

Communication is Key

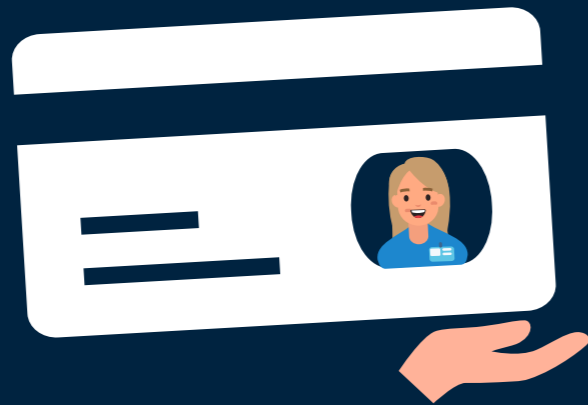
Staff-to-Residents

Consider these ideas to strengthen communication between residents and staff.

Name Tags

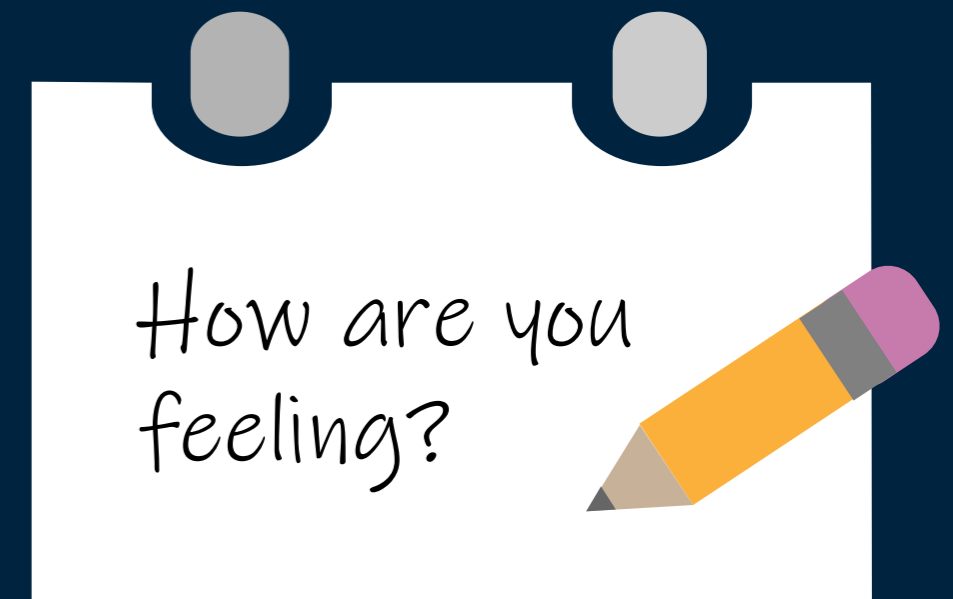


Create **name tags** with a prominent photo of each staff member including name and title. This will assist residents in identifying caregivers who are wearing PPE that obscures their face.



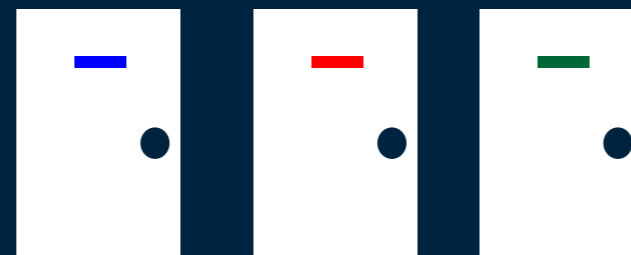
Communication Boards

Wearing PPE may make it difficult for hearing impaired residents to understand. Consider basic **communication boards** in each resident's room to ask the resident questions in writing.



Color Coded Doors

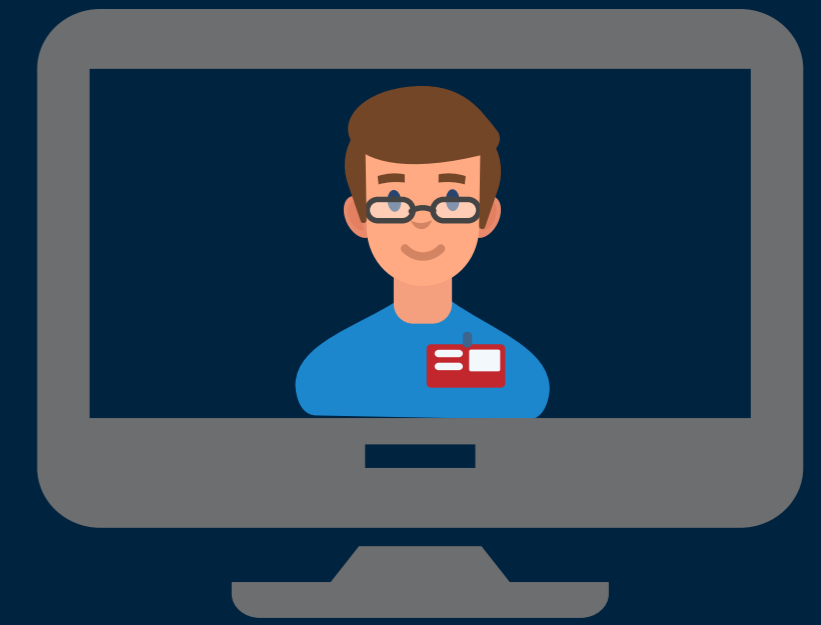
Develop a **color-coding system for doors** regarding COVID-19 status to remind staff to use appropriate PPE per resident need.



Communication is Key

Facility-to-Outside Parties

Consider these ideas to strengthen communication with families and outside ancillary providers.



Window Visits

Video, outdoor, social distanced or **window visits** between residents and families. Consider marking room numbers on windows to assist visitors in locating their loved ones' room.

Telehealth Visits

Telehealth visits for medical consultant providers such as podiatrists or dentists. Ensure proper cleaning/disinfecting of equipment used by these consultants.



Communication is Key

Customer Service

Consider these ideas to strengthen your customer service efforts.

Memorial Services

Plan for a **memorial/remembrance service** following social distancing guidelines when acute management of the crisis has resolved sufficiently to allow for reflection and shared condolences.



Facility Website Updates

Protocols should be in place to notify residents and families regarding COVID status per all local, state and federal regulations. Possible ways to achieve this include **updating the facility website daily** to inform families or utilizing a robocall system, group texts, email blasts, etc.

