



COVID19 Hot Topics for Independent Living: Crisis Workforce Management

Because Life Plan Communities offer various care settings, ranging from Independent Living to Memory Support and Skilled Nursing, LPCs also have a diverse workforce that ranges broadly and includes direct care staff, as well as administrative and support services staff. LPCs are actively considering how to manage their workforce, in light of the likelihood of staffing shortages due to employee illness, or employee personal and familial obligations that supersede their workplace commitments.

LeadingAge offers the following “Hot Topic” for COVID-19 Crisis Workforce Management, drawing on guidelines from the Centers for Disease Control (CDC) and Centers for Medicare and Medicaid Services (CMS), as well as best practices in the field.

For LPCs with Crisis Workforce Management Plans, Have You Considered:

- **When is the right time to activate your Crisis Workforce Management Plan?** Do your plans include working in shifts or working from home? How do you define “essential” and “non-essential” roles and responsibilities?
- **Have you equipped your personnel in essential roles with the tools they need?** This could include equipment, software and access settings that permit remote support and services to residents who may be home-bound or under quarantine. A member example is: a fitness instructor who is enabled to record and transmit the daily workout session via television, internet, or an in-house transmission system.
- **Have you equipped your personnel in non-essential roles with the tools they need?** This could include equipment, software and access settings that permit and encourage these staff members to easily provide remote support and services from home. A member example is: a social worker who is able to hold care plan conferences with residents and family members using a teleconferencing platform such as Skype, Go To Meeting, or Zoom.
- **Are there personnel in non-essential roles who can be cross trained into essential roles?** Consider how to provide support and/or direct care for residents, if and when Essential personnel must be on a relief shift, are home sick, or otherwise are quarantined due to coronavirus exposure or diagnosis.
- **What is your plan to communicate with your personnel?** How will you describe the new work arrangements? Who should a staff member speak with for questions, support on remote work assignments, or to request time away for personal or family illness?
- **What is your plan to communicate with residents, families, and community stakeholders?** How will you explain the implementation of this plan, and how will it affect direct care services to residents?

As the coronavirus pandemic and response continues to evolve, new and updated resources for all aging services providers will be posted to www.leadingage.org/COVID19. Please visit frequently to get the latest news and updates.