



## **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. Current regulations allow for visitation as long as we are not under quarantine. Visits can be scheduled using an online system which you can review on our COVID19 home page which is also where you can see current visitation status for both inside and outdoor visits.

**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 the tab on our COVID19 homepage for instructions on how to deliver items to a loved one.

### **How are you communicating with staff?**

Our infection control team sends out weekly COVID updates to all staff via our “COVID19” icon on our internal computer system. Those updates are then posted around the building for staff to review at their convenience.

**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 if my loved one tests positive for COVID-19?** Residents or patients who test positive for COVID-19 are transferred to a state government approved Care and Recovery Center or CRC. DPOA/Guardians will be informed via phone call from the Facility of a positive result and information on which CRC their loved one will be transferred to. Residents/patients will remain at the CRC until they are out of quarantine and then will transfer back to Dobie Road.

**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><b>For mailing items to a resident or patient:</b>  Resident/patient name &amp; room number  Ingham County Medical Care Facility  3860 Dobbie Road  Okemos, MI 48864</p>	<p><b>For mailing to our entire staff:</b>  Ingham County Medical Care Facility  Attention: ALL STAFF  3860 Dobbie Road  Okemos, MI 48864</p>
<p><b>For mailing items to specific staff:</b>  Ingham County Medical Care Facility  Attention: (North Ridge or South Ridge or Rehab) STAFF  3860 Dobbie Road  Okemos, MI 48864</p>	<p><b>To have items delivered to our entire staff:</b>  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 Amy Fountain at <a href="mailto:afountain@dobbieroad.org">afountain@dobbieroad.org</a> to work out the details</p>
<p><b>To have food or snacks delivered to staff on a certain neighborhood or hall:</b>  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 Crystal at <a href="mailto:ctoner@dobbieroad.org">ctoner@dobbieroad.org</a> or by calling 381-6161.</p>	<p><b>For window decorating or visits:</b>  Please see instructions on which windows are accessible for which residents on the website under resident, patient, and family FAQ's.</p>



<p>For South Ridge (Main Street, Great Lakes Lane, Garden Way, Red River Road) contact Sandy at <a href="mailto:shigley@dobieroad.org">shigley@dobieroad.org</a> by calling 381-6144.</p> <p>For Short Term Rehab contact Nicki at <a href="mailto:nbrasseur@ingham-mcf.org">nbrasseur@ingham-mcf.org</a> or by calling 381-6012.</p>	
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**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.

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**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 who have any contact with someone who is positive for COVID 19, even if they are 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) All direct care staff at ICMCF are always required to wear a surgical mask or KN95 or N95 and eye protection, 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.

8) Visitors and vendors have their temperature checked, are asked the COVID screening questions and have their movement within the Facility limited to only where they need to go. All are required to wear a mask the entire time they are in the building.

9) 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.

10) 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 are being tested for COVID weekly or bi-weekly depending on county positivity rates. Those that are 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.

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

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

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

14) All patient admissions and re-admissions from the hospital are kept under COVID-19 droplet precautions for 14 days. 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.

15) Any residents or patients who were sent to the hospital or a CRC 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.



17) 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.

18) 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.