



World Health  
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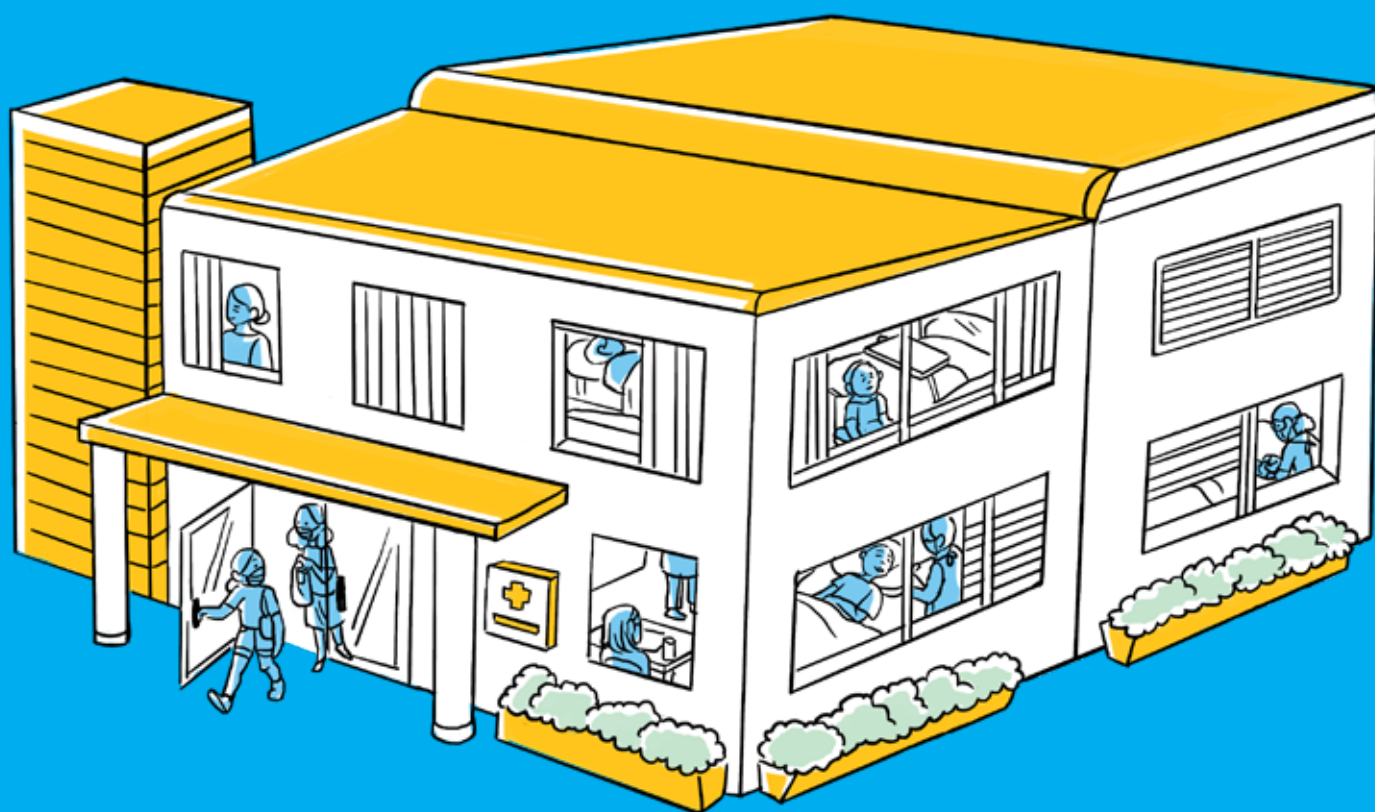
Western Pacific Region

**COVID-19 Infection Prevention and Control**

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# **Communication Toolkit for Long-Term Care Facilities**

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## **Introduction to the Toolkit**

On 30 January 2020, the World Health Organization (WHO) declared the outbreak of the novel coronavirus (COVID-19) as a Public Health Emergency of International Concern (PHEIC). Responding to COVID-19 requires critical preparedness and response which includes equipping all levels of healthcare facilities and healthcare providers with information, procedures and tools required to safely and effectively work.

Long-term care (LTC) facility populations are at high risk of being affected by respiratory pathogens like COVID-19. As demonstrated by the COVID-19 pandemic, a strong infection prevention and control (IPC) programme is critical to protect both residents and staff.

Within this toolkit, 'Facility' refers to long-term care facility and 'Staff' refers to any employee of the LTC facility who provides care and support.

