

## Reopening Implementation Plan for the Pennsylvania Department of Human Services’s Interim Guidance for Personal Care Homes, Assisted Living Residences and Private Intermediate Care Facilities During COVID-19

FACILITY INFORMATION	
This section contains the name and location of the facility along with contact information for an individual designated by the facility. That individual does not have to be the Administrator but should be someone available to respond to questions regarding the Implementation Plan.	
<b>1. FACILITY NAME</b>	
Willow Valley Communities, The Glen	
<b>2. STREET ADDRESS</b>	
675 Willow Valley Square	
<b>3. CITY</b>	<b>4. ZIP CODE</b>
Lancaster	17602
<b>5. NAME OF FACILITY CONTACT PERSON</b>	<b>6. PHONE NUMBER OF CONTACT PERSON</b>
Francisco Rivera Jr	717.464.6870

DATE AND STEP OF REOPENING
The facility will identify the date upon which all prerequisites will be met to begin the reopening process and the Step at which the facility will enter reopening. Those facilities that experienced a significant COVID-19 outbreak will identify the date the Department of Health survey was conducted (that is required prior to reopening).
<b>7. DATE THE FACILITY WILL ENTER THE REOPENING PROCESS</b>
11/7/2020
<b>8. SELECT THE STEP AT WHICH THE FACILITY WILL ENTER THE REOPENING PROCESS – EITHER STEP 1 OR STEP 2 (CHECK ONLY ONE)</b>
<input type="checkbox"/> <b>Step 1</b> <i>The facility must meet all the Prerequisites included in the Interim Guidance for Personal Care Homes, Assisted Living Residences and private Intermediate Care Facilities During COVID-19</i>
<input checked="" type="checkbox"/> <b>Step 2</b> <i>The facility must meet all the Prerequisites, including the baseline universal test for COVID-19 administered to staff and residents (in accordance with the <a href="#">June 26, 2020, Order of the Secretary of Health</a>)</i> <b>AND</b> <i>Have the absence of any new facility onset of COVID-19 cases for 14 consecutive days since baseline COVID-19 testing</i>
<b>9. HAS THE FACILITY EXPERIENCED A SIGNIFICANT COVID-19 OUTBREAK? (IF NO, SKIP TO #11)</b>
No

STRATEGY FOR TESTING, COHORTING, PERSONAL PROTECTIVE EQUIPMENT, AND STAFFING
To ensure the facility has taken appropriate measures to protect residents and staff, descriptions of those strategies are required in this section (prerequisites to enter the reopening process).

## STRATEGY FOR TESTING, COHORTING, PERSONAL PROTECTIVE EQUIPMENT, AND STAFFING

10. DATE RANGE FOR THE BASELINE UNIVERSAL TEST ADMINISTERED TO STAFF AND RESIDENTS (BETWEEN JUNE 14, 2020 AND AUGUST 31, 2020) IN ACCORDANCE WITH THE [JUNE 26, 2020, ORDER OF THE SECRETARY OF HEALTH](#)

7/20/2020 to 7/22/2020

11. DESCRIBE THE ABILITY TO HAVE COVID-19 DIAGNOSTIC TESTS ADMINISTERED TO ALL RESIDENTS SHOWING SYMPTOMS OF COVID-19 AND TO DO SO WITHIN 24 HOURS

Willow Valley Communities has a contract with Clarity Labs for universal testing. LGH lab and the Department of Health (DOH) lab are used for symptomatic Residents

12. DESCRIBE THE ABILITY TO HAVE COVID-19 DIAGNOSTIC TESTS ADMINISTERED TO ALL RESIDENTS AND STAFF IF THE FACILITY EXPERIENCES AN OUTBREAK, INCLUDING ASYMPTOMATIC STAFF

Willow Valley Communities has the resources need to test all residents and Team Members should there be an outbreak. The Glen, Personal Care, has completed four rounds of universal testing of all Residents and Team Members.

13. DESCRIBE THE PROCEDURE FOR TESTING OF NON-ESSENTIAL STAFF AND VOLUNTEERS

All non-essential staff and volunteers would be tested through Clarity Labs and also at regular intervals through universal testing.

