



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.

Do you offer the monoclonal antibodies for residents who test positive? Yes, we can offer the monoclonal antibodies from our pharmacy to treat residents who are eligible that get COVID, part of that is having the Emergency Usage Agreement information available for DPOAs that need to give consent for this treatment. Here is a link to review the fact sheet: [Fact Sheet for Patients, Parents and Caregivers Emergency Use Authorization of REGEN-COV \(casirivimab and imdevimab\) for COVID-19 \(fda.gov\)](#)



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 3860 Dobie Road Okemos, MI 48864</p>	<p>For mailing to our entire staff: Ingham County Medical Care Attention: ALL STAFF 3860 Dobie Road Okemos, MI 48864</p>
<p>For mailing items to specific staff: Ingham County Medical Care Attention: (North Ridge or South Ridge or Rehab) STAFF 3860 Dobie 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 Amy Fountain at afountain@dobieroad.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)</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>



<p>contact Crystal at ctoner@dobieroad.org or by calling 381-6161. For South Ridge (Main Street, Great Lakes Lane, Garden Way, Red River Road) contact Sandy at shigley@dobieroad.org by calling 381-6144. For Short Term Rehab contact Nicki at nbrasseur@ingham-mcf.org or by calling 381-6012.</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 use a self-screening system to enter the building which includes temperatures being taken as well as answering the required COVID19 screening questions.
- 3) Hand sanitizer stations are available at the self-screening kiosk so staff can 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 are required to wear full PPE (gloves, gowns, N95 or KN95 masks, and eye protection).
- 7) All direct care staff are always required to wear a surgical mask or KN95 or N95, and all non-direct care staff are required to wear a surgical mask at all times. When CDC



community risk level is ranked HIGH or SUBSTANTIAL staff are also required to wear eye protection with resident encounters. 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 with our self-screening kiosk system 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) All staff providing direct care in a quarantine area will wear gowns, masks, eye protection, and gloves while the area is quarantined.

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. Staff are being tested for COVID weekly or bi-weekly depending on facility outbreak status and community transmission risk level. 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) Unvaccinated 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 eye protection when coming into direct contact with new patients on quarantine 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) Per the CDC, residents should wear a mask when leaving their room. Masks can be removed during mealtimes. A surgical or cloth mask may be worn by residents.

18) Residents are able to go outside with staff and enjoy the weather when appropriate. Residents socially distance from other residents when outside.