



Coronavirus: Responses from QA Members

AASC continues to monitor the growing impact of COVID-19 and advocate for our members and their residents. AASC has asked our Quality Assurance Members about what their respective organizations are doing as it relates to COVID-19. AASC recognizes that the response to this outbreak will be made at the organizational level until local or federal guidance is issued. This list is representative of what member organizations are doing but should not be seen as AASC's recommendations for managing COVID-19 at the property level. AASC commends our members as they support those that are the most at-risk and the most impacted during this public health situation.

- Educational/wellness programming has been discontinued. Properties are tracking residents and staff who have symptoms or have recently traveled to highly infected countries.
- Employees have been asked to self-quarantine if they show any symptoms or if they've traveled to a highly infected country in the last two weeks.
- Organizations are educating staff on coronavirus and expectations of staff, including for SCs to make contact with local health department officials. SCs are to limit the number of outside visitors coming onto properties and residents congregating together.
- Leadership is exploring how to support those who feel uncomfortable visiting multiple sites or traveling to sites working remotely on a case-by-case basis. SCs will be asked to provide contact information that residents can use in case they must work remotely.
- SCs are to follow recommendations from the Department of Public Health to consider canceling non-essential events attended by older adults.
- SCs were required to show company-created PowerPoints to residents. Companies are requiring staff to post CDC information in common areas for residents.
- Organizations are restricting snacks during education/wellness programming that still take place.
- Assessments are recommended to be done in the SC's office instead of in residents' homes.
- Service coordinators are working to balance residents' fears while disseminating information. It has been witnessed that residents are so fearful of getting Covid-19 that they are lashing out at anyone who sneezes, coughs, etc. It was indicated that site staff should be aware of a growing "bullying mentality" in response that staff and other residents could be carriers of COVID-19.
- Temporary restrictions have been placed on travel for large meetings or gatherings. When at all possible utilize technology solutions to receive education and host virtual meetings.