



Policies, Procedures and Training Requirements during COVID 19 for the Washington State LTC Ombudsman Program

Section 1.0 REQUIRED TRAINING – INFECTION CONTROL AND PERSONAL PROTECTIVE EQUIPMENT (PPE) IN LONG-TERM CARE SETTINGS

➔ Prior to visiting a facility, all LTC Ombuds must review the training materials (videos and documents) that are available through the links below. The total amount of time needed is approximately 4 hours.) Pace yourself to ensure you complete all the required materials prior to entering a facility.

CDC written materials can be downloaded and printed in multiple languages. If you would like assistance with access, please contact your supervisor or the State LTC Ombudsman Program at (253) 838-6810.

REQUIRED SELF-STUDY (Recommend reading in order below)

1. Responding to Coronavirus in Nursing Home, CDC. (April 2020)
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-responding.html>
(Document or website: Approximately 30 minutes)
2. Preparing for COVID-19 in Nursing Homes, CDC (June 2020)
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>
(Document or website: Approximately 60 minutes)
3. Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic (July 15, 2020)
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>
(Document or website: Approximately 60 minutes)
4. Considerations for Memory Care Units in Long-Term Care Facilities, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/memory-care.html>
(Document or website: Approximately 15 minutes)
5. Social Distancing, Isolation and Quarantine, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
(Document: Approximately 20 minutes)
6. Using Personal Protective Equipment (YouTube), CDC
<https://www.youtube.com/watch?v=YYTATw9yav4&t=18s>
(Video: Approximately 12 minutes)
7. Face masks Do's and Don'ts (PDF only), CDC
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/hcp/fs-facemask-dos-donts.pdf>
(Document: Approximately 2 minutes)

8. COVID-19 Strategies for Optimizing PPE, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>
(Document or website: Approximately 10 minutes)
9. Strategies for Optimizing the Supply of Eye Protection, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/eye-protection.html>
(Document or website: Approximately 15 minutes)
10. Handwashing and hand sanitizer use, CDC
<https://www.cdc.gov/handwashing/index.html>
(Document or website: Approximately 15 minutes)
11. What you Should know about Handwashing (YouTube), CDC
<https://www.youtube.com/watch?v=d914EnpU4Fo&feature=youtu.be>
(Video: Approximately 2 minutes)
12. When to use Gloves, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html>
(Document or video: Approximately 10 minutes)
13. COVID-19 Fact Sheet by the Washington State Dept. of Health
<https://www.doh.wa.gov/emergencies/NovelCoronavirusOutbreak2020/FactSheet>
(Document: Approximately 2 minutes)
14. Older Adults and COVID-19, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>
(Document or website: Approximately 15 minutes)
15. People with Certain Medical Conditions, CDC
<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>
(Document or website: Approximately 40 minutes)

Section 1.1 POLICIES AND PROCEDURES — PPE AND OTHER SUPPLIES

 Prior to visiting a facility, all LTC Ombuds must review and become familiar with the policies and procedures set forth below.

Individual facilities will vary on their policies for infection control and PPE. The ombuds must ask the facility about their requirements for PPE. All facilities will require the ombuds wear a face mask and eye protection, either a face shield or eye goggles.

PPE Toolkits



Local LTCOPs will provide “PPE Toolkits” to all ombuds planning to visit residents. Ombuds must carry the PPE Toolkits in their vehicles or on their person in order to ensure that the proper PPE is on hand. Do not use the facility’s PPE supplies.

Below is a list of required and optional items that will be available in the PPE Toolkits, followed by additional details and explanations for the use of these items.

Required Items in PPE Toolkits (to be provided by local LTCOP):

- a. One surgical mask
- b. One cloth face covering or face mask (see below)
- c. Hand sanitizer
- d. Disinfectant wipes
- e. Two baggies for soiled items
- f. Eye Goggles
- g. Face shield

Optional Items in PPE Toolkits (to be provided by local LTCOP)

- a. Gloves
- b. Fanny pack or tote bag
- c. Handheld notebook and pen/pencil

PPE Toolkits and Policies



A. Facemasks or face coverings:

Wearing face masks is required for all types of visits. They are a key form of “source control,” which means the measures intended to prevent the spread of COVID-19. If an ombuds cannot wear a face mask they will be asked to continue serving remotely.

