.0155

For the most up-to-date information, visit www.cdc.gov/covid19