## **Purpose**

The purpose of this communication toolkit is to protect residents and staff from infection and prevent potential spread of COVID-19 and other respiratory pathogens within LTC facilities. It contains a series of simplified messages and reminders based on WHO's technical guidance on infection prevention and control in the context of COVID-19.

This toolkit can be used with reference to the 'Guidance on COVID-19 for the care of older people and people living in long-term care facilities, other non-acute care facilities and home care', the COVID-19 Infection Prevention and Control Preparedness Checklist for Long-Term Care Facilities and training videos.

## **Target Audience**

This toolkit is intended for LTC facilities management and staff to support with strengthening IPC practices.

Preventing and managing COVID-19 across long-term care services. Policy brief. WHO. 9 July 2020. Nursing homes, skilled nursing facilities, assisted living facilities, residential facilities and residential long-term care facilities are collectively known as long-term care facilities that provide a variety of services, including medical and assistive care, to people who are unable to live independently in the community. Long term care facilities do not include home-based long-term care, community centres, adult day care facilities or respite care

Adaptation from "Preventing and managing COVID-19 across long-term care services. Policy brief. WHO. 9 July 2020."

# Contents

<b>Title of Product</b>	<b>Primary Audience</b>
<b>1</b> Let's keep everyone safe	For staff, visitors and residents
<b>2</b> Information sheet on COVID-19	For staff, visitors and residents
<b>3</b> Preparing for COVID-19 in your facility	For staff
<b>4</b> Managing residents with COVID-19	For staff
<b>5</b> Communication with your residents	For staff
<b>6</b> Communication to family members	For family
<b>7</b> Tips for coping with stress	For staff and residents
<b>8</b> Contact and Droplet precautions	For staff
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<b>10</b> PPE (Personal Protective Equipment) according to care activities	For staff
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## 5 THINGS TO KNOW



### 1. WHAT IS COVID-19?

COVID-19 is a disease caused by a new coronavirus, which has not been previously identified in humans.

Coronaviruses are a large family of viruses found in both animals and humans.



### 2. SYMPTOMS OF COVID-19

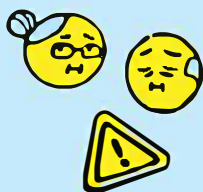
Mild symptoms include: cough, fever, sore throat and tiredness.

This can lead to more severe problems.



### 3. HOW DOES IT SPREAD?

COVID-19 spreads primarily through close contact with someone who is infected, but it can also spread if you touch contaminated objects or surfaces.



### 4. WHO IS MOST AT RISK?

- Older people
- People with certain medical conditions (i.e. diabetes and heart disease)

### 5. WHAT IS THE TREATMENT FOR COVID-19?

There is currently no known cure or vaccine.



However, some of the symptoms can be medically treated and can improve over time.



## 5 THINGS TO DO



### 1. KEEP YOUR HANDS CLEAN

Wash your hands with soap and water or, if your hands are not visibly dirty, use an alcohol-based handrub.

This will remove the virus if it is on your hands.



### 2. COVER YOUR MOUTH AND NOSE

Cough or sneeze into your bent elbow or into a tissue.

Immediately throw away the used tissue and clean your hands.



### 3. PRACTICE PHYSICAL DISTANCING

If possible, keep distance of at least 1 metre.

COVID-19 appears to spread more easily when in close contact with an infected person.



### 4. AVOID TOUCHING YOUR FACE

Avoid touching your eyes, nose and mouth. If you do, clean hands after touching your face or mask

### 5. LOOK AFTER YOUR HEALTH

If you have a fever, cough or difficulty breathing, seek medical care.



Phone ahead and inform the health center prior to visiting

Always follow the guidance of your healthcare professionals and national health advisories.

Screen everyone before entering the facility.

Display posters and flyers to remind patients and visitors to practice good hand and respiratory hygiene.

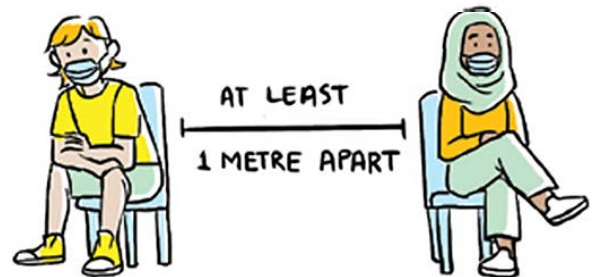


Have alcohol-based handrub dispensers or soap and water stations easily available for staff, residents and visitors.



Ensure the waiting area has seating that is at least 1 metre apart.

Look out for anyone who shows symptoms such as cough, fever, shortness of breath and difficulty breathing.



## **! BE READY** **Notes for staff**

Here's how you can protect your residents, visitors and each other from any infection.



