Coronavirus Preparation and Response at Your Community

“What You Can Do Now” Checklist

Communications

❑ Stay informed and regularly check official sources for updated information
❑ Educate your community members and interested parties about the coronavirus
❑ Avoid sharing and spreading misinformation that can cause added stress and anxiety
❑ Create a plan for regular communication to residents and their families, staff, visitors, and vendors
❑ Remind staff of relevant policies, such as privacy, HIPAA, and social media policies
❑ Determine how and where you will update your community members and interested parties (website, social media, letters, etc.)
❑ Establish a spokesperson at your community who can respond to media inquiries if needed

Operations

❑ Review and practice emergency preparedness plans and protocols for infection control
❑ Be sure your teams understand roles and expectations in emergency preparedness plans
❑ Be extra vigilant when cleaning, performing housekeeping, and preparing food
❑ Regularly monitor the respiratory health of your residents and staff
❑ Remind community members to take precautions and preventive actions regarding hygiene practices
❑ Evaluate the need for additional relevant supplies or medications
❑ Create a plan for limiting visitors to the community if it becomes necessary
❑ Create a plan for cancelling or limiting activities or altering meal services as needed
❑ Make arrangements and prepare for the possibility of operating with limited staff