







PROTECT

CONNECT

ENGAGE

Connected Living EVERY DAY MATTERS		YESTERDAY	CDC Mandated Guidelines	NEW NORMAL	RESULT
SANITIZE	Utilize staff to wipe down surfaces every shift	Provide access to supplies and implement recommended infection prevention and control practices: Routinely (at least once per day) clean and disinfect surfaces and objects that are frequently touched in common areas. This may include cleaning surfaces and objects not ordinarily cleaned daily (e.g., door handles, faucets, toilet handles, light switches, elevator buttons, handrails, handicap access door panels, countertops, chairs, tables, etc)	Temi, the friendly robot uses “Clean Patrol” to sanitize on a programmed schedule		INCREASE SAFETY
SCREEN	Attempt to maintain social distance while capturing visitor’s temperatures	Have a plan for visitor and personnel restrictions: Consider designating one central point of entry to the facility to facilitate screening (while maintaining social distancing) and establishing visitation hours if visitation is allowed.	Temi greets visitors, captures temperatures and guides them to CL-provided rapid COVID test kit		STREAMLINE WORKFLOW
COMMUNICATE	Send an email and hope it doesn’t get lost in the shuffle	Educate residents, family members, and personnel about COVID-19: Have a plan and mechanism to regularly communicate with personnel, residents, and any family members specified by the resident, including if cases of COVID-19 are identified among residents or personnel.	Send push notifications on smart devices to exponentially increase family & resident engagement		INCREASE REACH
INFORM	Post paper flyers that outdate quickly	Educate residents, family members, and personnel about COVID-19: Provide information about COVID-19 (including information about signs and symptoms) and strategies for managing stress and anxiety. Describe actions the facility is taking to protect residents and personnel.	Display and update timely notices efficiently with custom-designed digital signage		IMPROVE DELIVERY
COMFORT	Assist and initiate video chat to help residents interact with family.	Have a plan for visitor and personnel restrictions: Facilitate and encourage alternative methods for visitation (e.g., video conferencing) & communication with residents	Share family photos, messages and videos from a smart phone to display resident’s television		INCREASE EFFICIENCY
SOCIALIZE	Hand deliver reading materials, or host small group activities	Encourage social (physical) distancing: Modify or cancel group activities. Schedule group activities in a staggered fashion to limit number of residents participating and allow them to remain at least 6 feet apart from each other	Stream live & recorded programs directly through in-room TV, mobile app, Apple TV and temi		INCREASE WELLBEING

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/assisted-living.html>