

The Importance of the Role of CNAs During COVID-19

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Home COVID-19 Action Network**



Giving Compassion, Care, and Love

- Confused (move to isolation unit, PPE use)
- Scared (mortality in elderly)
- Dementia or Alzheimer's
- No family visitors
- Trauma-informed care



Keeping a positive mindset at all times



- Support system
- Faith
- Gratitude
- Self-care
- ✓ Staff are experiencing trauma too

Doctor and Nurse relationship with CNA

- Eyes and ears for symptom surveillance
- Communication is key
- Be an “expert noticer”
 - ✓ Slightest changes can mean outbreak brewing



Professionalism

- Respect families wishes
- Dignity and Integrity
- Confidentiality
- Reasonable expectations and rational decisions
- Following the science



Hygiene and cleanliness in workplace

- Proper PPE indicated and protocol for donn/doff
- Supplies (correct use)
- Education: Take advantage of everything offered



Virtual Visits

- New way of seeing loved ones
- Doctor appointments via Telehealth
- Therapy



CAN / Resident Relationship

- Become their family
- Trust
- Comfort through pain of physical illness



End of life



- Only ones with them at time of death
- Support family members of dying patient or patient that has died