Perform hand hygiene frequently.

Be trained on the importance, selection and proper use of Personal Protective Equipment (PPE).

Be trained to identify symptoms of potential COVID-19 infection and offer medical masks to suspected cases.

Isolate a suspected case promptly.

Know criteria for identifying suspected COVID-19 cases and isolate immediately.

Understand criteria to discharge residents from isolation.

Remember to look out for each other's health and if you have concerns talk with your supervisor.



## MANAGING PLACEMENT

- Immediately isolate suspected and confirmed cases of COVID-19
- If possible, place residents in single rooms with their own bathroom
- Suspected and confirmed cases should be kept separate
- Proper precautions should be followed
- Maintain at least 1 metre distance between all residents.
- Do not put more than one resident in a single bed
- Reduce stress and anxiety by communicating with residents about what you do and why you do it.



## MANAGING ENVIRONMENT

- Limit the movement of residents to reduce potential spread of infection throughout the facility
- If the resident needs to be moved, plan the move ahead
- All staff and visitors should wear their Personal Protective Equipment (PPE) if they are to be in direct contact with the infected resident
- Perform regular environmental cleaning and disinfection
- Maintain good ventilation. If possible, open windows
- Dedicate equipment for residents in isolation



## MANAGING VISITORS

- Check symptoms of all visitors before entering the facility
- Limit the number of visitors per resident
- All visitors should wear the required Personal Protective Equipment (PPE) and visits should be recorded to allow for contact tracing



**Be respectful, polite and empathetic.**

**Be aware that residents may be panicked, stressed or afraid.**

**Listen carefully and respond to questions and concerns.**

**It is okay to comfort the residents, when wearing PPE.**

**If there are specific questions that you do not know the answers to, it's okay to admit it.**

**Share information with residents and visitors in ways they will easily understand. These may include printed material in clear view posted around the facility.**

**Explain the facility procedures for COVID-19 in advance and prepare residents for possible changes.**

**Organize distance family / visit support (e.g. telecommunication) when visits are not permitted.**





Families play an important role in protecting their relatives from COVID-19.



## 1 Please stay away if you are sick

or if you have been in contact with someone  
who is sick



## 2 Practice hand hygiene

Wash your hands with soap and water or using  
alcohol-based handrub before and after visiting  
and after coughing or sneezing



## 3 Cover your nose or mouth

Cover your nose or mouth with your bent  
elbow when coughing or sneezing and  
wash your hands



## 4 Please limit your visit

and avoid spending time in communal areas  
of the facility



## 5 Make use of telecommunication

Consider contacting your relatives using telecommunication  
when visiting is not possible



## 6 Follow facility protocol

Please follow all instructions as directed by  
facility staff to keep you and our residents safe



**Thank you for assisting long-term care facilities  
to protect the health of your relatives in the event  
of a COVID-19 outbreak.**

# TIPS FOR COPING WITH STRESS

**It is normal to feel sad, stressed or overwhelmed during a crisis.**

Below are a few tips that might help with navigating your own health during this time.

**Stay socially connected.**

**Speak to loved ones and people you trust.**

**Engage in hobbies and activities that you enjoy or try to learn something new.**

**Maintain a healthy lifestyle with proper diet, sleep and exercise.**

**Avoid using alcohol, smoking or other drugs to deal with fear or anxiety.**

**Be aware of negative or unhealthy thoughts and emotions.**

**Try thinking of three happy thoughts every day.**

**If you have concerns, talk with your supervisor.**

**If you start feeling unwell, tell your doctor immediately.**





## VISITOR REMINDERS

Please check with staff before entering the room.



### 1 Perform hand hygiene

40-60  
SEC

Soap and water  
Wash hands for 40-60 seconds.

20-30  
SEC

Alcohol-based handrub  
Rub hands for 20-30 seconds.



### 2 Wear a long-sleeved medical gown



### 3 Wear a mask



### 4 Wear eye protection

Face shield OR goggles



### 5 Wear gloves

Ensure gloves are placed over the cuffs of the gown.

## ! REMEMBER

Do not touch your face, eyes or nose, whilst wearing PPE.

Perform hand hygiene during removal of PPE.

