



# Tips for Facility Visits During an Infectious Disease Outbreak

## Preparing & Arriving for a Visit

### What to Bring

- Bring only items necessary for the visit such as ID badge, laptop, and required paperwork.
- Store personal items such as purse or backpack securely in your vehicle, if possible.
- **Sanitary Kit** In a sealable bag, include:
  - Hand soap
  - Hand sanitizer (at least 60% alcohol)
  - Paper towels (entire roll may not be necessary)
  - Disinfectant wipes (do not take spray into facility)
  - Bag for disposal of used items
- **Masks** Wear a facemask (surgical mask or cloth face covering). In addition, it may be necessary to have available face shields, gowns, and disposable gloves.

### Arrival and Greeting

- Determine ahead of time where you will meet residents, e.g. outdoors, window visits, or in a specific room.
- Greet residents and staff verbally.
- Avoid any physical contact, such as:
  - Handshakes
  - Fist bumps
  - Hugs
- Avoid placing belongings on tabletops, floors, or chairs that might have high levels of germs.
- If possible, maintain the recommended six feet distance between people.
- Avoid touching surfaces, especially:
  - Doorknobs
  - Handles
  - Light switches
  - Bed rails
  - Wheelchairs

# Cleaning and Sanitizing During & Between Visits

## Cleaning and Sanitizing

- Wash hands at a sink for at **least 20 seconds** at the time of arrival, between visits in a resident's room, at departure, and as needed.
- It is okay to use the supplies provided by the facility for washing hands. However, take your sanitary kit in with you in case adequate supplies are not available.
- Use hand sanitizer in situations when hand washing not readily available.
- Avoid touching your eyes, nose, and mouth.
- Avoid eating and drinking while at facility.

## Supplies

- Clean and sanitize the following items between facility visits and/or as needed.
  - Mobile phone
  - Pen, clipboard, and outside of laptop
  - Name badge
  - Eyeglasses
  - Car keys
  - Any additional items
- Properly dispose of PPE after use. If PPE is not disposable, wash, spray, or wipe with disinfectant between visits.

**REMINDERS!** Follow public health guidance regarding infection control and protection and federal ([cdc.gov](https://www.cdc.gov), [acl.gov](https://www.acl.gov)) and state guidance regarding visits to facilities.

*Follow guidance for handwashing, self-care, and physical distancing. **DO NOT** conduct facility visits if you have any sickness (fever, cough, shortness of breath, etc.) or been exposed to someone with infectious disease symptoms in the last 14 days. Reschedule visits or if necessary, arrange for another representative to visit. Seek further guidance from the Office of the State Long-Term Care Ombudsman.*

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