



COVID-19 – WORKING WITH VENDORS,  
CONTRACTORS AND OTHERS  
March 12, 2020

***PLEASE NOTE: Information is changing rapidly. This information was up-to-date as of 2pm, 3/12/20.***

**As aging services- related communities tighten access to their buildings as a result of the COVID-19 virus, there have been some issues with vendors, contractors, transporters, and deliveries. Following the latest CMS and Maryland Department of Health guidelines for visitors applies to these individuals as well.**

### **Screening for Entry**

Many organizations are now denying access to non-essential visitors. For those who **must** make a direct connection with the facility (which would include vendors who are making deliveries, contract organizations providing therapy, mobile Xray, hospice; transporters; EMS; etc.) these are the current recommendations:

- Whenever possible have deliveries made to loading docks or other entry points away from resident/ patient areas.
- Screen individuals who must enter the building for the following (which may include taking the person's temperature and asking for written confirmation of answers to screening surveys):
  - Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
  - In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID19, or under investigation for COVID-19, or are ill with respiratory illness.
  - International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit:  
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  - Resides in a community where community-based spread of COVID-19 is occurring.

Individuals who meet any of the criteria above should not be allowed in the facility at all, until they no longer meet the criteria above.

### **If Entry to the Building Is Then Allowed, CMS Recommends:**

- Insist upon hand washing or hand sanitizing
- Offer PPE for individuals entering the facility (if supply allows)

- Provide instruction, before visitors enter the facility and residents' rooms, on hand hygiene, limiting surfaces touched, and use of PPE according to current facility policy while in the resident's room.
- Instruct visitors to limit their movement within the facility to the minimum required
- Promote safety by suggesting limited physical contact and social distancing
- Advise visitors to report to the facility any signs and symptoms of COVID-19 or acute illness within 14 days after visiting the facility.

**If there are Difficulties:**

If these outside individuals are resistant to following protocols there are several options:

- Reason with the individual and share with them copies of CMS and Maryland Department of Health guidelines
- Ask to speak with their supervisor by telephone
- If necessary escalate up the corporate chain
- Report the situation to LeadingAge Maryland

***We are finding that several companies (a large food vendor, for example) have now provided guidance to their employees asking them to comply with individual facility requirements.***