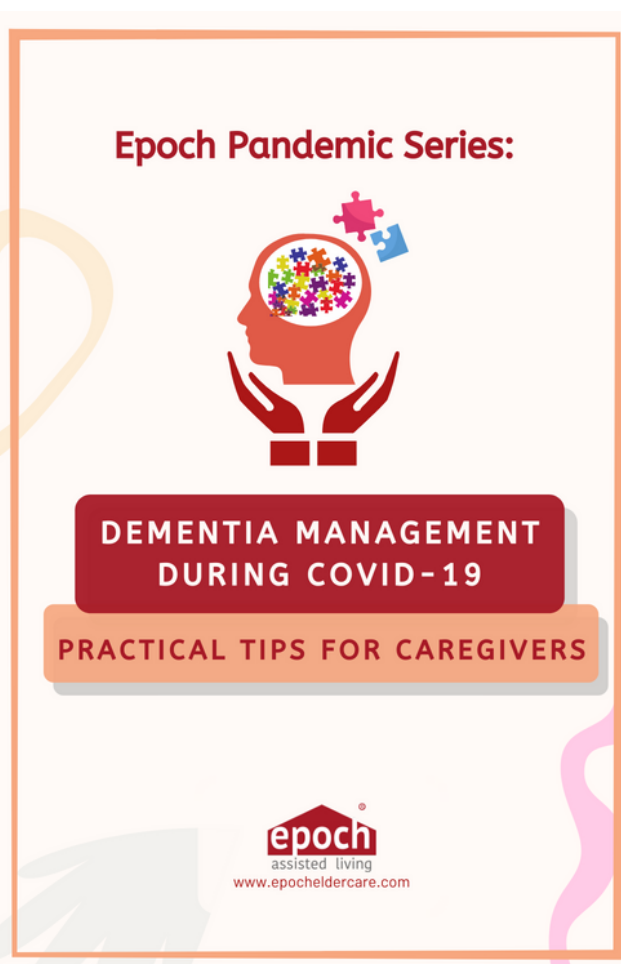
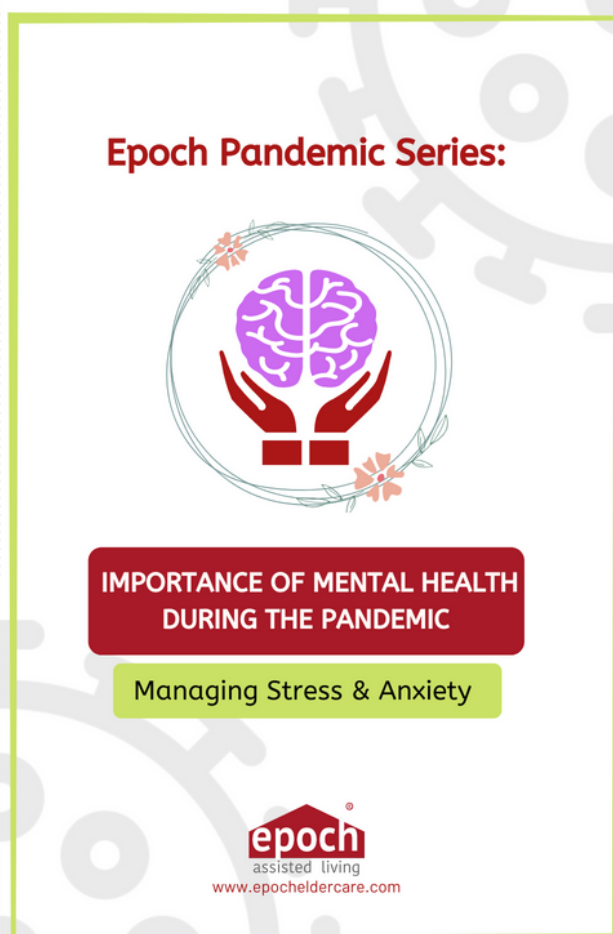


