

# RESIDENTS' FAMILY MEMBERS & STAFF DURING COVID-19

## ≥ 3 CASES OF RESPIRATORY ILLNESS, WITH AN ONSET OF 72 HOURS

(experienced by either resident or staff)

### **FIRST ALERT**

Detailed update that includes current protocols and guidelines that are being followed, and what to expect moving forward.

Sent to staff & resident family members.

# **ONGOING WEEKLY UPDATE**

Short and simple update, with current status of residents/staff.

Sent to staff & resident family members.

# POSITIVE RESIDENT/STAFF TEST RESULT ALERT

Comforting and informative message about the positive test result.

Sent to staff & resident family members.

#### **LAST ALERT**

Message informing that the facility is clear of COVID-19.

Sent to staff & resident family members.

#### **RESIDENT & FAMILY MEMBERS**

#### **TESTING A RESIDENT ALERT**

Alerting that a resident is being tested in the facility.

Sent to staff.

#### NEGATIVE RESIDENT TEST RESULT ALERT

Identifies that the test result was negative.

Sent to staff.

# POSITIVE RESIDENT TEST RESULT ALERT

Clinical, detailed video message about the positive test result.

Sent to staff & resident family members.

#### FIRST WEEKLY UPDATE

Detailed update that includes current protocols and guidelines that are being followed, & what to expect moving forward.

Sent to staff & resident family members.

#### POSITIVE RESIDENT/STAFF TEST RESULT ALERT

Comforting and informative message about the positive test result.

Sent to staff & resident family members.

#### **LAST ALERT**

Message informing that the facility is clear of COVID-19.

Sent to staff & resident family members.

#### **ONGOING WEEKLY UPDATE**

Short and simple update, with current status of residents/staff.

Sent to staff & resident family members.

## STAFF

#### **POSITIVE STAFF TEST RESULT ALERT**

Comforting and informative message about the positive test result.

Sent to staff & resident family members.

#### POSITIVE RESIDENT TEST RESULT

Comforting and informative message about the positive test result.

Sent to staff & resident family members.

#### **ONGOING WEEKLY UPDATE**

Short and simple update, with current status of residents/staff.

Sent to staff & resident family members.

#### **LAST ALERT**

Message informing that the facility is clear of COVID-19.

Sent to staff & resident family members.

\*These boxes denote a positive test result in the midst of your communication plan.

<sup>\*\*</sup>This guide is an interpretation of the CMS Requirements for Notification of Confirmed COVID-19 Among Residents and Staff in Nursing Homes, released on April 19, 2020. It is up to each individual organization to review the reporting requirements and implement their own communication plan.