COVID19 Frequently Asked Questions
Assisted Living Facilities

Date: April 17, 2020

All of us at the Department for Aging and Independent Living want to thank the Kentucky Department for Public Health, Leading Age of Kentucky, Kentucky Center for Assisted Living and Kentucky Senior Living Association for providing some of this guidance and resources within this FAQ. Thank you for your partnership and collaboration.

DAIL FAQ Information: These questions have been asked or discussed before or after our recent town hall webinar. We hope this provides clarity. If you have any additional questions, please contact Buddy Hoskinson, Division Director, at Buddy.Hoskinson@ky.gov

1. Question:
   • What is defined as a congregate activity?

   Response:
   Congregate means to come or bring together into a group, mass, or unit.

2. Question:
   • Can residents sit in their doorway to the hall for activities?

   Response:
   No congregate activities is the safest strategy to avoid spread; the 6 feet pertains to essential activities like grocery shopping. Again you are to limit exposure for all.

3. Question:
   • What about if they are outside in controlled courtyard?

   Response:
   No congregate activity. No group gatherings. You can provide ONE AT A TIME exercise in the facility or in an outside setting.

4. Question:
   • Can you provide exercise or time outside?

   Response:
   You can provide ONE AT A TIME exercise in the facility or outside. NO CONGREGATE Activity. No group gatherings. They can be assisted by staff as needed.
5. **Question:**
   - What if residents leave the facility and want to come back?

**Response:**
Quarantine 14 days and you have the right to deny reentry if it is the best measure in keeping your facility safe at this time. Please refer to your preparedness plan.

6. **Question:**
   - Can we move new folks into our facility

**Response:**
DAIL at this time will tell you make the best decision possible for all of your residents. The new residents would need to be quarantined for 14 days. Please refer to your preparedness plan.

7. **Question:**
   - Great concern about those with dementia or Alzheimer’s while this is going on. They cannot stay in their rooms 24/7

**Response:**
You can provide ONE AT A TIME exercise in the facility or in an outside setting. NO CONGREGATE Activity. No group gatherings. They can be assisted by staff as needed. We agree that it can be difficult to explain this pandemic to those individuals. It is critical to communicate with all (Resident, family of residents and staff). We agree that residents are very much use to patterns and routines. Work with them to establish new routines. Seek resources. Attached is a link to an article that may assist you. [https://parade.com/1015499/carolyncrist/dementia-alzheimers-coronavirus/](https://parade.com/1015499/carolyncrist/dementia-alzheimers-coronavirus/) Also at the end of the article you will see other good resources. Please take a moment to read.

8. **Question:**
   - Can we hire employees at this time? Especially if we get to the point we are down staff. Several are stating staff are not wanting to work.

**Response:**
You should come up with back up plans for staffing. Do what is needed for staffing. Please refer to your preparedness plan.

9. **Question:**
   - Can families still visit through windows and doors? The glass doors has been the question.

**Response:**
Yes through CLOSED windows and doors. You may want to establish a designated area. That way you can communicate that with families and create a safe area for consistency.
10. **Question:**
- DAIL’s thoughts on PPE? One even asked for gloves as they use them anyway and now can’t get them. One facility is making the masks for residents, but some have asked how they can get some masks even for staff.

**Response:**
We recommend you take time to train staff on the proper usage of PPE when using them. We are finding that some staff are not using the PPE properly which can spread infection. We have attached a link on donning and doffing PPE. Also see the PPE Request Fact Sheet attached to this FAQ.

11. **Question:**
- Do staff need to be prepared to stay all night at the facility?

**Response:**
Administrators, Owners and staff should review emergency (Preparedness Plans) plans or most recent updated plans regarding your center, staffing and procedures. You need to have back up plans in place if staff are unable to work.

12. **Question:**
- Can families bring food items (home cooked and store bought) and supplies to the front for residents?

**Response:**
We do not recommend non-essential items be brought in at this time.

13. **Question:**
- Should we have a voluntary staff lockdown?

**Response:**
Voluntary staff lock downs are not being recommended by the CDC. This usually occurs with weather disasters.

14. **Question:**
- A DAIL surveyor communicated even 'hallway BINGO' was inappropriate because it was considered a 'congregate activity'. Is that accurate? Even if they are in their doorway? Aren't they technically still in their apartment? Same question for just casual conversation with neighbors. Can they sit in their doorway with the door open and talk across the hall?

**Response:**
Correct, even hallway bingo is not considered social distancing. Social distancing refers only to when you are performing essential activities like grocery shopping or walking outside. DPH’s concern with hallway bingo or similar activities may increase the exposure of COVID19 due to the limited air circulation in hallways and stationary placement of individuals.
15. **Question:**
   - Still confused on if people can be in large areas together in situations where they would be spread out. Small groups to socialize outside their apartments? No Answer

**Response:**
No congregate activities is the safest strategy to avoid spread; the 6 feet pertains to essential activities like grocery shopping.

16. **Question:**
   - To clarify, are activities such as hallway bingo or hallway music therapy allowable if residents stay in their doorways at least six feet apart?

**Response:**
No congregate activities is the safest strategy to avoid spread; the 6 feet pertains to essential activities like grocery shopping. Churches cannot hold services with congregants 6 feet apart; schools/colleges cannot hold classes with students 6 feet apart. Please treat your communities the same.

