

CAREGIVER HOUSING PROGRAM FAQs

General Caregiver Housing

What is the Cleveland Clinic Caregiver Support Housing program?

This program offers a room to eligible caregivers providing direct patient care who wish to shelter away from members of their families due to the COVID-19 pandemic. The program is available to well caregivers, and caregivers who have COVID-19 and do not require medical care.

What are the eligibility guidelines?

Caregivers who are interested in applying for the Caregiver Support Housing program must meet the following guidelines:

1. Caregiver provides direct patient care (hands-on, face-to-face contact with patients for the purpose of diagnosis, treatment and monitoring) **on a COVID-19 unit**; and
2. Caregiver lives with others and has no way to isolate in their own household

I don't meet the eligibility of Cleveland Clinic's program. Are there any other alternative programs?

Other sponsoring organizations may have housing programs for first responders and select healthcare providers. Our caregivers may qualify for these programs. More information can be found on the [Connecting Caregivers Connect Today](#) page.

I provide direct patient care to a COVID-19 patient, but not on a COVID-19 unit. What options are available to me?

This will be evaluated on a case-by-case basis. Please reach out to strategicspaceplan@ccf.org.

How do I apply to the Caregiver Support Housing program?

If a caregiver believes they fit the above criteria, they may request Caregiver Support Housing. Caregivers can apply by [completing this survey](#).

Am I guaranteed to get a room?

The program will provide rooms to as many caregivers as possible who apply and meet the program criteria. The duration of the Caregiver Support Housing Program is unknown at this time.

When will I be notified if I am assigned a room?

It can take up to 72 hours to receive confirmation of room assignment.

How long can I stay in my Caregiver Support Housing room?

Each reservation can last up to seven (7) days. If caregivers need to renew their stay, they can email their request to strategicspaceplan@ccf.org.

Do I need anything to check in at my Caregiver Support Housing site?

Please bring your state-issued ID and your Cleveland Clinic badge. Caregivers will need a personal credit card to be put on file for incidentals, as these are the caregiver's responsibility.

What is covered in the Caregiver Support Housing program?

The caregiver will be responsible for all incidentals, including any purchases of food and beverages, services offered at the site or from outside companies. Caregivers who refuse or are unable to pay for the incidentals will lose the privilege of participating in the Caregiver Support Housing Program and will be subject to any legal action that may be taken by the host facility. Caregivers are also responsible for a

no-show fee if they do not attend their reservation or do not cancel their reservation in accordance with hotel policy (typically at least 24 hours in advance).

What is the no-show fee?

Caregivers who do not attend their reservation will be responsible for a no-show fee. This fee is \$50. Caregivers may cancel the reservations in accordance with hotel policy (usually 24 hours advance notice) in order to avoid the no-show fee. Cleveland Clinic will deduct the no-show fee from any salary/wages owed to the caregiver.

Is this program available for all caregivers in Florida?

Yes, the Caregiver Support Housing program is available for caregivers in Florida, including Weston, Indian River and Martin Health. Caregivers in Florida can apply through the link provided.

What about Akron General and Union Hospital caregivers?

Yes, the Caregiver Support Housing program is available to Akron General and Union Hospital caregivers.

Who do I contact with questions?

Please email strategicspaceplan@ccf.org with any questions.

Where are the Caregiver Support Housing sites for well caregivers located?

We have secured Caregiver Support Housing rooms for caregivers across Northeast Ohio and Florida, organized in the following regions: Main Campus, East Region, West Region, South Region and Florida Region.

Am I allowed to select where I want to stay?

Yes, caregivers can request which region they would like to stay. We will make every effort to honor this preference; however, this will be based on availability of rooms.

Will shuttle service be provided to/from my Caregiver Support Housing and work locations?

No, caregivers will be responsible for their own transportation to/from their work location, if applicable. Additional information regarding parking will be provided when a caregivers' housing request is filled.

Can my family stay with me at my Caregiver Support Housing location?

Spouses may be allowed to stay with a well caregiver, but must be approved by program management. Children are not allowed to stay with caregivers. Checks may be completed to ensure compliance.

What happens if I am staying in Caregiver Support Housing and I start to experience COVID-19 symptoms?

If you have a fever, cough, shortness of breath or are otherwise concerned you have COVID-19, call the Caregiver COVID-19 Hotline at 216.445.8246 (for Ohio caregivers) or 800.546.4149 (for Florida caregivers).

What happens if I am staying in Caregiver Support Housing and test positive for COVID-19?

If you should test positive during your stay in the caregiver support housing program, please contact Deanna Trihas at 216.789.0470 immediately for hotel reassignment.

Housing for Caregivers with COVID-19

Where are the Caregiver Support Housing locations for caregivers who have COVID-19?

Sites for caregivers who are ill currently with COVID-19 include locations in Cleveland, Ohio, and Weston and Vero Beach, Florida.

What is the visitation policy?

Due to the need for isolation of those ill with COVID-19, no visitors are allowed.

What is the behavioral policy?

Caregivers are not permitted to leave their room during quarantine. If Caregivers should have to leave their room Caregiver is required to notify the front desk – masks must be worn whenever stepping out of room. If the caregiver does not comply with the behavioral policy caregiver will be required to check-out of the hotel.

How will I be monitored for symptoms while at the accommodation?

Caregivers will be provided guidance on symptom monitoring. Upon recovery, the caregiver will return to Occupational Health for a return-to-work date. Once the caregiver receives clearance from Occupational Health to return to work, they must contact Strategic Space Planning strategicspaceplan@ccf.org to get checked out. Housing options in the well hotel may be available.

Will food service be available?

Food services are not available at all hotels. If food service is available, we encourage safe food delivery practices. The caregiver will be responsible for the costs of those services. Caregivers who refuse or are unable to pay for the costs of those services will lose the privilege of participating in the Caregiver Support Housing Program and will be subject to any legal action that may be taken by the host facility.

Are caregivers who currently have COVID-19 and are quarantining at home eligible for this program?

Caregivers who currently have COVID-19 and are quarantining at home are eligible for the program if they live with others and have no way to isolate in their own household.

What am I expected to do while staying at the convalescence hotel?

I am not permitted to leave my room during quarantine, except to receive treatment for my illness. Pick-ups and deliveries from non-hotel staff is not permitted. Nor is pick up or delivery at entry and exits or at the front desk. Noncompliance with these procedures that have been established to ensure the safety of hotel employees and other guests will result in your removal from the hotel and could subject you personally liable for costs or other actions as a result.

What should I expect from the hotel staff?

Hotel personnel will not provide housekeeping services throughout the stay.

- Hotel will provide additional linen, towels, amenities, etc. upon request. It is the responsibility of the Caregiver to collect garbage, soiled linen and towels and place them in the large garbage bag that is provided within each guest room.
- Caregiver is required to place the linen/garbage bag outside of their guest room door and hotel staff will pick up the bags. Please be certain to inform the front desk when you are in need of new linen, towels, etc.
- Once a Caregiver is cleared to return to work, hotel must be informed at least 6 hours prior to their departure by notifying the front desk and strategicspaceplan@ccf.org