

7 Questions to Ask Assisted Living Facilities During the COVID-19 Pandemic

If you have a loved one in an assisted living facility, you may be worried about their safety and well-being because of the coronavirus pandemic. AARP has developed key questions for you to ask the facility.

- 1. Has anyone at the facility tested positive for COVID-19?**
 - This includes residents, staff, vendors and anyone else who has access to the facility.
 - If COVID-19 has been detected, how many people have tested positive?
 - Who's being tested and how often? (Remember: to identify positive cases, facilities need to be testing regularly.)
- 2. What is the plan for the facility to communicate important information to residents and their loved ones on a regular basis?**
 - If a COVID-19 case within the facility is confirmed, how long will it take for the residents and their families or representatives to be notified?
 - How will they be contacted?
 - What is the facility doing to promote the continued meeting of the Resident Council with appropriate social distancing?
- 3. What is the facility doing to prevent COVID-19 infections?**
 - How are staff members being screened for COVID-19, and how often?
 - How is the facility being sanitized, and how often?
 - What social-distancing measures are in place?
 - Is visitation allowed? If so, what infection control measures are in place to prevent COVID-19 from being brought in?
- 4. Does the staff have sufficient levels of personal protective equipment (PPE) — masks, face shields, hand sanitizer, gowns and gloves — to keep both staff and residents safe?**
 - If not, what is the plan to obtain more and what safety measures are in place in the meantime?
 - Have the staff been trained in how to properly use each type of PPE?
- 5. What level of medical care is the facility capable of providing?**
 - Do these services cost extra?
 - If specialized care is needed outside of the facility, can family caregivers leave and return freely?
- 6. How are healthy-living programs being maintained?**
 - How are communal activities like eating, exercising, socializing and entertainment being adapted for social distancing?
 - Have any services been cut?
 - What is the facility doing to facilitate social connections both internally and externally?
 - Can you regularly contact your loved one via phone or video call? Can window visits be arranged?
- 7. Is the facility experiencing any staffing shortages?**
 - If so, how is this impacting residents' care and what is being done to address this?



RESOURCES

AARP is providing information and resources about COVID-19 to help older Americans and their families protect themselves from the virus and prevent it from spreading to others.

Resources are available online at aarp.org/coronavirus.