



COVID-19 RESIDENT AND FAMILY FAQ

When will you be open to visitors again? – We continuously review local, state, and federal guidelines for having visitors at long term care facilities; once those agencies give the green light we will review our policies and procedures to ensure the safety of our residents, staff, and visitors.

Am I able to drop off a gift for a resident or patient? We know how important your loved one is, we understand you would like to have special items delivered for them. Please see below for instructions on how to drop off items at the Facility.

How are you communicating with residents?

Our incident command officer videotapes a COVID19 update just for residents every week, and it plays on our community share (in house) TV station 51, which they can access in their rooms and plays when Therapeutic Activities (TA) videos are not showing. Any resident possibly impacted by COVID, are notified by nursing.

How are you communicating with staff?

Our COVID Response Team command officer, Michelle Darnold, Director of Quality, meets with all interested staff once a week in our multipurpose room. She covers the number of residents and staff tested along with the results, any new updates from the ICHD, MDHHS, CDC, CMS and LARA, any changes from our Human Resources Department, while leaving time for any questions. Those staff meetings are videotaped so our midnight and weekend teams can view them at their convenience by simply clicking on the "COVID19" icon on our Facility's internal computer system.

How is the Therapeutic Activities department working with residents during this time when you cannot hold group activities?

Our TA team is an amazing group of people with incredible talents. They have developed and are broadcasting Dobbie's very own ACTV Channel and have live taped videos of exercise, sing-a-longs, *Senior Moments with Mary* in which she reads stories, and the popular *Saminal's Planet* – in which the first episode highlighted the animals in our atrium. The team hands out daily schedules of what is showing for the day and we put announcements on the community share (in house) TV channels.



The TA room has been turned into a TV production studio and the ideas are flowing! More items include jokes and riddles, art appreciation, devotionals, relaxation, mystery person guessing game and other fun games. They also schedule movies and documentaries to be shown (from Netflix, Amazon Prime Videos, etc.). Members of the TA staff check in with residents throughout the day on each hall to offer magazines, books, coloring pages, word puzzles, and other supplies for independent leisure. They also work to schedule time outside, weather permitting.

Finally, we want you to know that if a resident has had or will have a birthday during this time it will not go unrecognized! Our Activities team delivers balloons and a small gift to them and our delicious Dobbie Dining Team bakes them a special gourmet birthday cupcake. We also announce their birthday on our community share (in-house) TV channels so staff working with them can say Happy Birthday!

Are residents and patients going outside as weather permits? Yes! Please see number 19 in our “ongoing measures we are taking...” section for more information.

What can we as family members do to help? This question comes up quite frequently and we want you to know how much we appreciate all you are doing for your loved ones and our heroes. Some ideas are – mailing cards and letters to your loved one, decorate a loved one’s window if possible, send cards and letters of encouragement to our staff, have snacks/food professionally delivered to your loved one or our staff, have gifts or flowers professionally delivered to your loved one. If you are mailing or having items delivered please see below for information on how to do so. Items mailed to our entire staff of heroes will be placed in the entrance way for all to see when they come in and leave the Facility; items mailed to a specific neighborhood will be forwarded to that neighborhood for just those staff members to see.

<p>For mailing items to a resident or patient: Resident/patient name & room number Ingham County Medical Care Facility 3860 Dobbie Road Okemos, MI 48864</p>	<p>For mailing to our entire staff: Ingham County Medical Care Facility Attention: ALL STAFF 3860 Dobbie Road Okemos, MI 48864</p>
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<p>For mailing items to specific staff: Ingham County Medical Care Facility Attention: (North Ridge or South Ridge or Rehab) STAFF 3860 Dobbie Road Okemos, MI 48864</p>	<p>To have items delivered to our entire staff: Please note we have almost 400 staff members who work 3 different shifts. If you are interested in having food or snacks delivered to our entire staff, please contact Liz Stoutenburg at lstoutenburg@ingham-mcf.org to work out the details</p>
<p>To have food or snacks delivered to staff on a certain neighborhood or hall: Please contact the unit secretary of that area to work out the details and to get appropriate numbers. For North Ridge (Golden Pond, Blue Lagoon, Green Gables, Redwood Forest) contact Sandy at shigley@ingham-mcf.org or by calling 381-6161. For South Ridge (Main Street, Great Lakes Lane, Garden Way, Red River Road) contact Liz at eshaul@ingham-mcf.org or by calling 381-6144. For Short Term Rehab contact Nicki at nbrasseur@ingham-mcf.org or by calling 381-6012.</p>	<p>For window decorating or visits: Please see instructions on which windows are accessible for which residents on the website under resident, patient, and family FAQ's.</p>



What is ICMCF doing to reduce and prevent the transmission of COVID:

We will keep this list ongoing so that you can always have the entire list.

