



## **COVID-19 CARE FACILITY CONSIDERATIONS**

Do you have a loved one residing in an independent or assisted living facility or other supportive housing or in a nursing home during the Covid-19 crisis? If so, consider the following:

1. If you have not been sent a communication outlining how the residence is dealing with the Covid-19 crisis, insist upon receiving one ASAP.
2. Ask for a copy of the procedures in place to protect residents and staff from Covid-19, and ask who is responsible for ensuring that the procedures are followed.
3. Are you sure that the staff has enough medical supplies and protective equipment (masks, PPE, gloves, and sanitizer, etc.)?
4. Ask if the staff have been/are being tested for Covid-19 and if not, ask if there is a plan to do so, on a continuing basis.
5. Ask if staff have received proper training for preventing the spread of the disease.
6. What are the procedures the residence follows if staff become infected with Covid-19?
7. Ask for a clear plan of what is done when a resident has Covid-19? Are they isolated? How are they cared for? Are the ventilation and heating systems separated so that germ spread is minimized? How are other residents and staff protected?
8. Can residents who have been hospitalized with Covid-19 return to the facility once they have recovered, and if so, what are the procedures for this?
9. Ensure that you have the names of those caring for your family member. Who is the medical director, staff physician, director of nursing and/or social worker? Does your loved one have attendants, aides or nurses they are familiar with?
10. Is there a care log for each resident to keep track of how they are eating and their hygiene schedule?
11. Are you able to virtually check-in with your loved one by telephone or video so that you can see how they are doing, and if not, can you connect with them by telephone daily?
12. Ask what you can do to support those working to provide care for your loved one. Be patient and supportive, but insistent upon getting answers to your questions.

These considerations should be taken into account even in non-crisis conditions. Do not hesitate to be your loved one's advocate.