Epoch Pandemic Series

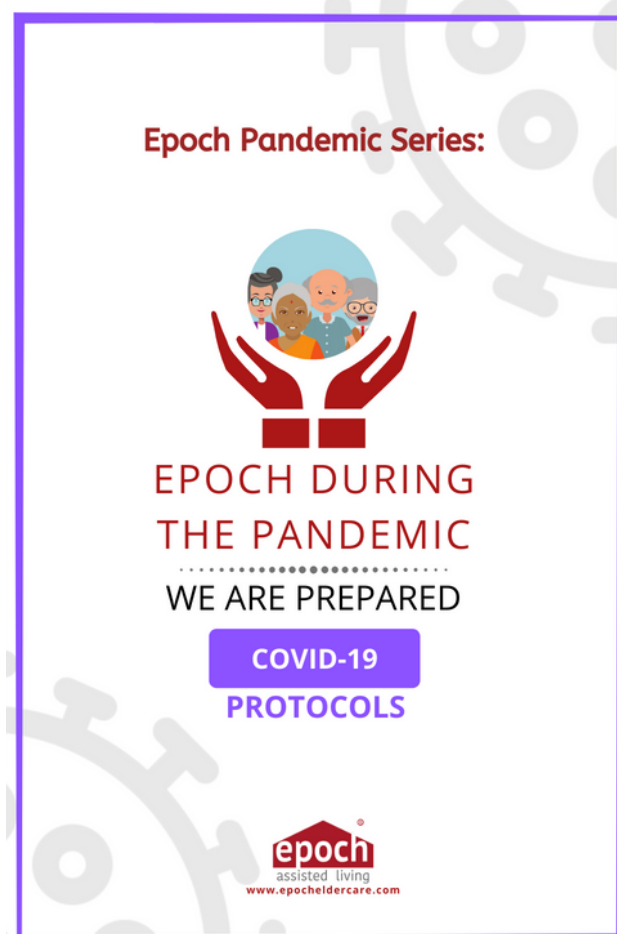
I.



II.



III.



— “ —

The key to overcome crisis is patience,
courage, self-discipline, adaptation and alertness.

— ” —

About Epoch Elder Care

Epoch Elder Care is India's expert in Dementia and Assisted Living. Epoch Assisted Living Homes provide holistic, Person Centered Care that enables elders to have the highest quality of life. At Epoch, the team believes in focusing on the person as much as the clinical condition.

Epoch offers assisted living, dementia care, skilled nursing care, palliative care to elders in need of 24x7 care and assistance. They normalise the life of elders with chronic conditions, using Person-Centered Care, whilst focusing on overall well-being and happiness. Epoch has more than 8 years of relevant experience in India, and follows evidence-based global best practices. Currently, Epoch operates 3 homes in India - Vermeer House and Frida House in Gurgaon, Monet House in Pune, and will be expanding the services soon.

Epoch Elder Care is helmed by Neha Sinha, a dementia specialist, clinical psychologist and trained in palliative care philosophy from Stockholm (Sweden). She has gained international recognition for creating dementia services in India. Epoch Homes are managed under the expertise of registered senior nurses trained in elder and dementia care.

Epoch is a specialist trusted by families for the care of their elderly loved ones.

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About the series

Caring for the elderly is always challenging, and due to the novel coronavirus COVID-19, it can be even more stressful and confusing; given the unknowns and the ever-changing situation.

At Epoch Elder Care, we have in-depth insights and experience in managing the elders. We have developed the 'Epoch Pandemic Series', with an aim to offer practical suggestions, on the management of the COVID-19 for the elderly including those with dementia. This series can be a ready-reckoner guide for the caregivers, and Senior Care Homes. This compilation of 3 e-booklets includes suggestions on the physical and mental health of both the elderly and the caregiver; and also has protocols on managing an Assisted Living Home

Dementia management during COVID-19: Practical tips for caregivers



This booklet recognises the increased struggle of caregivers in dementia management during the pandemic. These simple, day-to-day practical tips will help in normalising, as far as possible, the physical and mental health of your elderly loved ones during the lockdown. This booklet can be a mini guide for caregivers at home, in caring for elderly with dementia, during novel coronavirus COVID-19.

