

## COVID-19 Planning for ALCPs

### Suggestions for ALCP's on Proactive Planning for clients

#### Medical / Primary Care (all clients)

Whether your client lives in a facility or at home, you should get in touch with the primary care physician to:

- Cancel all non-essential appointments
- Ask about availability of telehealth should your client need medical attention. At least in MA, the Governor has issued an order expanding the availability of telehealth, so this should be an option.
- Alert the MD to your client's baseline for care right now – what they are receiving currently, especially if different from before. Make the MD aware of any safety concerns for the client.
- Inquire about protocol if client is either exposed or having symptoms
- Inquire about protocol for testing and whether or not the practice has access to testing kits
- If your client lives in a facility, determine if on-site medical is still in operation or if subcontracted medical providers are still visiting the facility.
- If your client lives in a facility, inform the PCP about your lack of ability to visit and/or monitor the client, if needed.

***IF you believe your client has symptoms or needs testing, all states recommend you call the PCP first and he/she will guide you through what to do next.***

#### Increased Communication and Observation (all clients)

No matter where your client resides, this is a good time to have increased communication with both your clients and their caregivers (family or professional).

- If in person visits are not possible, try to set up phone calls or video calls through the caregiver or family member.
- Schedule a call with your clients daily as part of his/her routine
- Educate families/caregivers to report as soon as a symptom is present
- Be realistic with families that we don't know everything that is going to happen. However, reassure them that you are here to help them work through problems as they come up.

#### Telehealth Monitoring

On the Town Hall session this afternoon presented by National, there were two different telehealth systems that were suggested could be helpful to care managers trying to monitor clients remotely.

#### **Rest Assured System**

<https://www.restassuredsystem.com/>

#### **Grandcare Monitoring System**

<https://www.grandcare.com/>

Grandcare has the added benefit of Bluetooth which can include taking temperatures which could be very valuable for monitoring symptoms

### **For Clients at Home**

- Be in touch with the agency serving your client to understand what their protocols are and what plans will be if caregivers become ill
- Consider changing shift caregivers to live in to create social distancing
- Suggest the family or responsible party provide Uber rides to caregivers if possible to reduce exposure to public transport
- Caregivers tend to be reactive rather than proactive. As a result, they may not know how to watch for symptoms proactively. Consider scheduling regular calls to help cue them to check the client's temperature or observe his/her breathing/respiration.
- Give caregivers additional instruction and guidance as to how can we support the client, and how to provide additional infection control and cleaning to cut down on the risk of exposure
- Develop proactive back up plan with family/caregiver/agency as to what you will do if the caregiver cannot come or the agency cannot provide a caregiver

### **For Clients in Facilities**

- Stay up to date on the facility protocols for visitation and getting supplies to residents.
- Stay up to date on the screening for employees.
- There is now more information that indicates that the virus may be spread even by those who are not showing symptoms. What additional infection control measures is the facility taking?
- If your client also has 1:2 caregiver in the facility, determine and plan for what will happen when he/she becomes ill or cannot come due to childcare issues. How can facility support your client?
- Develop proactive plan with family/facility/caregiver/agency as to what you will do if there is a shortage of caregivers for your client

### **Mental Health (clients/families/self)**

- Schedule calls with clients as part of their routine to support clients and caregivers
- Talk through plans with families as information changes so they can feel prepared
- Suggest to clients/families/caregivers to limit the amount of exposure to the news
- Send a card or a note to each of your clients
- Know who to call if there is a mental health crisis
  - Crisis Hotline for each individual state – call 211
- Alzheimer's Association 24/7 Hotline for caregiver support
- Join a peer support call this week to get and share information with your colleagues about how to manage the stress of this constantly fluid situation. (Tues at 10am and Wednesday at 10am for solo practitioners, Thursday at 10am for corporate partners – see other announcement on listserve)

### **Solo Practitioners**

All solo practitioners should plan ahead for what will happen should he/she get sick and be unable to continue to monitor clients. We will be offering a peer support session specifically for Solos on Wednesday at 10am. (This announcement came via the listserv).

As well, solo practitioners should reach out to Board Members to get support and/or troubleshoot issues they are having covering clients. (Board Member emails are listed at the end of this message)

### **Stay Up to Date**

Below are links to state specific information and guidelines about COVID-19.

MA - <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>

RI - <https://health.ri.gov/>

NH - <https://www.nh.gov/covid19/>

ME – <https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/coronavirus.shtml>

VT - <https://www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus>

Canada - <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Task-force or Crisis Line for each State

- a. MA - 211
- b. RI – 211 or 401.222.8022
- c. CT – 211 Connecticut
- d. NH – 211
- e. ME – 211 and text your zipcode to 898-211
- f. VT – 211 Vermont 802-863-7240

### **New England Board Member Contact Info**

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