

OPERATIONAL READINESS: LONG-TERM CARE REOPENING CHECKLIST

Guidance to safely and successfully resume full operation across your senior living communities.

Clean Environments Start with Your Team

- Identify heightened high-touchpoint disinfection procedures and create processes and expectations by role. Refer to Long-Term Care Reopening Procedures
- Hold training for both new-hire and experienced employees. Create audit process to ensure proper adherence
- Cross-train staff where applicable to use labor more efficiently and allow for just-in-time cleaning
- Build out schedules for regular and routine cleaning of public spaces



Maintaining Safety and Guest Confidence in Public Spaces

- Monitor capacity in public spaces and move furniture to create adequate social distancing
- Where necessary, provide queuing that is marked for recommended physical distancing
- Provide disinfectant to allow residents and visitors to self-clean equipment before and after use
- Where hand-washing with warm water is not available, provide hand sanitizer for residents, visitors and staff in public spaces
- Post guidance of public space cleaning standards and behaviors for residents and visitors
- In accordance with local guidelines and regulations, build visitor screening policies that will help to protect residents and employees



Safe Hands Everywhere You Need Them

- Provide guidelines and stress the importance of increasing the frequency of hand washing
- Where hand soap and warm water is not available, provide alcohol-based hand sanitizer
- Place hand-washing wall charts and reminders in staff break rooms and restrooms
- Encourage residents and visitors to follow safe hand-hygiene practices



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Keep Your Most Valuable Resources Safe – Your People

- Encourage social distancing across all roles
- If social distancing is not possible, consider adding PPE for associates in line with public health recommendations
- Create safety guidance for housekeeping staff on when and how to safely clean resident rooms, public spaces, visitor check-in and employee spaces
- Communicate sick time policy to staff. Encourage staff to stay home if feeling unwell



Protect Your Long-Term Care Communities and Set Them Up for Success

- Provide reopening checklists to ensure closed spaces are ready to recommission. Refer to Long-Term Care Reopening Procedures
- Advise staff to set up consultations with equipment and chemical providers to ensure your operations are properly working
- Provide management staff with detailed procedures for all spaces in the facility (resident rooms, dining rooms, recreation and others). Refer to Long-Term Care Reopening Procedures
- Equip staff with the correct products to use across all areas of the property



Create a Communication Plan to Instill Confidence in Your Residents, Their Families, and Guests

- Provide details on new cleanliness standards and safety practices to community, family members and in memos on community website
- Have resources available in visitor waiting room and public spaces explaining changes and protocols
- Create procedures to clean public spaces more frequently during public hours.
- Provide transparency on remediation protocol if a resident, visitor or staff member were to be diagnosed with COVID 19



Always follow local guidance when reopening your facility, including guidance on social distancing and other measures to lessen the spread of COVID-19