Importance of mental health during the pandemic: Managing stress & anxiety

The stress and anxiety during COVID-19 can be overwhelming. This booklet deals with the mental health of both the elders and caregivers during this pandemic. It addresses the adverse effects in mental health of elders and caregivers due to novel coronavirus COVID-19, with suggestions on how to manage not only caregiver burnout, but also increase emotional bonding with the elderly.



Epoch during the pandemic: COVID-19 Protocols

Given the nature of novel coronavirus COVID-19, Senior Care Homes need to ensure special care and safety for its elderly residents. We, at Epoch Elder Care, as experts in Assisted Living and Dementia Care, have thoughtfully developed protocols for our Homes, to help us be best prepared in tackling this unprecedented health issue. The safety and well-being of our residents, including those with dementia, and the Epoch team are always, and will continue to be, of paramount importance to us. These protocols can help in guiding an Assisted Living Home in this current fluid situation of the novel coronavirus COVID-19.



Epoch Pandemic Series:



EPOCH DURING THE PANDEMIC

.....
WE ARE PREPARED

COVID-19
PROTOCOLS

Responding to a pandemic in long-term care facilities

For an organisation, laying down protocols proactively is very important in handling any crisis. Protocols help establish a strategic framework with checklists, for an effective planning, preparing, and responding to a crisis. Post setting the protocols, effective and continuous implementation and monitoring of protocols is even more critical.

Long term care facilities are those that provide rehabilitative, restorative, ongoing skilled nursing care to patients or residents in need of assistance with activities of daily living. Long-term care facilities include assisted living homes, nursing homes, rehabilitation facilities, long-term chronic care hospitals. International bodies such as World Health Organization (WHO) and Centres for Disease Control and Prevention (CDC) are providing various guidelines for COVID-19 management, including for long-term care facilities. Understanding the current situation, implementing protocols, preventing negative perceptions, and having practical and honest communication with the residents and their families, are key aspects of handling this COVID-19 crisis at a long-term care facility.



The safety and well-being of our residents and staff are of utmost importance to us. Given the pandemic situation, we at Epoch, have proactively come up with thoughtfully developed protocols to tackle the COVID-19 situation while normalising the lives of our residents as much as possible.

This booklet contains the COVID-19 specific protocols implemented at Epoch homes which cover topics like the care and safety of our residents, hygiene measures, staff training, visitor regulations be it for family members, vendors or doctors and preparing for the worst case scenario.

These strategies can help in safeguarding other Assisted Living or Senior Care Homes. A pandemic of this magnitude commands huge level of commitment and a blended comprehensive approach.

- Neha Sinha, CEO

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EPOCH TRAININGS ON COVID-19



Ensuring that our staff is aware, trained and prepared, was our first step in creating Epoch's defense for our elderly residents, against this pandemic

~ Chinchu Joseph, Facility Manager, Vermeer House



OVERAL AWARENESS ABOUT COVID-19

- Workshops conducted
- All aspects of novel coronavirus COVID-19 disease
- For every team member in all homes



TRAINING ON PREPAREDNESS OF EPOCH HOMES

- How to operate during the lockdown
- Minimizing their interaction with the outside world
- Daily training on disinfection & sanitization process
- Ensuring daily 100% enforcement compliance to these processes

SPECIFIC COVID-19 TRAINING RELATED TO ELDERLY AND DEMENTIA

- Lead by Head of Clinical Operations
- Multiple SOPs and DOs & DON'Ts specific for the elderly and dementia
- Staff in each of the homes trained at least twice a week
- Regular briefings and updates

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CLEANLINESS & HYGIENE



Strictest hygiene habits are of utmost importance against COVID-19. Ensuring all our staff and homes are equipped with right processes and materials has been priority for us from Day One.

