

Covid-19 Long Term Care Facility Matching Frequently Asked Questions

- 1. I have an Emergency Staffing Need and needs someone to start working today!**
 - **Please reach out to the Department of Public Health, Bureau of Health Care Safety and Quality Complaint unit number 617-753-8150**

The LTC portal cannot fulfill same day or next day staffing requests.
- 2. How do I access the Covid-19 LTC Facility Staffing website?** Go to <https://covid19ltc.umassmed.edu/> and click on returning user to create an account or log in to your account. You will receive a confirmation email confirming that the intake was received. Please check your junk folder for this email. If it is not received please resubmit your intake.
- 3. I filled out the online form to register my facility. How do I find out about matched healthcare workers for my facility?** Matches are made daily based on a variety of factors, including location, type of worker needed, date needed, and available workers in the system that align with your need. Once a match is made, your facility will get alerted by the portal.
- 4. What do I do if the healthcare needs of my facility changes?** You can make changes to your facility's requirements by logging in to your account and making the changes.
- 5. What do I do with the matching files that I receive?** Contact workers at once to conduct a screening and schedule an interview. Respond to the portal within 12 hours that you intend to hire the worker by entering, YES, in Column G, next to each potential healthcare worker's name in your spreadsheet. The Portal email address is: covid19.ltc@umassmed.edu Failure to complete this step will result in the worker being returned to the portal list of available workers.
- 6. I am unable to reach the healthcare worker provided in the matching file. How long do I continue to attempt to reach out to them?** Facilities that reach out to candidates immediately and use multiple modes of communication, such as text messaging, emailing, and calling the alternative number, if applicable, will have the most success in reaching potential candidates.
- 7. When I reached out to the healthcare worker, she informed me that she has accepted a position with another facility?** Return to the Covid-19 LTC Facility Staffing website and update your need for workers.
- 8. I have made multiple attempts to reach the matched healthcare worker without success.**

Return to the Covid-19 LTC Facility Staffing website and update your need for workers.
- 9. Have these applicants been promised a guaranteed rate?** No. Wages should be negotiated with the applicant according to the facilities hiring process
- 10. Who would these candidates be employed by; the state or my facility?** Candidates are employed by the facility. Facilities should follow their screening and onboarding process when hiring new workers
- 11. Do all these applicants have experience working in an LTC facilities?** Refer to the candidate's intake form or discuss during the interview process
- 12. Do these candidates know they are applying for a job in an LTC facility?** Yes. The intake form states, "This intake form is being conducted by the State of Massachusetts to assess your skills and availability to work at a Long Term Care Facility supporting the recovery of COVID-19 positive patients".

13. **Do the candidates know they will be working in a facility with COVID-19 cases?** Candidates are asked during the intake process if they are willing to work with COVID 19 positive residents. Those candidates that answer, "no", are not matched to LTC facilities.
14. **Where do I learn about the DPH guidance on training and supervision of temporary nurse aides and feeding assistants?** Please click [here](#) or cut and paste this link for the latest information: <https://www.mass.gov/info-details/covid-19-public-health-guidance-and-directives#caregivers->

General Information

TRAINING FOR TEMPORARY NURSE AIDES (RESIDENT CARE ASSISTANTS, RCA)

This is a 16-hour online training for a [National Temporary Nurse Aide Certification](#). In this online training, you'll learn how to use protective equipment (like masks, gloves, gowns), hand hygiene, surface cleaning, and other best practices to stop the spread and keep yourself and those you care for safe.

FREE COVID TRAINING: A 3-hour COVID19 Training is available for the Patient Care Technicians you hire. This training includes recommended modules from the CDC. This is the link and code:

<https://covidcert.nextstep.careers/>

Code to use at checkout is MACOVIDCERT

SIGNING BONUS FOR NURSING FACILITY STAFF: The deadline to register was Friday, June 19, 2020. Click [here](#) for information on the MassHealth Investment to Support Signing Bonuses for Nursing Facility Staff, updated May 2020.

Any questions should be sent to COVID19.LTC@umassmed.edu.

COVID19 Emergency licensing and certification:

<https://www.mass.gov/service-details/covid-19-licenses>

COVID19 Emergency Guidance for healthcare professionals:

<https://www.mass.gov/info-details/covid-19-guidance-and-directives#health-care-professionals-&-organizations->

SUGGESTED WEBSITES TO REVIEW & PAPERWORK TO HAVE PREPARED:

FORM or SITE	LINK
Dept of Justice <i>To review your record for possibly exclusions to work.</i>	https://exclusions.oig.hhs.gov/
Mass Licensing <i>To review the validity of your license</i>	https://checkalicense.hhs.state.ma.us/MyLicenseVerification/
CORI Acknowledgement	https://www.mass.gov/doc/cori-acknowledgement-form-for-employment-and-licensing-0/download
US I-9 Form	https://www.uscis.gov/system/files_force/files/form/i-9.pdf?download=1
IRS W-4 Form	https://www.irs.gov/pub/irs-pdf/fw4.pdf
Mass W-4 Form	https://www.mass.gov/doc/form-m-4-massachusetts-employees-withholding-exemption-certificate/download