

Sterling Healthcare and Rehabilitation Reopening Implementation Plan

Sterling has developed this plan by using the guidance provided by state and federal Agencies (PA Department of Health and CDC). Please be advised that due to ongoing testing for COVID-19 for staff and residents, many parts of this plan including visitation are subject to change if we have a confirmed/suspected case of coronavirus. In the event of a confirmed positive case of COVID-19 for either a staff member or resident, visitation will be suspended until further notice.

Sterling Healthcare and Rehabilitation will plan to reopen with the following guidelines to be in compliance with the Pennsylvania Department of Health's Guidance for Reopening for Skilled Nursing Facilities/Nursing Homes.

The Pennsylvania Department of Health (PADOH) guidance for reopening provides successive steps in which certain criteria must be met:

Step 1

The facility must meet all the Prerequisites, including the baseline universal test for COVID-19 administered to staff and residents.

Step 2 (Limited Scheduled Visitation Begins)

*The facility must meet all the Prerequisites, including the baseline universal test for COVID-19 administered to staff and residents **AND** Have the absence of any new facility onset of COVID-19 cases for 14 consecutive days since baseline COVID-19 testing.*

Step 3

After entering Step 2 - Have the absence of any new facility onset of COVID-19 cases for 14 consecutive days.

The "Steps" provide parameters to certain functions within the facility while still maintaining proper Infection Control, Social Distancing, and adherence to the PADOH guidance. An increase in the number of residents to participate in group activities, restarting a form of communal dining, potential outings, entrance of Non-Essential Personnel, indoor versus outdoor visitation, and potential entrance of volunteers are affected based on the "Step" the facility is in.

Please be aware that at any time the facility has a confirmed case of COVID-19, it will revert back to the guidance provided by PADOH where all the aforementioned items will be halted. The facility must then go 14 consecutive days without any confirmed cases to achieve STEP 1 again and then another 14 consecutive days without any confirmed cases to achieve STEP 2 in which limited scheduled visitation can commence.

Sterling Healthcare and Rehabilitation was surveyed by PADOH on 07/17/20 to determine that the facility was adequately preventing the Transmission of COVID-19.

Sterling Healthcare and Rehabilitation Reopen Date: August 26, 2020 at Step 2

Prior to reopening, the state of Pennsylvania stipulated a list of prerequisites that the facility has had to complete and/or have in place.

Below is a brief description of those items:

- Baseline Testing for Staff and Residents was started on 5/26/20 and completed 7/24/20.
- The facility utilizes two private labs for testing and has the capacity to test residents showing symptoms within 24 hours.
- The facility has the capacity to test staff and residents should an outbreak occur by utilizing two private labs.
- Staff and any visitors are screened upon entering the facility. Any individual that fails the screening will be prohibited from accessing any other areas of the building until requirements are met. The individual will be asked to leave and follow up with their Physician for further instruction. All new hires are tested for COVID-19 prior to employment.
- Residents have the right to decline testing provided by Sterling. Staff that decline to be tested by the facility will be asked to be tested offsite and provide a copy of test result. If a staff member refuses to be tested either at the facility or offsite, the staff member will be removed from the schedule.
- The facility follows the PA-HAN-509 guidance related to cohorting or isolation for diagnosis of COVID-19.
- The facility currently has an adequate supply of Personal Protective Equipment (PPE). Sterling also has the ability to purchase directly and through its Management Company which also provides access to PPE and distributes it to the facility weekly and as needed.
- There are no issues with staffing currently. Should any issues arise; the facility will utilize staffing agencies and initiate the Staffing Contingency Plan in the facility's Emergency Preparedness Plan (EPP).
- Should the county be deemed in the RED phase, the facility will contact families and staff through various means: website, Facebook, letters, phone calls, face-to-face, and emails to alert families of the change in reopening status. Staff will be alerted immediately of the change.

Screening Protocols

Residents - Residents are assessed several times a day. Residents will be tested for COVID-19 if they are exhibiting any symptom related to COVID-19 (i.e., exhibiting cold/flu like symptoms, gastrointestinal issues, and cough.) If applicable, the resident's roommate will also be tested for COVID-19. The facility will follow the guidance from **PA-HAN-509** if any room changes need to be made in regard to a positive or suspected case.

