

WHAT TO ASK A SENIOR'S RESIDENCE DURING THE COVID-19 PANDEMIC:

These questions have been put together for families trying to assess the situation in the residence their loved one is in. The COVID-19 pandemic has meant that some situations will not be what you would like them to be, but please encourage the residence to improve their procedures while understanding that some changes may take a bit of time.



Together we can improve the situation.

- 01 If you have not been sent a communiqué outlining how the residence is dealing with the current crisis around COVID-19, insist on being given one ASAP.
- 02 Ask for a copy of the procedures in place to protect residents and staff from COVID-19 and ask who is responsible for ensuring the procedures are followed.
- 03 Ensure that the staff has enough medical supplies and equipment (masks, PPE, gloves, sanitizer etc.)
- 04 Ask if staff have been/are being tested for COVID-19 and if not, ask if there is a plan to do so.
- 05 Ask if staff have received proper training for preventing the spread of the disease.
- 06 Review the procedures to follow if staff become infected with COVID-19.

Ask for a clear plan of what is done when a resident has COVID-19. Are they isolated? How are they cared for? How are other residents and staff protected?
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- 08 Can seniors who have been hospitalized with COVID-19 return to facilities once they have recovered, and if so what are the procedures around this?
- 09 Ensure you have the names of those caring for your family member; who is their primary physician? Do they have nurses or attendants they are familiar with?
- 10 Is there a care log for the resident: logging how they are eating and their hygiene schedule? Ask that you have access to this information.
- 11 If possible, can you virtually check-in with your loved one so you can see how they are doing and if not, can you connect with them by phone daily.
- 12 Ask what you can do to support those working to provide care. Can you bring books or snacks to residents? Are there other ways you can support the residents and the team?

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