~ Prasita Nair, Head of Clinical Operations

MASK & SANITISERS

- Wearing masks is mandatory, when closely engaging with a resident
- 70% alcohol strength sanitisers placed throughout our homes, on all floor, at all key locations



HANDWASH PROTOCOLS

- Staff has been following the minimum 20-seconds hand wash technique with soap and water at regular intervals, as advised by World Health Organisation (WHO)

DISINFECTION MEASURES

- COVID19 specific housekeeping checklist and schedule
- Frequently touched surfaces like door knobs & handles, switchboards, tabletops, grabs bars and safety rails are sanitised at regular intervals
- Disinfectant Liquid Cleaner for Critical Area Protection against Viruses is being used in the homes
- Outside staff undergo shower and change of clothes before accessing common areas and resident floors

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STAFF PROTOCOLS



The safety of our elderly residents is directly related to the measures taken to ensure the safety of staff. During these hard times, Epoch homes truly become homes not just for the residents but for all the staff too!

Saju Thomas, Senior Facility Nurse, Vermeer House

.....
*Epoch service model is based on key staff residing in the Epoch homes at all times
This helps in taking care of our elderly and residents with dementia*
.....



MOVING-IN OF STAFF

- Most of our remaining staff were moved inside our homes to minimise their interaction with the outside world
- Our staff has been accommodated comfortably, and as required, another villa was rented in the same society
- Staff motivation and engagement measures were increased



THERMAL SCREENING & SANITISATION PROCESSES

- A non-contact thermal screening is done before entering the Epoch homes
- If unwell, or in case of any flu like symptom, the staff is not allowed on duty
- Staff coming from outside undergo a shower and change of clothes before accessing common areas and resident floors



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VISITOR PROTOCOLS



As a process of minimising the contact with the outside world, restricting visitors' access to Epoch homes and setting up proper protocols have been our earliest steps against COVID-19

~ Abhishek Mohanty, Design & Marketing

NO TO VISITORS

Normally, at Epoch we do not have any restrictive visitor timings for family members.

- But, keeping in mind the safety of all our residents, we are saying NO to everyone - family members, vendors and executive staff.
- Deliveries are received outside the gates of the homes



- Only in case of emergencies (plumber, electrician etc.), persons are allowed in the premises.
- Even then, resident floors and any resident activity areas are out of bounds to outsiders
- No outsider can enter the homes without putting on masks
- Their hands are sanitised before entering the homes
- A non-contact thermal screening is done before entering the Epoch homes

**IN CASE OF
OUTSIDERS
ALLOWED
DURING
EMERGENCIES**

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FAMILY MEMBER PROTOCOLS



We understand how anxious families must be during such difficult times, for their elderly loved ones. Even though we restrict any visit to our homes, we have increased the frequency of staying connected digitally

~ Jyoti, On-boarding & Customer Relations

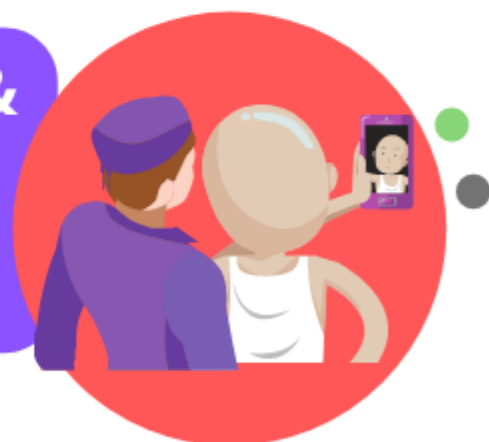


FREQUENT UPDATES AND TOUCH POINTS BETWEEN TEAMS AND FAMILY MEMBERS

MORE PHONE CALLS &
VIDEO CALLS WITH
FAMILY

UNINTERRUPTED
ACCESS TO STAFF ON
GROUND

NO FAMILY VISITS



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VIEWINGS AND ADMISSIONS



During the COVID-19 pandemic, we would rather take too many safety precautions than too few. All steps have been taken to ensure that our residents are not exposed to persons from outside the homes

~ Viji Varghese, Facility Manager, Monet House

.....

