

FAQ talking points for In-home Case Managers during COVID-19 outbreak

Should I be concerned about Coronavirus on my mail?

- Best practice is to wash hands after handling incoming mail or packages and clean surfaces that mail or packages have touched.
- Contact the Department of Health for more info
 - 1-800-525-0127
 - <https://www.doh.wa.gov/Emergencies/Coronavirus>

Can my providers or case managers wear Personal Protective Equipment when they come to my home?

- The Department of Health recommends that people wear cloth face coverings in situations where you do not have symptoms such as cough, shortness of breath or fever and you are around non-household members and cannot maintain 6 feet of distance from others
- If your worker is sick, they should not report to work.
- We have temporarily changed our policy so that in-home visits are not required by our case managers in most circumstances.
- The Department of Health is recommending that you and your caregivers take precautions like washing hands, wiping down surfaces, maintaining distances of 6 feet or more when possible, covering cough or sneezes with a tissue or elbow.
- Contact your health care provider if you have symptoms.
- There is a global shortage of personal protective equipment.

Do I have to allow a caregiver or case manager into my home?

- Receiving care is always voluntary. A few tasks can be done remotely and would not require a worker to come to your home. However, if you have critical needs such as wound care, turning and re-positioning, transfers, etc. do you have a back-up plan for getting your needs met? What is that back-up plan?

What do I do if I am sick?

- Contact your primary care physician for guidance
- Wash hands frequently, wipe down surfaces often. Keep yourself distanced from others in your home. Do not share utensils or linens with others.
- May still be able to receive care if you're sick. Please notify provider so they can take appropriate precautions to keep themselves safe.
- Case Manager: Staff with your supervisor to escalate request of PPE for a caregiver who is caring for somebody who is positive or suspected positive COVID-19.

What do I do if somebody in my household is sick?

- Keep common areas disinfected.
- Do not share utensils or linens with the sick person.
- If possible, avoid sharing a bedroom and bathroom with the person who is sick and maintain social distancing
- Monitor your health for fever, cough and shortness of breath.
- Contact your primary care physician for additional guidance
- Notify provider so they can take appropriate precautions to keep themselves safe

What do I do if my caregiver is sick?

- For your protection, your caregiver should not provide care if they are sick.
- If your caregiver is sick, consider whether you can go without care on a temporary basis.
- You may also want to reach out to friends or family to see if they are willing and able to fill in if necessary.

Can I send my caregiver to the store?

- Yes, but please limit trips for essential items only.

What do I do if I have been around somebody who has Coronavirus?

- The Washington State Department of Health says you should monitor your health for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the sick person with COVID-19. You should also isolate yourself in your home and limit contact with others.
- Contact your primary care physician if you develop symptoms or have any questions.

How do I get tested for Coronavirus?

- Contact your primary care physician.
- Contact local health department for further guidance.

What if it is time for my annual assessment?

- Effective immediately and until further notice, assessments will be conducted by phone or internet whenever possible.
- If you need or want a face-to-face visit, local staff will use their professional judgement to decide how to respond, balancing your needs with the health and safety of the worker, the rules established by your local jurisdiction, and the workforce capacity.

What if my caregiver's training is going to expire and she/he can't find a class?

- The Governor has temporarily revised the requirements for long-term care workers.
- Temporary changes suspend the requirements for basic and specialty trainings, home care aide certification, and continuing education training requirements.
- Caregiver can still continue providing care even if they are not up to date on their training.
- Caregivers must still complete the Orientation and Safety training online if they haven't already done so
 - <https://www.myseiubenefits.org/training/learn-about-classes/orientation-safety/>
 - <https://fortress.wa.gov/dshs/adsaapps/TPTesting/>.

What if my caregiver does not want to come into my home and I have no one else to help me? (High acuity client) I can't get to the store or the pharmacy?

- Caregivers could do some limited services via telephone.
- If you have family members or informal supports as back-up they may be able to provide services.
- CM: Discuss person-centered options for getting needs met if the client has indicated they are having difficulty receiving care.

Why isn't my caregiver wearing a mask?

- Wearing a cloth covering is recommended if coming within 6 feet of you. This is to protect you, IF the caregiver were contagious and didn't know it.
- Care providers and case managers have been instructed to not report to work if they are feeling unwell.
- There is a critical shortage of masks statewide. Some caregivers do have access to a mask and others do not.

Will I still receive care and meals with a stay at home order?

- You can still receive care, though some of it may be provided over the phone or other ways.
- Critical personal care services are considered an essential service and are excluded from the governor's order.
- Home-delivered meals will continue to be provided to people, with a priority for those who need them most.
- There are critical workforce shortages and services may need to be triaged based upon client health and safety, guidance by local health jurisdictions and capacity of the workforce.