Ongoing measures we are taking at ICMCF to prevent or reduce the risk of transmission

- 1) All staff are entering through a single door for monitoring.
- 2) Staff temperatures are being taken upon entering the Facility.
- 3) All staff are asked COVID19 screening questions and sanitize their hands upon entering the building and when coming on duty.
- 4) Residents/patients without respiratory signs/symptoms are having their temperature and other vitals monitored twice daily.
- 5) Residents/patients exhibiting respiratory signs/symptoms are having their vitals monitored three times per day while other causes of respiratory signs and symptoms are ruled out such as influenza, RSV, or CHF.
- 6) Residents or patients exhibiting an increased temperature with respiratory signs and symptoms are quarantined in their room until testing is completed, along with their roommate if they have one. When residents are in quarantine, staff working on that neighborhood has access to and will be required to wear full PPE (gloves, gowns, N95 or KN95 masks, and face shields).
- 7) In order to ensure staffing for our non-COVID residents, those with a positive COVID19 test result may be transferred on a temporary basis to a designated HUB or local hospital per the Governor's executive order. Families will receive HUB/hospital contact information so they may still check in on their loved one and our staff will make weekly inquiries to the HUB COVID unit manager and hospital as well. Our need to use HUB's for positive residents will be evaluated continually by the COVID Response Team.
- 8) All direct care staff at ICMCF are always required to wear a KN95 or N95 and face shield, and all non-direct care staff are required to wear a surgical mask at all times. Masks can be removed in designated areas for staff to have a break and eat.
- 9) There are no visitors, volunteers, or unnecessary vendors allowed in the building at this time. Necessary vendors have their temperature checked, are asked the COVID screening questions, have their movement within the Facility limited to only where they need to go and are required to wear a mask the entire time they are in the building.



10) Any hall (no matter its location in the building) with a resident positive case becomes a quarantine hall. All staff providing direct care or having prolonged contact will wear gowns, masks, face shields and gloves for 14 days. If no further cases occur, that hall will go back to normal operations after 14 days. If another case occurs, the 14 days start over from that day.

11) Staff have been instructed to stay home if they are ill and must call our "call-in" line if not coming to work so they can be tracked by our Infection Preventionist. All disciplinary "points" for those calling in with respiratory signs and symptoms are being waived to encourage staff to stay home. Staff who are being tested for COVID and symptomatic, are quarantining at home until results are received. Those with a positive result must stay home until they are approved by the Health Department and are 10 days from symptom onset and fever free for 24 hours. Those with a negative test can return to work but must first show documentation of their negative result before they are allowed back in the building.

12) Per an executive order, we discontinued all communal dining and group activities for residents within the Facility on March 17. Our TA department is working very hard to provide as many activities as possible on a one to one basis.

13) Staff are asked to social distance from each other when possible, such as when on break, punching in, etc.

14) We increased hand hygiene and PPE audits and education throughout the Facility.

15) The Facility is not currently experiencing a shortage of soap, hand sanitizer, or other supplies.

16) All patient admissions and re-admissions from the hospital are kept under COVID-19 droplet precautions for 14 days on our short-term rehab neighborhood. Staff wear a gown, mask, gloves, and a face shield when coming into direct contact with new patients until they are out of quarantine. New admit patients can work with therapists in their room or in the therapy gym. If utilizing the gym, they are the last patients scheduled for the day.

17) Any residents or patients who were sent to the hospital or a HUB with COVID related symptoms but have been cleared by the health department and will have also completed the CDC recommended timeframe of quarantine will be able to return to their own room and will not have to quarantine for another 14 days on our short term sub-acute rehab.

18) Residents who can tolerate wearing a cloth mask are strongly encouraged to do so when leaving their room, however the mask can be removed when outside so they can enjoy the fresh air.



19) Residents are able to go outside with staff and enjoy the weather when appropriate. Residents can remove their mask when outside, but staff are required to keep theirs on. Residents socially distance from other residents when outside.