14. DESCRIBE THE PROCEDURE FOR ADDRESSING RESIDENTS OR STAFF THAT DECLINE OR ARE UNABLE TO BE TESTED

Asymptomatic Residents who refuse or are unable to be tested would be placed in a yellow zone and isolated for 14 days while they are monitored for COVID-19 symptoms. Symptomatic Residents will be tested and if positive, placed in a Red zone for recovery. Team Members who decline testing are assigned a work schedule according to DOH zone guidelines. Team Members who choose not to comply with reassignment requirements are placed on a 10 day unpaid personal leave for reconsideration. If the Team Member still cannot comply, they will be considered to have voluntarily terminated their employment.

15. DESCRIBE THE PLAN TO COHORT OR ISOLATE RESIDENTS DIAGNOSED WITH COVID-19 IN ACCORDANCE WITH [PA-HAN-509](#) PURSUANT TO SECITON 1 OF THE *INTERIM GUIDANCE FOR Personal Care Homes, Assisted Living Residences and Intermediate Care Facilities DURING COVID-19*.

Residents with a positive COVID test are immediately transferred to a red zone. All new admissions are tested for COVID-19 prior to being admitted. If they test positive, they are placed in a red zone, if they test negative they are placed in isolation for 14 days while they are monitored for signs of COVID-19. After 14 days with not signs of COVID, they are transferred to the style room of their choice in the green zone. Should the floor need to be made a yellow zone, couples sharing living in the same apartment would remain together.

16. DESCRIBE THE CURRENT CACHE OF PERSONAL PROTECTIVE EQUIPMENT (PPE) AND THE PLAN TO ENSURE AN ADEQUATE SUPPLY OF PPE FOR STAFF (BASED ON THE TYPE OF CARE EXPECTED TO BE PROVIDED)

PPE inventory is monitored to ensure that we maintain an adequate supply taking into account our current burn rate. Contracts with supply companies are maintained, which provides the resources needed to maintain our PPE supply.

17. DESCRIBE THE CURRENT STAFFING STATUS AND THE PLAN TO ENSURE NO STAFFING SHORTAGES

An Emergency Staffing Plan has been developed and can be implemented should we experience a staffing shortage. At this time, Glen PC has a need for a full-time evening shift Resident Care Assitant.

18. DESCRIBE THE PLAN TO HALT ALL REOPENING FACILITIES AND RETURN TO STEP 1 IF THE FACILITY HAS ANY NEW ONSET OF POSITIVE COVID-19 CASES

The Glen, Personal Care, will return to the protocols set forth by DOH if any new COVID cases appear. Residents and POAs will be notified of the change in protocol.

## SCREENING PROTOCOLS

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In each block below, describe the screening protocol to be used including where screening occurs, method of determining symptoms and possible exposure, and action taken if screening reveals possible virus. Include how the data will be submitted to the Department.

### 19. RESIDENTS

Residents are screened for signs of COVID twice a day. Results of the screenings are documented in the Resident's medical record. If the Resident has symptoms of COVID, the Resident is placed in isolation pending COVID test results. Residents diagnosed with COVID are moved to a red zone. A tracing is completed to identify possible transmission. The area where the Resident resided becomes a yellow zone for at least 14 days and Residents and staff are monitored for signs of COVID. Positive COVID results are reported to DOH and Department of Human Services (DHS).

### 20. STAFF

Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID by screeners. Staff who do not pass the screening questions are contacted by a nurse who evaluates the need for staying home or testing. Team Members who test positive isolate until recovered. A screening nurse stays in contact with the Team Member until the Team Member is recovered and can return to work. Contact tracing is completed for movement within Willow Valley Communities to identify areas of risk and possible transmission. The Resident care area where the Team Member worked becomes a yellow zone for 14 days and Residents and Team members are monitored for signs of COVID.

### 21. HEALTHCARE PERSONNEL WHO ARE NOT STAFF

Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID-19 symptoms. Persons who do not pass the screening are refused entrance onto the campus. Should a Health Care person who was in the building report they are positive, then the area where they worked becomes a yellow zone for 14 days and Residents and Team members are monitored for signs of COVID. A tracing is completed to identify possible transmission.

### 22. NON-ESSENTIAL PERSONNEL

Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID. Staff who do not pass the screening are contacted by a nurse who evaluates the need for testing and determines eligibility for return to work. Team Members who test positive isolate until considered recovered. A tracing is completed to identify areas of risk and possible transmission within Willow Valley Communities. The area where the Team Member worked becomes a yellow zone for 14 days and Residents and Team members are monitored for signs of covid.

