

## 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