AARP recommends the below key questions if you have a spouse, sibling, parent, or other loved one in a nursing home during the COVID-19 pandemic.

1) Has anyone in the nursing home tested positive for COVID-19?
   - This includes residents as well as staff or other vendors who may have been in the nursing home.

2) What is the nursing home doing to prevent infections?
   - How are nursing home staff being screened for COVID-19, especially when they leave and re-enter the home?
   - What precautions are in place for residents who are not in private rooms?

3) Does nursing home staff have the personal protective equipment (PPE)—like masks, face shields, gowns, gloves—that they need to stay safe, and keep their patients safe?
   - Have nursing home staff been given specific training on how to use this personal protective equipment?
   - If no, what is the plan to obtain personal protective equipment?

4) What is the nursing home doing to help residents stay connected with their families or other loved ones during this time?
   - Does the nursing home help residents call their loved ones by phone or video call?
   - Will the nursing home set up a regular schedule for you to speak with your loved one?

5) What is the plan for the nursing home to communicate important information to both residents and families on a regular basis?
   - Will the nursing home be contacting you by phone or email, and when?

6) Is the nursing home currently at full staffing levels for nurses, aides, and other workers?
   - What is the plan to make sure the needs of nursing home residents are met—like bathing, feeding, medication management, social engagement—if the nursing home has staffing shortages?
Caregiving From Afar: Caring for a Loved One Across Town, Across the Country, or in a Senior Living

**California CRISISline:** If you are concerned about the safety and well-being of someone who lives in a nursing home, contact the California CRISISline at 1-800-231-4024. The CRISISline is available 24 hours a day, 7 days a week to take calls and refer complaints from residents in long-term care facilities.

**Ideas for Activities & Ways to Stay Connected:** It's important to stay connected while we’re sheltering in place. You and your loved ones can try some of these activities while remaining apart.

- **Covia – Well Connected:** Well Connected is an online community made up of people who care about each other and who value being connected. All groups can be reached by phone at no cost to you. Some groups may offer options to connect via computer or tablet.

- **Front Porch’s Staying Home, Staying Connected guide** suggests ways to engage and stay connected through technology.

- **The Feeling Good & Staying Connected Activity Guide** offers ways to stay engaged and connected with others. This guide shares activities to engage in learning, connect with friends, family, and community, and promote health and wellness. It can be downloaded in English, Spanish, Simplified Chinese or Traditional Chinese.

**Planning for Your Care and the Care of Your Loved Ones:** Talking about serious illness and medical treatment options can be hard, but they are also empowering. Patients are often relieved to be asked about their values and wishes, and family, loved ones, and medical staff can be prepared to honor those values and wishes.

- **University of California-San Francisco** offers **Prepare for Your Care** guides, tips, checklists, and other resources to help people plan for their care during sickness and end-of-life. It ensures that people’s wishes are met and they and their families are prepared. Tip sheets are available in English and Spanish.
  - English [Prepare For Your Care During 2019](#)
  - Hacer un plan médico durante el COVID-19

- **The CA Coalition for Compassionate Care** has resources to help you and the person you’re caring for to talk about and make a care plan.
  - The CA Coalition for Compassionate Care: COVID Conversations Toolbox
  - Finding Your Way: When Medical Decisions Count the Most
  - Como Encontrar Su Camino: Las Decisiones Medicas Cuando mas Importan