

# Your Infection Mitigation Safety Checklist

A guide for families seeking home care for an older loved one during COVID-19



## Know What to Ask Before Setting Up Care

Many families are balancing the risks of non-family members coming into their homes and the benefits of trained caregivers supporting their loved one's critical needs. While home is the safest place for your loved one, not all home care agencies are created equal. Be sure you're working with an agency that prioritizes the health and well-being of your family and your caregivers—and has systems and protocols in place to support your safety.

At the start of the coronavirus outbreak, we created a dedicated COVID-19 response team that's been working around the clock to update each of our policies and procedures to support safer practices for our caregivers and clients. Based on this work, we've compiled a list of questions that we recommend you ask before choosing a home care agency to care for your loved one.

See our *10-question checklist on the back.* [➔](#)

# 10 Questions to Ask Before Choosing a Home Care Agency

## Enhanced Safety Protocols

- ✓ What are your updated safety protocols and how are they documented?
- ✓ What are your call-off and sick leave policies for caregivers with infectious symptoms?
- ✓ When do you require personal protective equipment (PPE), such as gloves and masks, and how do you help your clients acquire hard-to-find items?

## Caregiver Communication and Training

- ✓ What training do you provide your caregivers to support proper infection control?
- ✓ How often do you update your caregiver protocols and how do you communicate these updates to them?
- ✓ How do you ensure that caregivers comply with your safety protocols?

## Management of Urgent Situations

- ✓ Do you offer 24/7 trained support for urgent situations?
- ✓ If a caregiver is suspected or confirmed to have COVID-19, what would you do?
- ✓ If a client is suspected or confirmed to have COVID-19, what would you do?
- ✓ If my caregiver has to cancel at the last minute, how would you restaff the visit?

A responsible home care agency that prioritizes your safety during this crisis will have clear and complete answers to each of these questions. We hope this is helpful to you and your family.