### 23. VISITORS

At this time, the only visitors who are allowed are those dropping off an item or picking up an item or for "end of life" visits and Connection Cottage visits. Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID. Visitors who do not pass the screening are not permitted onto the campus. Should a visitor report they are positive for COVID, a tracing would be done to evaluate possible transmission.

### 24. VOLUNTEERS

At this time, volunteers are not permitted to enter The Glen. Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID. Staff who do not pass the screening are contacted by a third level screener who evaluates the need for testing. Team Members who test positive isolate until considered recovered. A tracing is completed to identify areas of risk and possible transmission within Willow Valley Communities. The area where the Team Member worked becomes a yellow zone for 14 days and Residents and Team members are monitored for signs of covid.

## COMMUNAL DINING FOR RESIDENTS UNEXPOSED TO COVID-19

Communal dining is the same for all steps of reopening so there is no need to differentiate among the three steps.

### 25. DESCRIBE COMMUNAL DINING MEAL SCHEDULE, INCLUDING STAGGERED HOURS (IF ANY)

Meals will be scheduled by halls, which allows time for cleaning between seatings.

### 26. DESCRIBE ARRANGEMENT OF TABLES AND CHAIRS TO ALLOW FOR SOCIAL DISTANCING

Tables are placed six feet apart. A variety of tables allow for one Resident or two Residents to sit together. A Plexiglass sheet is placed on several of the tables, which allows a Resident to eat with another Resident safely. Tables for one allow for Residents to sit alone if they wish; couples living together in the same apartment may eat at the same table.

### 27. DESCRIBE INFECTION CONTROL MEASURES, INCLUDING USE OF PPE BY STAFF

Hand hygiene will be offered to residents prior to each meal and will be performed by Team Members routinely. Meals will be scheduled by halls allowing for cleaning time between servings. Residents will wear a mask as they enter the dining room, as they order their meal, and as they exit the dining room. The Culinary Team will wear a procedure mask and faceshield/goggles. The Culinary Team will have additional training on infection control and handwashing.

### 28. DESCRIBE ANY OTHER ASPECTS OF COMMUNAL DINING DURING REOPENING

Residents will be encouraged to participate in communal dining to benefit from physical activity, socialization, and emotional support by the Culinary Team. A Resident may request to receive a tray in their room should they wish.

## ACTIVITIES AND OUTINGS

In each block below, describe the types of activities that will be planned at each step and the outings that will be planned at Step 3 (an all-inclusive list is not necessary). Include where they will be held and approximately how many residents will be involved. Describe how social distancing, hand hygiene, and universal masking will be ensured. Also include precautions that will be taken to prevent multiple touching of items such as game pieces.

### 29. DESCRIBE ACTIVITIES PLANNED FOR STEP 1 (FIVE OR LESS RESIDENTS UNEXPOSED TO COVID-19)

Resident programs will be limited to five with social distancing and will be held in the activity room. Activities will include, but not limited to, single use crafts, exercise, movies, reminiscing, devotion, and presentations. All residents will wear a mask and use of hand sanitizer will supervised before and after programming. Room will be sanitized after each program.

### 30. DESCRIBE ACTIVITIES PLANNED FOR STEP 2 (TEN OR LESS RESIDENTS UNEXPOSED TO COVID-19)

Resident programs will be limited to ten with social distancing and will be held in the activity room (accommodates 11, including a staff member, and social distancing). Activities will include, but not limited to, single use crafts, exercise, movies, reminiscing, devotion, and presentations. All residents will wear a mask and use of hand sanitizer will supervised before and after programming. Room will be sanitized after each program.

### 31. DESCRIBE ACTIVITIES PLANNED FOR STEP 3

Resident programs will be limited to ten with social distancing and will be held in the activity room (accommodates 11, including a staff member, and social distancing). Activities will include, but not limited to, single use crafts, exercise, movies, reminiscing, devotion, and presentations. All residents will wear a mask and use of hand sanitizer will supervised before and after programming. Room will be sanitized after each program.