Staff - All potential new hires will be tested for COVID-19 prior to employment. All staff are required to be screened for COVID-19 symptoms and/or exposure at the receptionist desk-prior to clocking in for duty and entering any resident care area. If any staff member does not pass the screening protocols, they will not be allowed to work until all requirements are met.

Healthcare Personnel Who Are Not Staff - All healthcare personnel who are not staff are required to be screened for COVID-19 symptoms and/or exposure at the receptionist's desk prior to entering any resident care area. If any healthcare personnel, who are not staff, do not pass the screening protocols, they will not be allowed to enter any resident care area until all requirements are met.

Non-Essential Personnel - All non-essential personnel are required to be screened for COVID-19 symptoms and/or exposure at the receptionist desk prior to entering any resident care area. If any non-essential personnel do not pass the screening protocols, they will not be allowed to enter any resident care area until all requirements are met.

Visitors - All visitors are required to be screened for COVID-19 symptoms and/or exposure at the receptionist desk prior to entering any resident care area. If any visitor does not pass the screening protocols, they will not be allowed to enter the facility until requirements are met. It will be recommended that visitors who do not pass the COVID-19 screening contact their Health Care Provider.

Volunteers – Sterling Healthcare and Rehabilitation, at this time, will not be utilizing volunteer assistance. Sterling will re-evaluate the utilization of volunteers as it enters Step 3.

Please note that if any of the aforementioned groups enter the facility, they will be required to wear a face covering and follow state and federal guidelines as they pertain to infection control and use of PPE.

Dining

The facility will provide limited communal dining for residents that are able to eat outside of their rooms and are not positive for COVID-19, suspected for COVID-19, or having any symptoms related to any illness. Sterling has dining areas on each of its floors; residents will utilize the dining area that is located on their floor.

The dining areas will be setup to allow for adequate social distancing which will limit the amount of residents in the dining area during meal service. The staff will use appropriate infection control procedures and utilize cleaning schedules to prevent the spread of any infection.

Activities

Regardless of the “Step” the facility is operating within, limited group activities will also commence. Each “Step” increases the amount of residents that are allowed to participate.

Step 1 – Up to 5 residents only

Step 2 – Up to 10 residents only

Step 3 – More than 10, but dependent on the ability to maintain social distancing and proper infection control.

The facility will continue to do in-room activities. Limited group activities will be conducted in the resident dining areas that correspond to the resident’s floor. The type of activities that will be conducted will allow for adequate social distancing and eliminate the use of games that require sharing items. At this time, outings will not be part of the facility’s reopening plan. As always, staff will use appropriate infection control procedures and utilize PPE while conducting activities in the dining area(s). These areas will also have an increased cleaning regimen to prevent the spread of any infection.

Entrance of Non-Essential Personnel

Per the PA DOH Guidance for Reopening, Step 2 allows the entrance of Non-Essential Personnel deemed necessary by the facility with screening and additional precautions including social distancing, hand washing and universal masking. Non-Essential Personnel is defined by the PA DOH as “a contractor or other non-essential personnel.” Step 3 allows for all Non-Essential Personnel to enter the facility with screening and additional precautions including social distancing, hand washing and universal masking. Sterling Healthcare and Rehabilitation will allow Non-Essential Personnel visits to resume at Step 2 on an individual basis with screening and additional precautions including social distancing, hand washing and universal masking. At no time will a resident that is suspected or confirmed with COVID-19 be seen by any of these personnel to prevent the spread of infection as communication of who can be seen will be reviewed prior to entrance in the facility.

VISITATION

Step 2 and Step 3 allow for scheduled visitation. Step 2 emphasizes outdoor visits rather than indoor visits, but allows for indoor visits in neutral zone areas due to inclement weather. Step 3 allows for indoor visits in neutral zone areas and visits in resident rooms only if the resident is unable to be transported to one of the neutral zone areas.

Hours/Length of Visitation and How to Schedule a Visit

Visitation will be during the following hours only:

Monday – Friday (10am-12pm), (3pm-5pm)

Saturday – Sunday (11-12pm), (2pm-3pm)

Due to the high volume of requests for visits, each visit can only be up to 30 minutes in length to accommodate as many visits as possible.