To conserve PPE, which are in limited supply across the country , Ombuds will wear the same face masks, goggles and face shields when visiting multiple residents in the same home or facility, except in the unlikely event that the PPE becomes soiled or damaged. Ombuds will follow CDC guidelines on conserving PPE.

Cloth Face Coverings – All ombudsmen must wear disposable medical surgical masks, unless the facility policy allows visitors to wear cloth masks. Cloth facemasks according to the CDC are NOT considered PPE. The CDC and DOH allow cloth face masks to be worn while visiting *outdoors* and practicing 6-foot social distancing.

The material and construction of the cloth mask must meet the World Health Organization (WHO) recommendations for the use of face masks. A tight cotton weave mixed with synthetics is better than an all-cotton material mask. When held up to the light, no light should pass through the fabric. One ply cloth face masks are not acceptable. A surgical mask is better for source protection than a one-ply cloth mask. The more layers of fabric the better. Two-ply mask with a removable filter or a three-ply

fabric mask is acceptable. Masks must be washable. Please see the CDC training on the use of PPE at the beginning of this document on Page 1.

Disposable medical face masks – All LTC Ombuds will use medical 3 ply masks supplied by the program as the baseline PPE unless you have permission from the facility to use a cloth mask.

Disposable medical masks can be reused if not soiled or damaged. See required CDC training and guidelines about the use of PPE, donning and doffing (putting on and taking off), the care and storage of your medical face mask. You will be provided a supply of medical masks to use for visits.

 You **MUST** wear a face shield OR eye goggles along with the face mask.

Eye Goggles – Protective eye wear.

Per CDC requirements, all staff and visitors, including Long-term Care Ombuds, must wear protective eye covering such as eye goggles or a face shield (see below) when inside a LTC facility building. If an ombuds cannot wear protective eye covering, they are not allowed to enter the LTC facility buildings. Please follow the facility's policy on eye protection. Some facilities require everyone to wear face shields instead of goggles.

Eye glasses are NOT considered PPE, and do not offer protection. But eye glasses can be worn under protective eye goggles or a face shield. Please let your supervisor know if you require goggles or face shield that will fit over eyeglasses. **For the eye goggles you receive in your PPE Toolkit, adhere to the recommended manufacturer instructions for cleaning and disinfection.**

Face shields- Face shields, like eye goggles, provide a layer of protection from liquids, splatter and droplets. Some facilities require all staff and visitors, regardless of proximity to the resident to wear face shields. Face shields are a good physical barrier to keep you from touching your mask or face. Keep your face shield in your car just in case you need it. Face shields are cleanable and re-useable. Please follow the CDC training on PPE.

Your local program will supply you with a face shield. Some face shields have built-in goggles, and some do not. If you have a preference please notify your ombuds supervisor.

Adhere to recommended manufacturer instructions for cleaning, disinfecting and storage.

 B. **Other PPE supplies**

Hand sanitizers- You will need hand sanitizer on your person during your visits to facilities. Follow facility policies about handwashing and hand sanitizers. Use sanitizer often, before and after you enter a resident's room, before and after you take off your mask, and before and after you enter the facility building. Some facilities may require you to wash your hands before, during and after you enter the building. Please follow the facility policy and review hand washing and hand sanitizer training by the CDC.

Disinfectant wipes and baggies- carry a supply of wipes and baggies on hand to wipe clean your notebook, your bags, and any pens/pencils. We discourage you from bringing in items that can bring germs and virus into the building, such as purses, backpacks and large bags.

A word about Gloves and Gowns:

Gloves and gowns are considered PPE to be used by healthcare professionals who work in close proximity to residents, providing care or expect to need protection from liquids or bodily fluids. LTC Ombuds will not be providing care and will not be in close proximity to residents or others while they are performing ombuds duties. Gloves and gowns are not to be used for LTC Ombuds activities.

