

Policy on Communication with residents, their families & representatives and community  
Bright Side Manor  
August 22, 2020

1. Communication with residents' families and representatives will be facilitated through a variety of methods:
  - a. A weekly Zoom call to provide COVID-specific updates:
    - i. First call was held on Friday, August 21, 2020
    - ii. Provide a forum for weekly updates and to answer questions
    - iii. Link to meeting will be emailed out weekly on BSM listserv, no RSVP is needed to attend
    - iv. Hosted by the on-site Social Worker and will include additional staff as required to speak on specific topics
  - b. Weekly state regulation update email
    - i. Weekly email will be sent to the BSM listserv
    - ii. Will include any updates on NJ state regulations and BSM's implementation plan
  - c. Monthly detailed email update
    - i. A monthly email with both COVID and non-COVID updates is sent out to the BSM listserv
2. Communication with residents:
  - a. Staff communicate daily with all residents
  - b. Methods of communication of COVID-specific updates include:
    - i. One-on-one conversations with a designated staff member
    - ii. Informational flyers distributed to each resident regularly and as needed
3. Communication with the community
  - a. Organizational website ([thebrightsidefamily.org](http://thebrightsidefamily.org)) will include a page dedicated to COVID policies and regulations
    - i. All COVID-specific policies will be available on the website
    - ii. Will be updated regularly and as needed
4. Communication in case of Change of Status- a COVID positive resident or employee
  - a. Residents' families and representatives will be notified within 24 hours
    - i. Message will be sent to BSM listserv
    - ii. Individuals calls will be made as needed to family members and representatives