Visitation will be scheduled to ensure that the facility is adhering to the guidance provided by state and federal agencies in regard to social distancing and Infection Control. Any resident that is currently diagnosed with COVID-19 will have visitors prohibited for at least 21 days from the date of diagnosis. Any newly admitted or readmitted resident will have visitations restricted for the duration of their isolation period. We will inform you if you are not able to visit your loved one should their condition change in regard to COVID-19 (suspicion or confirmed case) or any other type of suspected or confirmed infection.

To Schedule a Visit

Please email/call the Social Service Department and ask to speak with Maura Lemke or Melva Williams. Email is preferable. If emailing, please email both Maura and Melva. The contact information for both is below:

EMAIL: mlemke@sterlinghcr.com; mwilliams@sterlinghcr.com

PHONE: For Maura Lemke 610-566-1400 EXT 434, For Melva Williams 610-566-1400 Ext 433

To submit your request for visitation, please provide the following:

- Date and Time of your visitation request (Please schedule with aforementioned times listed previously)
- Your Name
- Name of the other individual (if applicable)
- Name of the Resident you are requesting to Visit

Once your request has been submitted, someone from the Social Services Department will be in contact with you to confirm your request. Please be advised that your request is not complete or scheduled unless it is confirmed by a Social Services staff member. Any visitors that arrive at the facility without a CONFIRMED visit request will not be able to visit and will be asked instead to schedule and receive confirmation prior to returning. Please allow up to 24 hours for confirmation.

*Residents that near end of life will have prioritized visits.

Location and Number of Visitors – Per visit

Only TWO visitors are allowed per visit – We understand the need for resident and visitor interaction, but we also want to ensure that we are cautious in the number of visitors we are having in the facility to protect both staff and other residents. Children 2 and over count as part of the two visitor limit. Also, per the PADOH Guidance for Reopening, Children 2 or older must wear a mask and be adequately supervised to ensure social distancing and infection control.

The location of your visit will be in the main lobby; it is a “neutral zone.” There will be tables set up in the main lobby with a Plexiglas in the middle of the tables. These areas will have an increased cleaning rotation due to the visits that will be taking place.

Potential In-Room Visits (Step 3 only)

The facility will determine whether or not your loved one can be transported safely to the visitation area before confirmation of location of your visit and inform you once their capability has been established. For those visits that have been deemed necessary to visit in the resident room, additional PPE is required to prevent the spread of any infection. Those in this category will be required to wear a gown, gloves, masks, and be required to appropriately don and doff this PPE once exiting the resident room. Staff will assist in showing you the appropriate technique in utilizing the additional PPE once you arrive at the facility for your visit after confirmation.

Required Personal Protective Equipment (PPE) and Infection Control During Your Visit

For any visit, it is required that all people involved in the visit are wearing a face covering. If you do not have a face covering, a mask will be provided to you. You must wear your face covering/mask at all times during your visit. A face covering/mask is worn properly when it covers your nose and your mouth. A face covering/mask is one of the best tools that help prevent the spread of COVID-19 not just for yourself, but for the resident as well. Please ensure you are using an alcohol-based hand rub, which is available at the reception desk for use before and after your visit.

Please ensure that you are also providing at least a 6ft distance between you and the resident.

Food and Drinks are not allowed to be consumed during the visit. Your loved one will also be wearing a face covering/mask as applicable.

Not following proper mask use, social distancing, and infection control will increase the potential of spreading infection.

What to Expect the Day of the Visit

If at any time you are not feeling well and have a cough, fever, sneezing, cold symptoms, flu symptoms, gastrointestinal issues, runny nose, etc., please do not visit the facility.

When you enter the facility:

The receptionist will provide a mask to you if you do not have one available. You will also be required to have your temperature taken. If you have an elevated temperature (99.5 or higher) or are exhibiting the aforementioned symptoms, you will be asked to leave the facility.

Once you have cleared the screening, a staff member will bring you to the table located in the main lobby for your visit. Do not attempt to visit your family member in their room. Your loved one will be transported to your visit location and also taken back to their resident area once the visit is complete.

Questions

Please contact Sterling Healthcare and Rehabilitation Center at (610) 566-1400 and you will be directly connected to the appropriate person that can answer your questions. Thank you and stay safe!