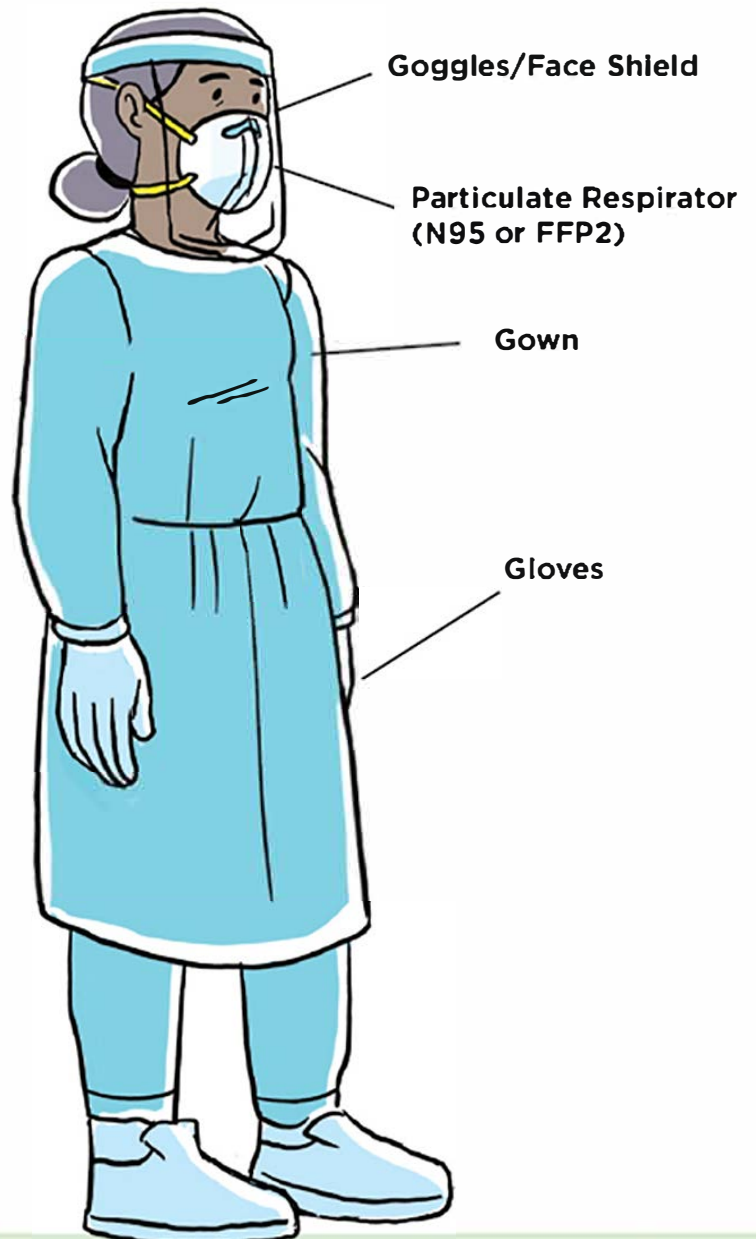
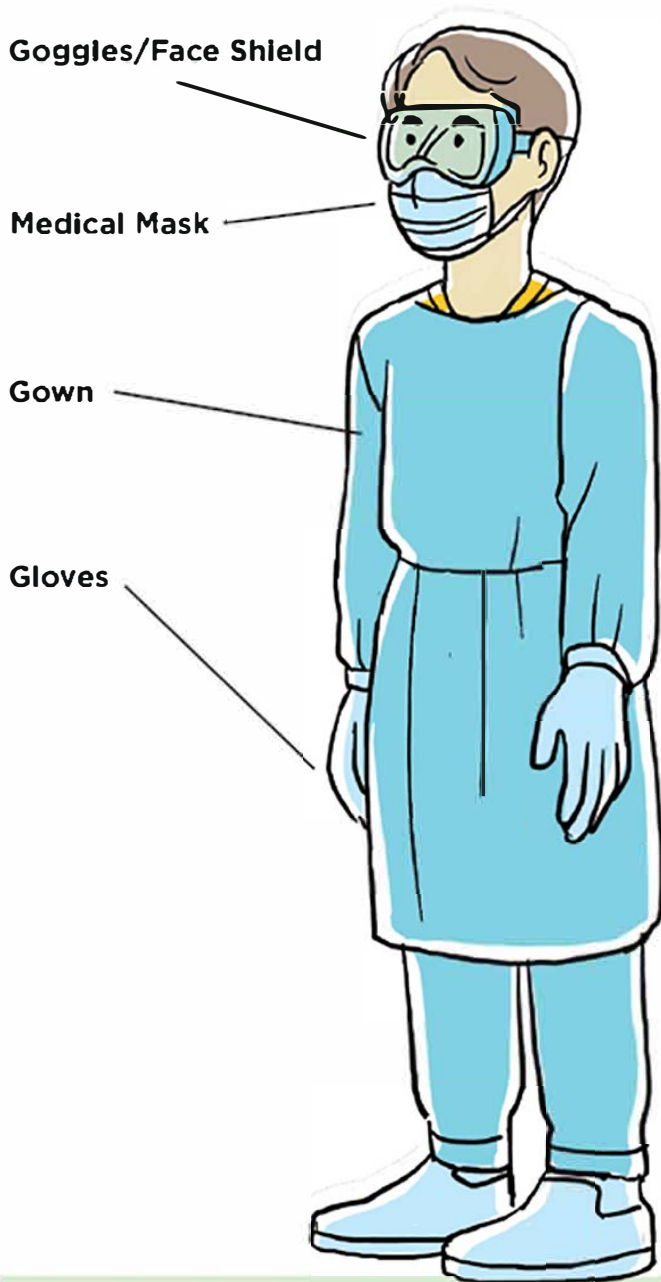




