

QUICK 10 - COVID19 LONG-TERM CARE HOME UPDATE CHECKLIST



USE THIS CHECKLIST TO IDENTIFY WHAT INFORMATION YOU NEED TO GIVE TO FAMILIES.

COVID-19 UPDATES TO SHARE

- Number of cases of COVID-19 in our home (staff vs residents)
 - Confirmed:
 - Suspected:
 - Symptomatic:
 - Deaths:
- Total number of residents in the home
- Staffing situation
- Personal protective equipment
- COVID-19 testing updates
- Oxygen availability
- Physical and occupational therapy
- Virtual visits and window visits program
- Social engagement programs
- Donations needed

TIPS

Communication is essential during this crisis. Use these topics to guide the information you share with families. Provide updates on what has changed or stayed the same within each topic e.g. are you short staffed? Is physiotherapy still taking place? Think about what families want to know and provide information proactively.

Indicate when the information was last updated and who to contact for more information or to answer questions about a specific resident. Post this information on your home's website, social media, front door, and any other communication channels families access.

Developed in collaboration