

# Don't Do This- Do That!

## New Notification Requirements

You are now required to notify residents and families by 5:00 pm the following day if there is:

- One (1) new resident/staff confirmed case of COVID-19
- OR
- Three (3) symptomatic residents/staff within 72 hours

Options for managing these notifications include...

- website posting
- email blasts
- group texting
- snail mail
- robo-calls



### DON'T:

- ❌ Provide more information than is required
- ❌ Provide information/updates as a corporate "group" showing all corporate owned centers\*
- ❌ Have information links redirect to a corporate site\*
- ❌ Require the reader to email a corporate office to obtain the information

### DO:

- ✅ Be sure any links you have are working if using your website
- ✅ Consider making a statement about where information will be provided
- ✅ Keep copies / evidence of all updates
- ✅ Direct all follow-up questions/inquiries to one or two individuals
- ✅ If the process isn't working well, change your approach and notify families of the change
- ✅ Be sure to update as required

\*HealthCap does not recommend posting individual facility data on a corporate website or linking facility websites directly to a corporate site