Disinfectants such as cleaning wipes are difficult to purchase at this time. As soon as the program is able to purchase wipes, we will distribute a supply to each local program. In the mean time we recommend that you use rubbing alcohol or disinfectant and paper towels to clean pens, notepads, purses and bags that you use while doing ombuds work. You should wipe down items before you enter into the building and after. If you set your items down, clean the items before meeting with another resident or moving in between resident rooms.

OPTIONAL ITEMS FOR OMBUDS:

 We urge LTC Ombuds to keep personal belongings such as purses and large tote bags in your car. The less you carry the less risk to bringing in germs and contagions. The following will be offered to ombuds and are optional.

Notebooks, organizers, tote bags or fanny packs (optional)- The program will supply visiting ombudsmen fanny packs that allow you to carry your personal items (keys, wallet, phone and ID, etc.) around your waist or over your shoulder. These bags are light weight.

An option to a fanny pack is using a small washable tote bag to carry your personal items. Please supply your own or check with your supervisor about the availability of a tote bag supplied by the program. The idea is to keep it on your person while visiting residents, to discourage setting it down on the floor or furniture, minimizing contact with surfaces.

The program will supply ombuds with the option of small handheld notebooks with pens for program journal notes. Or 8 ½" x11" sized padded portfolios that have an inside pocket to hold materials, paper, business cards and pen. The portfolio surface can be wiped clean. Both are optional.

Please keep baggies available for the disposal of soiled or used items and to keep clean and dirty items separated. You can write on the bags "Clean" "Dirty" in advance and place these baggies in your vehicle or carry it on your person. You can pick up a supply of plastic and paper bags from your local ombudsman program.

Other Web Resources

 Visit the following websites often for periodic updates on COVID-19:

- Washington State Department of Health's web page "Frequently Asked Questions". Updated daily for new information. Covers all the basic questions about COVID-19 for yourself and family members.
<https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/FrequentlyAskedQuestions>

- Washington State Department of Health “Long-Term Care Facilities” to learn more about ordered testing and infection control guidelines and directives in Washington State. Click on left hand tab for long-term care.
<https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/HealthcareProviders/LongTermCareFacilities>
- Governor Inslee “Safe Start” Reopening plan for Washington and Proclamations Updates
<https://www.governor.wa.gov/>
- Visit Washington State LTC Ombudsman’s Program webpage for COVID for periodic updates.
<https://waombudsman.org>
- COVID DOH: Risk Assessment Dashboard. This dashboard provides an overview of data used to decide whether it’s safe for a county to enter a new phase of reopening.
<https://coronavirus.wa.gov/what-you-need-know/covid-19-risk-assessment-dashboard>
- FamHelp: Facilities with Confirmed Cases of COVID-19. A list of skilled nursing homes and assisted living facilities reports confirmed cases of COVID-19 among staff and/or residents. The list was developed from provider self-reporting and public reporting to Residential Care Services (RCS) Complaint Resolution Unit (CRU). Providers will remain listed until RCS receives a report that the facility no longer has any confirmed cases of COVID-19.
<https://www.dshs.wa.gov/altsa/famhelp-facility-status-and-information>

Optional Readings and Videos:

- Your Mask Cuts Own Risk by 65 Percent, UC Davis
<https://www.ucdavis.edu/coronavirus/news/your-mask-cuts-own-risk-65-percent>
- Video for above article:
https://youtu.be/T44WU_ZWHsc
- Can Masks Save Us from More Lockdowns? Here's What the Science Says
<https://www.npr.org/sections/health-shots/2020/07/23/894425483/can-masks-save-us-from-more-lockdowns-heres-what-the-science-says>
- A Users guide to masks: What’s Best at Protecting Others and Yourself, July 1, 2020
<https://www.npr.org/sections/goatsandsoda/2020/07/01/880621610/a-users-guide-to-masks-what-s-best-at-protecting-others-and-yourself>
