Is your loved one in a nursing home?  
6 Questions to ask.

AARP is providing information and resources about COVID-19 to help older Kentuckians, and their families, protect themselves from the virus and prevent it from spreading to others. If you have a spouse, sibling, parent, or other loved one in a nursing home, 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 nursing home.

☐ 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?

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KENTUCKY RESOURCES

If you are concerned about the safety and well-being of a spouse, parent, or other loved one who lives in a nursing home, contact the Kentucky Ombudsman Program at:
800-372-2991
and
https://chfs.ky.gov/agencies/dail/Pages/Ltcomb.aspx
or visit
www.nasop.org
to find a local ombudsman near you.

AARP’s Coronavirus Information:
www.aarp.org/coronavirus

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www.aarp.org/caregiving