Provider Selection Guide – COVID Appendix

When selecting a provider agency or considering a new agency for Home and Community Based Services, there may be some COVID related safety concerns you would like to address before choosing a provider.

- **HOW DOES YOUR AGENCY COMMUNICATE THE LATEST INFORMATION ABOUT COVID SAFE PRACTICES TO PARTICIPANTS?**
  - Ways you like to communicate: email; text; phone, website; or in person
  - Easy to understand materials
  - Point person at agency who is easy to reach

- **HOW DOES YOUR AGENCY HELP ME UNDERSTAND RISKS AND BENEFITS TO THIS SERVICE DURING COVID-19?**
  - Agency communication about the risks and benefits to services and my choices
  - If the agency is willing to work through your individual needs and risk factors

- **HOW DOES YOUR AGENCY IMPLEMENT COVID SAFE PRACTICES?**
  - Rules about wearing & cleaning cloths masks
  - Use of visual cues for six feet distance
  - Hand washing routines
  - Cleaning and sanitation practices
  - Plan to get, use and dispose safely of Personal Protective Equipment (PPE)
□ **HOW DOES YOUR AGENCY SCREEN STAFF?**

- Contactless temperature checks before entry
- Plan to send staff home
- Frequency of screening
- Signage and symptoms checklist/questionnaire

□ **HOW DOES YOUR AGENCY AVOID HIGH RISK SITUATIONS FOR COVID-19 TRANSMISSION?**

- Avoiding crowds
- Providing spacious settings and ventilation
- Lowering close contact
- How chores and grocery shopping are supported
- Transportation in shared vehicles

□ **HOW DOES YOUR AGENCY SUPPORT TELEHEALTH, TELEMEDICINE OR REMOTE PERSONAL VISITS?**

- Support for use, cleaning, access to devices and internet
- Technical support for staff

□ **HOW DOES YOUR AGENCY ADDRESS AN OUTBREAK?**

- A quick communication plan to alert people to possible exposure
- Quarantine and back up staffing plans