SUBJECT: Communication System for Informational Materials on Pandemic Illness and Relevant Policies to Families and Residents

POLICY: Informational materials on Infectious Disease/Pandemic Events and relevant policies (suspension of visitation, communication) will be available for residents and their families.

PROCEDURE:
1. The Infection Control Preventionist (ICP) and Educational Coordinator will develop brochures, flyers, and posters for our residents and families.
2. Educational materials such as Infection Control flyers will be available at the entrance to the facility for our families, as well as on our website.
3. Informational posters will be placed throughout the facility for our residents, staff and family members.
4. During care plan interdisciplinary team meetings, the team will review with the resident and family member any relevant policy updates related to Infectious Disease/Pandemic Emergency.
5. The Chief Public Relations Officer/Assistant Director will post educational materials and FAQs on infectious disease/pandemic illness on the facility website. This will be updated as needed.
6. The Public Relations Department will monitor and respond to follow-up questions and concerns related to posted materials. Families will be directed to send questions and comments to info@gurwin.org. Should the question require expertise or input from a clinical or other department, the Public Relations staff will forward the request accordingly, following up to ensure there is a response.
7. The facility will utilize the closed-circuit TV to display any educational information or policy updates for the residents.
8. The facility will use the intranet-like app, Beekeeper, to communicate any educational information or policy changes to staff.
9. On admission and during the resident’s stay, the Admission Team/Social Worker/Public Relations staff will educate family members and residents that email is used to communicate with residents and families on a regular basis. Should that not be the preferred method of communication for the family, they would need to indicate mail (which has a delay) or phone call as their preferred method of communication. The Admissions Team/Social Worker/Public Relations Team will work to obtain and update contact information from the resident representative, including email address for communications.
10. Emails will be sent out to the families as per regulations (see Communications Policy) and to provide informational materials and policy updates during pandemic.