
Recommendations for Staff and Visitors

Encourage staff and residents to prepare and take action to protect themselves and others*CDC Recommendations:*

- Follow the guidance and directives on community gatherings from [California](#) and [Los Angeles](#) health departments.
- Encourage [social distancing](#) by asking staff and residents to stay at least 6 feet apart from others and wear [cloth face coverings](#) in any shared spaces, including spaces restricted to staff only.
- Consider any special needs or accommodations for those who [need to take extra precautions](#), such as older adults, people with disabilities, and people of any age who have serious underlying medical conditions.
- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.
- Use physical barriers, such as sneeze guards, or extra tables or chairs, to protect front desk/check-in staff who will have interactions with residents, visitors, and the public.
- Provide COVID-19 prevention supplies for staff and residents in common areas at your facility, such as soap, alcohol-based hand sanitizers that contain at least 60% alcohol, tissues, trash baskets, and, if possible, [cloth face coverings](#) that are washed or discarded after each use.
- Consider any special communications and assistance needs of your staff and residents, including [persons with disabilities](#).
- Suggest that residents keep up-to-date lists of medical conditions and medications, and periodically check to ensure they have a sufficient supply of their prescription and over-the-counter medications.
- If possible, help residents understand they can contact their healthcare provider to ask about getting extra necessary medications to have on hand for a longer period of time, or to consider using a mail-order option for medications.
- Make sure that residents are aware of serious symptoms of their underlying conditions and of [COVID-19 symptoms that require emergency care](#), and that they know who to ask for help and call 911.
- Encourage residents who live alone to seek out a “buddy” in the facility who will check on and help care for them and safely make sure they are getting basic necessities, including food and household essentials.

Communicate to staff and residents

CDC Recommendations:

Identify platforms such as email, websites, hotlines, automated text messaging, newsletters, and flyers to help communicate information on:

- Guidance and directives from state and local officials from [California](#) and [Los Angeles](#) health departments.
- How your facility is helping to prevent the spread of COVID-19.
- How additional information will be shared, and where to direct questions.
- How to stay healthy, including [videos, fact sheets, and posters](#) with information on [COVID-19 symptoms](#) and how to stop the spread of germs, [how to wash your hands](#), and what to do [if you are sick](#).
- How staff and residents can [cope and manage stress](#) and protect others from [stigma and discrimination](#).
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information. Communications may need to be framed or adapted so they are culturally appropriate for your audience and easy to understand. For example, there are resources on the CDC website that are in many [languages](#).

OFSL Additional Considerations:

- Create your communication plan for residents, staff, families, advisors, and alumni.
- Maintain and communicate your guidance and expectations for residents and staff.
- Create an accountability plan for residents and staff to report any concerns.
- Share with residents where they can access cleaning supplies for when there might not be staff available to clean as needed
- Make sure students report if they are COVID-19 positive, or have been contact traced to your house manager or chapter present to report [to OFSL for resources and support](#).
- Ensure that students also report to the Ashe Center for follow-up and documentation: Ashe COVID Hotline (310) 206-6217.

Staff Recommended Questionnaire:

If the Staff or Visitor answers “No” to all questions, the in-person visit may proceed by following all social distancing guidelines and mask requirements.

If the Staff or Visitor responds “Yes” to one or more of the questions, it is not recommended that the in-person visit proceed.

Recommended Questions:

- In the last 30 days, have you had a positive COVID-19 test?
- In the last 14 days, have you had sustained close contact (such as a household contact) with a person with a positive COVID-19 test?
- In the last 14 days, have you had a fever, cough, or diarrhea?
- In the last 14 days, have you had a cold or flu like symptoms?
- In the last 14 days, do you have concerns regarding other potential symptoms (loss of taste, loss of smell, eye redness or discharge, confusion, dizziness, unexplained muscle aches) related to COVID 19?