(Personal care provider) Now that I am ordered to stay at home, do I still care for my client?

- You will still be able to care for your client.
- You are considered essential personnel since you are caring for individuals with disabilities or older adults, you will be able to continue your work.
- You are an important part of your clients' health care team, and they need your assistance more than ever during this ongoing situation.

What are my options if I cannot visit my health care provider in person?

- Please contact your primary care physician directly for guidance.
- Many care providers are offering services by phone or internet.

Who should I contact if I'm experiencing food shortage and cannot afford to buy?

- We can help connect you with resources in your area.
- Basic Food benefits are being increased for March and April for individuals who receive SNAP benefits.
- Contact your church or local food shelter to see what assistance they may offer.

How do I get my medication refilled if I cannot pick it up in person?

- May be able to get your medication delivered by mail.
- Contact your pharmacy or primary care physician for help with medication delivery.
- AAAs may have medication delivery programs available.

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Will I be terminated from long term care services if I don't want my caregiver to work during COVID-19?

- Your services will not be terminated if you choose not to have caregiving services during this emergency.

Do I have to allow a nurse in to do a home visit in my home (for triggered SOPs)?

- Discuss any concerns you have with the nurse who is suggesting a visit. We have instructed our staff and nurses to do their work telephonically when possible. If they are saying they need to make an in-home visit it is because they are concerned about your health and safety.

How can I get my social and self-care needs met, now that many facilities are closed and events cancelled?

- Stay socially connected
 - Telephone calls, video calls (like FaceTime or Skype) and letter writing
- Engaging activities
 - Gardening, reading, doing puzzles and crafting
- [Well Connected by Covia](#) – Connects individuals to virtual classes, conversations, and activities by phone. Programs available in English and Spanish
 - Referral:
 - (877) 797-7299 (English)
 - (877) 400-5867 (Spanish)
- [Lifetime Connections without Walls](#) by Family Eldercare - Telephone activities program providing opportunities for older adults to connect with others in their community and across the country using a telephone conference call system.
 - Referral: (888) 500-6472
 - lcww@familyeldercare.org
- [Friendship Line by Institute on Aging](#) - The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls. It is a 24-hour toll-free line and the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities.
 - Toll-Free Line: (800) 971-0016

Transforming Lives

- List of technology-based and technology-free activities at the [Texas Aging and Longevity Center](#). Examples include recording family histories, making gratitude journals, and virtual happy hours.
- [Google Earth National Park Tours](#) – “Visit” national parks across the country and talk about which ones older adults have been to. What did they see? Who were they with?
- Listen to free audio books on [Audible](#).
- Volunteer to [sew masks](#) for nurses and front-line medical staff.
- Find or start a [mutual aid group through AARP](#)
- Facility staff: Contact another facility and start a pen pal program between residents
- [Memory Well](#) – Offering free interactive digital timelines to help promote connection between family members through videos, pictures, audio, letters, and notes.
- [Happy](#) – A free app that provides emotional support 24/7. Recommended by the American Heart Association, Mental Health America, and others.
- [Journey Meditation](#) – A meditation app; offering free services for the rest of the year
- [United Nations Volunteers](#) – Online volunteering with the United Nations allows organizations and volunteers to connect from anywhere in the world on any device.
- [Translators Without Borders](#) – For those who are fluent in more than one language. Volunteer to translate information
- [LibriVox](#) – Read and record chapters of books in the public domain and make them available for free on the internet.

What resources are available for immigrants?

- The Office of Refugee and Immigrant Assistance
 - information [online](#)
- For assistance locating more general resources in your area, please call 211. An operator will be able to connect you with local assistance.
- [City of Seattle's Office of Immigrant and Refugee Affairs](#) is partnering with [El Comite](#) and [Northwest Immigrant Rights Project](#). See [FAQs for immigrants](#) who want to know more about how the issue of [public charge](#) might affect their ability to access healthcare and other services during this COVID-19 outbreak.
- United We Dream maintains [information on healthcare access](#) for undocumented residents.

Additional Resources

<https://coronavirus.wa.gov/>

Need a phone number to call with questions about the virus?

Department of Health (DOH) operates a hotline, with multiple language assistance, from 6 a.m. to 10 p.m. daily at 1-800-525-0127. The call center cannot access COVID-19 testing results.

Guidance for complying with the Stay Home, Stay Healthy order

Guidance for individuals who those who want to [report evictions](#) as part of the Stay Home, Stay Healthy order.

IP Guidance



Guidance about Personal Protective Equipment



Requests for PPE: Limited Supply & Ongoing Process

