



North Carolina Assisted Living Association
Supporting Quality Assisted Living

**Overview on Delivery of Care Issues
Impacting the Assisted Living Industry During the
COVID-19 Pandemic and Recommended Solutions**

Presented by

Frances Messer, NCALA President & CEO

Chris Parker, Owner, Vienna Village

Randy Jackson, Regional Director, HH Hunt

Marc Maready, COO, Ridge Care

WHO IS NCALA?



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NCALA has four primary functions⁵

- Political Advocacy,
- Regulatory Support,
- Communication of Industry Issues, and
- Education & Training



SUMMARY OF CONCERNS

- **Staffing**
 - Turnover
 - Wages
- **Testing**
 - Availability
 - Prioritization
- **Resident Care and Staff Well-being**
 - Education, Training, Activities
 - Isolation
- **Infrastructure**
 - Technology
 - Redesign of shared space
- **Loosening of Restrictions**
 - Cohorting

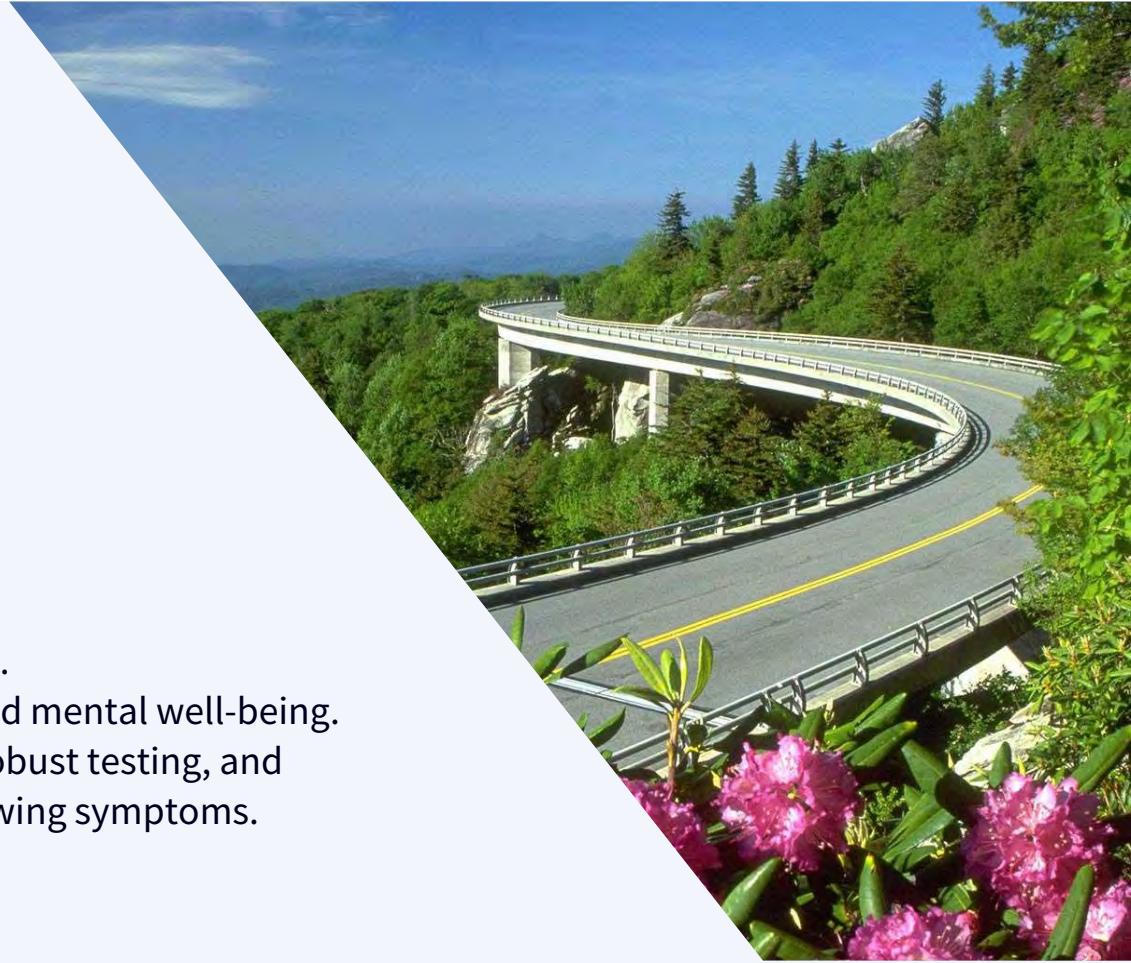


INTRODUCTION

Chris Parker
Owner, Vienna Village

Summary of Comments:

- Alternate location for COVID+ LTC residents.
- Isolation of residents impacting physical and mental well-being.
- Admissions cannot resume without more robust testing, and testing is limited and directed to those showing symptoms.



INTRODUCTION

Randy Jackson
Regional Director, HH Hunt

Summary of Comments:

- The news of being COVID+.
- The daily operation during this time.
- The importance of accurate communication by all.



INTRODUCTION

Marc Maready
COO, Ridge Care

Summary of Comments:

- Resident care and well-being.
- Financial impacts related to staffing, environmental services, supplies.
- Testing.



Recommended solutions to address Delivery of Care issues in the following areas:

- Staffing
- Testing
- Resident Care and Staff Well-being
- Infrastructure
- Loosening of Restrictions



- training funds would aide the industry in training a pool of direct care givers to address staff turnover
- Supplemental funds would assist the assisted living industry to match unemployment wages and offer hazard pay

Solutions for Staffing

- Enhancing testing availability to include rapid test kits that are easy to administer and read with minimal training.
- Prioritization of rapid testing for LTC residents and staff in groups to reduce community stigma.

Solutions for Testing

- Funds would assist communities to access and provide more Education, Training, and Activities that would address current isolation, safety, and mental and physical limitations.

Solutions for Resident Care and Staff Well-being

- Funds to purchase or access new equipment and technology that would improve communication and safety.
- Funds to help cover environmental supplies and costs to redesign visitation or common areas to address resident isolation and maintain infection control and safety standards.

Solutions for Infrastructure

- Establishing a dedicated facility for COVID-19 residents to be treated.
- Funds would help to cover costs of additional staff and staffing hours required to maintain state, county directives for extra sanitation, screening, and to safely deliver and observe meal services and activities.

Solutions for Loosening of Restrictions

How NCALA can help:

With funding assistance to the non-profit NCALA Education Foundation—and by working with collaborative partners such as Cecil G. Sheps Center for Health Services Research at UNC-Chapel Hill, NC DHHS Division of Public Health Oral Health Section, Wake Tech, K4Connect, Apprenticeship NC, and Area Workforce Development boards—we can offer training to help assisted living providers with infection control and establish or enhance workforce development initiatives.





Thank You!

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