



## Fast Facts from the EOEA Conference Call

- Specific regulations regarding landlord/tenant allowance – The DPH has issued a State of Emergency and the Commissioner of DPH has authority to order certain actions based on the state of emergency declared by Governor Baker, such as limiting visitors consistent with the guidelines.
- Actively screening all ALR visitors – Follow policies laid out by EOEA in their guidance yesterday. EOEA will not dictate how it is to be done, but they want to know that it is, in fact, being done.
- Taking temperatures of staff – This is to be done at the beginning of all shifts.
- Taking temperatures of residents – This screening should be performed as long as resident agrees.
- Outside entertainers and visitors for programs and activities – okay to allow as long as they have been screened in accordance with visitor guidelines.
- Reach out to your local public health authority immediately to introduce yourself. They will be your primary point of contact in the event a resident or employee is suspected of having COVID 19.
- If a resident tests positive – get instructions from your local public health department and the medical system. Isolate resident if there are any symptoms, get permission to call the resident’s doctor, arrange for transport to doctor (or where testing can be done) and back. Do not put resident in public transportation or taxi or any form of shared ride. Have plans for this prior to an occurrence. Once this is in motion, the person will be in the public health system and you will receive guidance from public health officials going forward.
- EOEA expectation is for residences to continue to staff appropriately. In the event of many staff call-outs and you’re not able to staff appropriately, use the common email for EOEA in order to provide them with situational awareness. Look at your COOP to ensure appropriate staffing and begin to make plans now. Consider all possible scenarios. Consider staff who may need to remain at home if schools are closed and childcare is an issue. You may need to be more flexible with staff regarding sick policies.
- In the event of staff shortage, EOEA would not allow for unqualified staff to provide care. That is the case currently and EOEA says that it is too soon to address that issue as we are not there yet. That is also the case with service plans. No changes are allowed at this point. Again, for particular challenges or situations at your residence, contact [ALRHelp@MassMail.State.MA.US](mailto:ALRHelp@MassMail.State.MA.US)
- It is prudent to limit the number of people who would be walking in the hallways.
- Medication delivery can be limited consistent with limiting visitors. Residences can permit a nurse to receive all residents’ medications, subject to nurse’s verification of what was received and timely delivery to resident’s unit during this state of emergency, rather than following the usual process of direct delivery from the supplier to the resident’s living quarters.
- PPE needs – consult with your local public health department.
- Difficulty accessing thermometers – management structure must address this; however, EOEA is looking into challenges and they will review and communicate to ALRs.
- Difficulty accessing supplies – management structure must address this as exceptions to the guidelines are not being made right now.
- EOEA will continue to conduct recertification visits and reviews. Additionally, they will validate the presence of any positive staff or resident COVID-19 test results. EOEA staff visiting the building should be screened according to your policy.
- Outside vendors who may enter the building for mandated inspections should be screened according to the visitors’ screening policy issued in the guidance.
- Memory care residents may present difficulties in remaining isolated in the event of symptoms or positive test for COVID-19. There must be a conversation between the ALR, the medical care provider, and the local public health department. EOEA expects that staffing will be appropriate to ensure that the resident remains isolated.

- Essential visits – consult with the local public health department in order to develop a list of visitors who may be considered essential. EOEa doesn't want to overly restrict, but they do expect ALRs to exercise caution.
- Temperature cut-off point is 100.3 degrees F. Temperatures should be taken on everyone who comes into the building and records should be kept. Keep a log (name and address) in the event of the need for tracing. Sanitize pens between users, also.
- Providers noted on the call that the proper thermometers needed for screening visitors and staff are not currently available for purchase. EOEa said they would follow-up with further guidance on that issue. We will provide that additional update as soon as we receive it.
- No allowances are currently being made in overnight staffing patterns in memory care. It is important to keep EOEa informed of issues in the interest of situational awareness, via [ALRHelp@MassMail.State.MA.US](mailto:ALRHelp@MassMail.State.MA.US)
- Communal dining may be an issue if residents are not kept six feet apart, as is recommended per the guidelines. Some ALRs have adopted staggered meal schedules in order to accommodate this requirement.
- Some residences have had issues with mail delivery due to the requirement of taking temperatures of visitors, and mail delivery personnel declining and saying the residence would have to pick up mail at post office as an alternative. EOEa is looking into this.

EOEA has encouraged everyone to utilize the <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19> as the central source of verified information and to check it daily for updates.