

COVID Caregiver Team FAQs

Q: What is the COVID Caregiver Team (CCT)?

A: This team is comprised of caregivers who have volunteered to service patients/clients who have tested positive for COVID-19. You would be providing an extraordinary service during an unprecedented time.

Q: What are the requirements/qualifications to be on the team?

A: The following are criteria for team members:

- Individuals selected must be in good standing with the Agency;
- Must demonstrate a high degree of personal responsibility and compassion;
- Must be able to communicate effectively with the individual served or their primary caregiver;
- Must have access to a smart device, tablet, or computer and complete required training;
- Must be willing to work up to 40 hours per week and travel additional distances between clients;
- Must be willing to complete proper testing on the fit of their mask and use of equipment;
- Must be willing to self-isolate in their home while caring for this population;
- Must be willing to self-quarantine for 14 days after they finish on the team;
- Must have completed the basic training for the position that they hold; and
- Must agree to sign the CCT Acknowledgement

Q: How long will I work on the team?

A: In signing up for this team, you will be asked to stay on the team until we no longer have COVID clients to serve. We anticipate this will be at least 30 days but maybe longer. Your immediate supervisor will work with you to determine your schedule and when you come off the CCT.

Q: Will there be special training I have to go through?

A: Yes, you will have to complete required online training. This training is video-based and will walk you through the basics of COVID, expectations of team members, proper use of PPE, and best practices when servicing the clients. You will have to pass a knowledge check and perform an in-person demonstration before beginning your assignment.

Q: How many hours a week will I work?

A: We do not know how many clients with COVID we will have in your area at any one time but are asking you to be available for a full time schedule.

Q: Do I need to do anything special while on the team?

A: You should closely monitor yourself for any symptoms such as a cough or fever and notify your supervisor if you notice any change in your health. Additionally, you should practice social distancing, even with other people in your home, and wear a face covering when you leave the house.

Q: What happens after I come off of the team?

A: After you see your last COVID client/patient, you will be required to self-quarantine and not work for 14 days. This is to ensure you have not been exposed to COVID and have an active infection. After 14 days, you can return to your regular schedule.

Q: What if I am too sick to work a visit?

A: Call your supervisor as soon as possible so that we can find someone to fill your shift.

Q: What is the difference between self-quarantine and shelter in in place?

A: People who are self-quarantining should stay home, not allow visitors, separate themselves from other in the home, stay in a specific room away from other as much as possible and use a separate bathroom. You should not care for anyone elderly or your pets and should not prepare food for others. Shelter in place means remaining within your home and limiting interactions with others outside of those who live with you. This means limiting trips to the grocery store and avoiding gatherings of 5 or more people.

Q: Will I be paid more for being a part of the COVID Caregiver Team?

A: We realize that being part of the CCT is a commitment and you can expect some additional reimbursement for taking on this difficult population. The amount will vary based on your state/location and the services you may be providing. Please talk with your service coordinator about the specific additional pay rates.

Q: Am I able to service my non-COVID patients during this assignment?

A: Caregivers will not able to service their regular non-COVID patients until they are complete with their COVID Caregiver Team assignment and successfully completed any required quarantines.

Q: Where can I go if I have additional questions?

A: You can reach out to your supervisor or visit [the COVID Caregiver Team Site on Addus.com](https://www.addus.com/covid-caregiver-team)