## ACTIVITIES AND OUTINGS

### 32. DESCRIBE OUTINGS PLANNED FOR STEP 3

Outings will be planned with limited Residents to allow for social distancing. Residents will wear a face mask and hands will be sanitized before entering and exiting the vehicle. Vehicles will be sanitized after each use. Several sizes of vehicles are available.

## NON-ESSENTIAL PERSONNEL

In Step 2, non-essential personnel deemed necessary by the facility are allowed (in addition to those already permitted in Section 4 of *Interim Guidance for Personal Care Homes, Assisted Living Residences and Intermediate Care Facilities During COVID-19*). In Step 3, all non-essential personnel are allowed. Screening and additional precautions including social distancing, hand hygiene, and universal masking are required for non-essential personnel.

### 33. DESCRIBE THE LIMITED NUMBER AND TYPES OF NON-ESSENTIAL PERSONNEL THAT HAVE BEEN DETERMINED NECESSARY AT STEP 2

The need for non-essential personnel will be determined based on individual Resident need. Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID. Visitors who do not pass the screening are not permitted onto the campus. Hand hygiene is required upon entering and exiting the building. Proper PPE is required and provided if needed. Should a visitor report they are positive for COVID, a tracing would be done to evaluate possible transmission.

### 34. DESCRIBE HOW SOCIAL DISTANCING, HAND HYGIENE, AND UNIVERSAL MASKING WILL BE ENSURED FOR NON-ESSENTIAL PERSONNEL AT STEPS 2 AND 3

Non-essential personnel are required to sign documentation stating they have performed hand hygiene, are wearing a mask, and will practice social distancing. Weekly audits are completed to ensure compliance.

### 35. DESCRIBE MEASURES PLANNED TO ENSURE NON-ESSENTIAL PERSONNEL DO NOT COME INTO CONTACT WITH RESIDENTS EXPOSED TO COVID-19

Non-essential personnel are not permitted in a yellow or red zone.

## VISITATION PLAN

For visitation to be permitted in Steps 2 and 3 of reopening (as described in Section 6 of *Interim Guidance for Personal Care Homes, Assisted Living Facilities and Intermediate Care Facilities During COVID-19*), the following requirements are established. Screening and additional precautions including social distancing, hand hygiene, and universal masking are required for visitors.

### 36. DESCRIBE THE SCHEDULE OF VISITATION HOURS AND THE LENGTH OF EACH VISIT

Visitation via Connection Cottage (window visits) is Monday – Friday from 10am to 4:00pm, other appointments as scheduled. Visits are scheduled for 30 minute time slots.

### 37. DESCRIBE HOW SCHEDULING VISITORS WILL OCCUR

Visits are scheduled by appointment.

### 38. DESCRIBE HOW VISITATION AREA(S) WILL BE SANITIZED BETWEEN EACH VISIT

There is time built into the visits allowing Team Members to clean both the Connection Cottage (visitor space) and internal room (resident space).

### 39. WHAT IS THE ALLOWABLE NUMBER OF VISITORS PER RESIDENT BASED ON THE CAPABILITY TO MAINTAIN SOCIAL DISTANCING AND INFECTION CONTROL?

Willow Valley Communities has created a stand alone visitation cottage that allows the Resident and visitor to visit through glass windows and an intercom system. The Connection Cottage can accommodate six visitors.

## VISITATION PLAN

### 40. DESCRIBE THE ORDER IN WHICH SCHEDULED VISITS WILL BE PRIORITIZED

Visits are scheduled on the first come, first serve basis. Residents with urgent needs can be accommodated with a ZOOM visit.