17. **Question:**
   - Can we get clarification on things such as Hallway Activities if there are no positive cases inside a community please?

**Response:**
Hallway activities should be discontinued, as you can be positive for COVID-19 for 3-4 days with NO symptoms.

18. **Question:**
   - I'm interested in hearing DPH's take on whether there is any realistic risk of transmission if residents remain within their apartments, but with doors open with staff in hallway to lead singing, or bingo on that hallway. Staff would keep residents inside their apartments. Obviously HVAC transfers air whether or not doors are closed.

**Response:**
Singing has actually been proven to spread COVID-19, so we would discourage this.

19. **Question:**
   - Couldn't the residents and staff wear masks during hallway activities with people of 5 or fewer?

**Response:**
No congregate activities, even with masks. Seniors are most at risk for COVID-19, so we need to protect them no more than ever. Children cannot even have birthday parties with friends with masks on at this time. #HealthyAtHome
20. Question:
- Regarding PPE, many of us do not have enough resources on hand to properly wear masks (the way they are intended) and only a very limited supply of gowns and N95 masks, if any. Vendor resources are backordered through June. What's the recommended practice at the moment and are there any resources available to help us through the shortage.

Response:
Many facilities are struggling with PPE; the first line of defense is to minimize contact with residents or have just a few staff deliver supplies/meals so that the PPE usage remains low; we are working at the state to procure some N-95 sterilization options. Also see the PPE Request Fact Sheet attached to this FAQ.

21. Question:
- What is the recommended practice when/if we have a resident that presents with symptoms, since we can't properly arm our staff with the appropriate PPE.

Response:
If a resident has symptoms, they are to self-quarantine. The facility should call the local health department for guidance on getting testing AND have the resident or the resident’s primary caregiver call their primary care provider. Also see the PPE Request Fact Sheet attached to this FAQ.

22. Question:
- What if a resident is COVID-19 positive? What if we are currently providing services for a resident? Meaning, doing checks, showers, dressing, etc. Do we continue providing services for them, or will they need self-quarantine, and we remove additional services??

Response:
Be in close contact with your local health department. The KDPH is setting up/has set-up alternate care sites for COVID-19 positive persons in ILF's and LTCF.

23. Question:
- With no congregate activities, more activities must be done one on one, which is difficult to keep the social distancing in apartments. We were doing small groups (5 or less) with residents in their doorways for chair activities and trivia. (staff and residents wearing cloth masks) We do not have the ability to do virtual or have an intercom. Suggestions? Is the resident Activity calendar still required?

Response:
No congregate activities is the safest strategy to avoid the spread of the virus; the 6 feet pertains to essential activities like grocery shopping. Churches cannot hold services with
congregants 6 feet apart; schools/colleges cannot hold classes with students 6 feet apart. Please treat your communities no differently. We recommend that you contact other ALCs to learn about all of the creative one on one activities occurring within their facilities. At this time DAIL will not require an activity calendar but know that it will resume in the future. Please see the following link on how to engage your residents during the pandemic: https://www.ahcancal.org/facility_operations/disaster_planning/Documents/Keeping-Residents-Engaged.pdf

24. **Question:**
   - Can we have specific clarification on whether or not our residents must remain in their rooms - we feel as though we are getting conflicting reports - is it okay if they leave rooms as long as social distancing is being practiced? Or is it just one at a time? Clarify please.

   **Response:**
   Residents should stay #HealthyAtHome as much as possible. If they want to walk, outdoors would be best one at a time with supervision as needed. No group gatherings.

25. **Question:**
   - What's your thoughts on admitting new residents coming in from SNF's that have had positive COVID19 cases?

   **Response:**
   If the new resident had an exposure, then they would have to self-quarantine for 14 days, and this may have to happen at an alternate care site/facility or hotel. Contact your local health department for guidance. It has been proven to spread COVID-19, so we would discourage this.

### Good Links to Visit:

**Official Kentucky COVID19 Information**
www.kycovid19.ky.gov

**Daily News from Kentucky’s Governor**
https://governors.ky.gov/news

**Alzheimer’s Association-Tips for Dementia Caregivers**
https://alz.org/help-support/caregiving/coronavirus-(covid-19)-tips-for-dementia-care
Positive Approach to Care with Teepa Snow
https://teepasnow.com/

Removing (Donning and Doffing) a Disposable Gown and Gloves with Rationale

Managing Stress and Anxiety

“Music Moments”

AFA-Alzheimer’s Foundation of America
https://alzfdn.org/

The National Center for Assisted Living (NCAL)
https://www.ahcancal.org/ncal/Pages/index.aspx

CDC – Preparing Nursing Homes and Assisted Living Facilities for COVID19
https://www.youtube.com/watch?v=p1FiVFx5O78

Webinar-Thursday, April 9, 2020
Topic: COVID19 Assisted Living Guidance Town Hall
Date: Apr 9, 2020 01:42 PM Eastern Time (US and Canada)

Meeting Recording:
https://zoom.us/rec/share/2uNuKZr59VFOH9aT00znAbYvP6rieaa8hCIX-vUlyRt1d_dZVV2DXUGuQOGQvbXB
Access Password: DAIL20

Remember:

Team Kentucky hashtags for social media
#TeamKentucky #TogetherKY #Patriot #HealthyAtHome