



Heath Village Outbreak communication plan

In the event of an outbreak of COVID 19 in the health care center or Mayflower House, the following communication will occur.

Any resident who tests positive will be notified, as well as their family/POA/guardian immediately by phone. All other residents/families/POA/guardians will be notified no later than by 5 pm the next calendar day via email or phone.

Staff will be notified immediately if working on the floor. A notice will be posted by all time clocks within 24 hours whenever a new positive case among residents or staff occurs.

In the event visitation has been curtailed, additional steps will be taken as follows:

Updated information will be available 24 hours a day by dialing 908-684-5339. This information phone line will be updated whenever a new positive case or whenever three or more residents or staff with new-onset of respiratory symptoms occur within 72 hours of each other, in accordance with CMS rule 42 CFR 483.80(g).

Families/POA/guardians will receive a weekly email update during the outbreak to provide cumulative information and summarize the week's events. Paper copies of the communication will be distributed to residents. A copy of this will also be posted for staff at time clock locations. Information in these communications will include mitigating actions implemented by the facility to prevent or reduce the risk of transmission, including if normal operations of the facility will be altered. Notifications will not include personally identifiable information.

A weekly conference call will be offered during an active outbreak for families/POA/guardians can call in to ask questions and hear the latest updates.

Families with urgent messages or concerns can call the first floor nursing station at 908-684-5231 to speak to the supervising nurse. If the supervisor cannot resolve the issue, they will contact the manager on call to intercede.

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