# PPE (Personal Protective Equipment) ACCORDING TO CARE ACTIVITIES

**Caring for a resident  
with suspected or confirmed  
COVID-19**

**Caring for a resident  
with suspected or confirmed  
COVID-19 while performing an  
aerosol-generating procedure**



**! REMEMBER**

Avoid touching your eyes,  
nose or mouth.

If you do, clean your hands



When entering a room, or caring for a suspected or confirmed resident with COVID-19, you should be wearing the following:

1. Eye protection (goggles or face shield)
2. Medical mask (covering nose & mouth)
3. Long-sleeve medical gown
4. Disposable gloves

Personal Protective Equipment (PPE) should be changed between use and for each different patient.

Dispose single-use PPE in a bin with a lid and wash your hands thoroughly.

Avoid touching your eyes, nose or mouth. If you do, clean your hands.

If performing an aerosol-generating procedure, such as intubation, use a particulate respirator for example an N95 respirator.

If you develop a cough or fever, report your illness immediately to your supervisor and remove yourself from the workplace.



## ! REMEMBER

### 5 Moments for Hand Hygiene

Use alcohol-based handrub or wash hands with soap and water:

1. Before contact with a resident or suspected COVID-19 case
2. Before engaging in clean or aseptic procedures
3. After body fluid exposure risk
4. After contact with a resident
5. After being exposed to a resident or surroundings of a suspected COVID-19 case



# HOW TO PUT ON PPE (Personal Protective Equipment)

## 1 Identify hazards and manage risk

Prepare the necessary PPE  
Plan where to put on and remove PPE  
Make sure there is a disposal bin  
Organize a colleague or mirror to check your PPE

## 2 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

## 3 Put on long-sleeved medical gown



## 4 Put on medical mask



## 5 Put on eye protection

Eye protection can be a face shield or goggles.



## 6 Put on gloves over gown cuff



## 7 Visually check yourself with a mirror



## 8 Your PPE is complete



## ! REMEMBER

For an aerosol-generating procedure, a particulate respirator (i.e N95, FFP2 or equivalent) should be used.  
Do a user seal check for a particulate respirator.





# HOW TO REMOVE PPE (Personal Protective Equipment)

## 1 Remove gloves and dispose safely



## 2 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

## 3 Peel off gown, roll inside out and dispose safely



## 4 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

## 5 Safe removal and disposal of eye protection and mask



- Remove eye protection from behind
- For eye protection being reprocessed, place in separate container.

- Remove mask from behind
- Move mask away from face
- Do not touch front of mask
- Do not allow contaminated mask to touch ANY surface
- Dispose of mask safely.



## 6 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

# HOW TO WEAR A MEDICAL MASK

## 1 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

## 2 Put mask to your face



Position the mask over your nose and mouth allowing the straps to hang freely on the sides of your face.

## 3 Secure with straps



Make sure your chin and nose are covered.

## 4 Secure nosepiece



Mold the nosepiece to the shape of your nose using fingers.

## 5 Once in position, Do not touch mask





# HOW TO WEAR A RESPIRATOR

## 1 Perform hand hygiene



Soap and water (40-60 sec)  
Alcohol-based handrub (20-30 sec)

## 2 Put respirator to your face



Cup the respirator with your hand with the nosepiece at your fingertips, allowing the straps to hang freely below your hand.

**Make sure your chin and nose are covered.**

## 3 Secure with straps



The straps go over your head. Top strap rests high at the back of your head while the bottom strap rests around the neck, below your ears.

## 4 Secure nosepiece



Mold the nosepiece to the shape of your nose using fingers of both hands. Using one hand may make it less effective.

## 5 Check for leakage



**A** Inhale deeply. The respirator clinging to your face means there is no leakage.

**B** Exhale sharply. Pressure inside the respirator means there is no leakage.

## 6 Once in position, Do not touch mask







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