CANCELLED NEW MOVE-INS

We have cancelled new move-ins to our Epoch homes. This will ensure that our current residents do not have to interact with anyone new from outside. Also, our new residents do not need to take unnecessary risk of travelling during this time.



STOPPED VIEWINGS

Further, keeping in mind the safety of all our elderly residents including those with dementia, we have stopped conducting viewings of our homes for prospective families, so that no one from outside enters our homes.

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CARING FOR OUR RESIDENTS

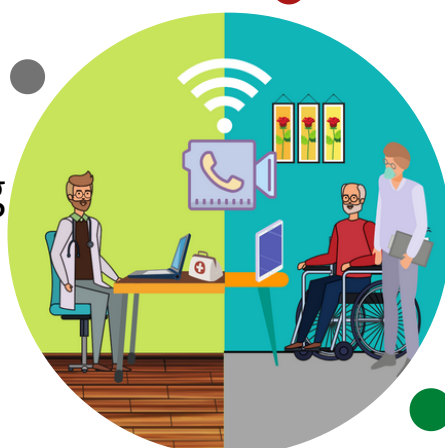


Inspite of the situation due to Covid-19, we are trying out best to ensure conducting our homes as normally as possible for our residents while taking necessary precautions.

~ Sherin Joseph P, Facility Manager, Frida House

RESIDENT ENGAGEMENT

- A distance of 1 metre is maintained between residents during activities and celebrations
- introduced more inhouse activities keeping in mind social distancing, to keep residents healthy and engaged during these times
- Activities & celebrations done in the same way, but in the presence of fewer staff and residents to a maximum of 4-5 residents practicing social distancing
- Activity kit always disinfected before and after its use



MEALS

- Meals in small groups
- One on one food related engagement activities like baking in house birthday cakes and desserts

CONNECTING DIGITALLY

- Video and audio doctor consultation
- Avoiding unnecessary hospital visits or in person doctor consults

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MANAGING RESIDENTS WITH DEMENTIA



For someone who has Dementia, we must remember that we are responsible for their safety and health and not rely on them. The rule here is using all precautionary measures for them on their behalf, as we are doing for ourself.

~ Neha Sinha, CEO

.....

Tracking the EWS (Early Warning Signs) or early onset of symptoms for each of our residents with dementia



Checking the VITALS specially saturation levels everyday



Keeping them nourished, hydrated, stimulated and in a good mood

Wash their hands or sanitise them before and after each daily activity, plan activities in a manner which ensures social distancing norms



Encouraging residents to stay active and practice gentle exercises and activities like reading, magazines, jigsaws puzzles, music, and their favourite TV programmes

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PREPARED FOR THE WORST



In spite of the best of efforts, we have to be prepared for the worst. This helps us be unsurprised by anything in-between, for the safety and well being of our residents is our foremost priority.

~ Team Epoch

If someone exhibits symptoms of COVID-19, the person will be immediately quarantined and medical authorities will be informed for further action



We have stocked up on adequate personal protective equipment



In case someone tests positive for COVID19, actions as mandated by the health authorities will be followed by Epoch home.



COVID-19 : INFORMATION SOURCES & CONTACTS

WEBSITES

- Ministry of Health & Family Welfare - **www.mohfw.gov.in**
- MyGov (Government of India) - **www.mygov.in**
- World Health Organisation - **www.who.int**
- Centers for Disease Control and Prevention - **www.cdc.gov**

PHONE NUMBERS (INDIA)

- Ministry of Health & Family Welfare: **+91 11 23978046**
- Ministry of Health & Family Welfare: **1075**
- MoHFW Psycho-Social toll free helpline: **080 46110007**

WHATSAPP

- MyGov CORONA Helpdesk: **+91 901 315 1515**
- World health Organization: **+41 79 893 18 92**

EMAIL

- **ncov2019@gov.in**
- **ncov2019@gmail.com**

COVID-19 TRACKER

Aarogya Setu App on Google Play Store and Apple Store