<b>STEP 2</b>	<p><b>41. DESCRIBE HOW THE FACILITY WILL DETERMINE THOSE RESIDENTS WHO CAN SAFELY ACCEPT VISITORS AT STEP 2 (CONSIDERING SUCH SAFETY FACTORS AS EXPOSURE TO OUTDOOR WEATHER AND TRANSPORTING RESIDENT TO VISITOR LOCATION)</b></p> <p>N/A. The Glen is not accepting visitors at this time, other than Connection Cottage visits. Residents must have no signs or symptoms of COVID-19 and must not be in isolation (yellow zone).</p>
	<p><b>42. DESCRIBE THE OUTDOOR VISITATION SPACE FOR STEP 2 TO INCLUDE THE COVERAGE FOR SEVERE WEATHER, THE ENTRANCE, AND THE ROUTE TO ACCESS THE SPACE</b></p> <p>The Connection Cottage is a climate controlled enclosed building.</p>
	<p><b>43. DESCRIBE HOW A CLEARLY DEFINED SIX-FOOT DISTANCE WILL BE MAINTAINED BETWEEN THE RESIDENT AND THE VISITOR(S) DURING OUTDOOR VISITS</b></p> <p>N/A</p>
	<p><b>44. DESCRIBE THE INDOOR VISITATION SPACE THAT WILL BE USED IN THE EVENT OF EXCESSIVELY SEVERE WEATHER TO INCLUDE THE ENTRANCE AND THE ROUTE TO ACCESS THE SPACE</b></p> <p>The Connection Cottage is a climate controlled enclosed building.</p>
	<p><b>45. DESCRIBE HOW A CLEARLY DEFINED SIX-FOOT DISTANCE WILL BE MAINTAINED BETWEEN THE RESIDENT AND THE VISITOR(S) DURING INDOOR VISITS</b></p> <p>N/A</p>
	<b>STEP 3</b>
<p><b>47. WILL OUTDOOR VISITATION BE UTILIZED AT STEP 3? IF NO, SKIP TO QUESTION #52</b></p> <p>N/A</p>	
<p><b>48. DESCRIBE THE OUTDOOR VISITATION SPACE FOR STEP 3 TO INCLUDE THE COVERAGE FOR SEVERE WEATHER, THE ENTRANCE, AND THE ROUTE TO ACCESS THE SPACE (IF THE SAME AS STEP 2, ENTER "SAME")</b></p> <p>N/A</p>	
<p><b>49. DESCRIBE HOW A CLEARLY DEFINED SIX-FOOT DISTANCE WILL BE MAINTAINED BETWEEN THE RESIDENT AND THE VISITOR(S) DURING OUTDOOR VISITS (IF THE SAME AS STEP 2, ENTER "SAME")</b></p> <p>N/A</p>	
<p><b>50. DESCRIBE THE INDOOR VISITATION SPACE THAT WILL BE USED TO INCLUDE THE ENTRANCE AND THE ROUTE TO ACCESS THE SPACE (IF THE SAME AS STEP 2, ENTER "SAME")</b></p> <p>N/A</p>	
<p><b>51. DESCRIBE HOW A CLEARLY DEFINED SIX-FOOT DISTANCE WILL BE MAINTAINED BETWEEN THE RESIDENT AND THE VISITOR(S) DURING INDOOR VISITS (IF THE SAME AS STEP 2, ENTER "SAME")</b></p> <p>N/A</p>	
<p><b>52. FOR THOSE RESIDENTS UNABLE TO BE TRANSPORTED TO THE DESIGNATED VISITATION AREA, DESCRIBE THE INFECTION CONTROL PRECAUTIONS THAT WILL BE PUT IN PLACE TO ALLOW VISITATION IN THE RESIDENT'S ROOM</b></p> <p>Visitors will be limited to two, PPE will be provided, and the visitors will be escorted to the Resident's room. When the visit is completed, the visitor will escorted out of the building.</p>	

**VOLUNTEERS**

In Step 2, volunteers are allowed only for the purpose of assisting with outdoor visitation protocols and may only conduct volunteer duties with residents unexposed to COVID-19. In Step 3, all volunteer duties may be conducted, but only with residents unexposed to COVID-19. Screening, social distancing, and additional precautions including hand hygiene and universal masking are required for volunteers.

**53. DESCRIBE INFECTION CONTROL PRECAUTIONS ESTABLISHED FOR VOLUNTEERS, INCLUDING MEASURES PLANNED TO ENSURE VOLUNTEERS DO NOT COME INTO CONTACT WITH RESIDENTS EXPOSED TO COVID-19**

Entrances to the campus are monitored by security. All persons entering the campus are screened for COVID. Volunteers who do not pass the screening are not permitted onto the campus. Education on hand hygiene and use of PPE will be required. Volunteers are not permitted in yellow or red zones, except end of life visits

**54. DESCRIBE THE DUTIES TO BE PERFORMED BY VOLUNTEERS DURING STEP 2**

**Volunteers are not permitted during step 2.**

**Francisco Rivera Jr.**  
SIGNATURE OF ADMINISTRATOR

**9/3/2020**  
DATE