

# Crisis Staffing Support

Resources for Long-Term Care Facilities  
Experiencing Crisis Level Staffing Shortages



## Crisis Staffing Support Can Help Keep Your Residents and Staff Safe

During the COVID-19 pandemic, staffing shortages have reached a critical level in Ohio's long-term care facilities.

There are many resources available in your community and within your organization to help you address a staffing crisis. This may include availing yourself of available nurses in your community, engaging staffing agencies, pulling from resources within your organization, changing recruitment strategies, using your leadership staff, following Centers for Disease Control and Prevention (CDC) crisis staffing guidance, and more. However, we know that sometimes you can exhaust all of these options and still not acquire the help you need to ensure the safety and wellbeing of your residents and staff.

Find CDC crisis staffing guidance here:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/mitigating-staff-shortages.html>

### Exhausted All Options? Request Crisis Staffing Support

The Regional Rapid Response Assistance Program (R<sup>3</sup>AP) can provide staffing support in a crisis situation when all other, good faith efforts are unsuccessful.



#### Crisis Staffing Support:

- Can be deployed in as little as 24 hours.
- Is available on a short term basis (typically 3-5 days).
- May include registered nurses, licensed practical nurses, state-tested nurse aides, and more.
- Is an option of last resort.

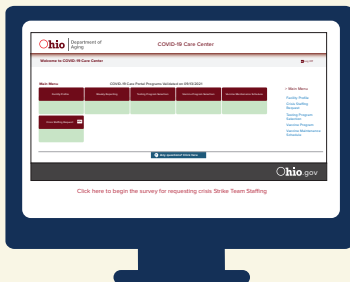
## Crisis Staffing Support is a Click Away

R<sup>3</sup>AP provides in-person and remote support to long-term care facilities through the **COVID-19 Care Center Portal (CCC)**.

[covidcare.age.ohio.gov](https://covidcare.age.ohio.gov)  
COVID-19 Care Center Portal

### What We Provide

The CCC portal weaves expert resources from health care staffing organizations to support short-term operational needs during a crisis.



- ✓ COVID-19 Testing Support
- ✓ COVID-19 Vaccine Access
- ✓ COVID-19 Resources and Supplies
- ✓ COVID-19 Crisis Staffing Teams

Login to:



[covidcare.age.ohio.gov](https://covidcare.age.ohio.gov)



Video tutorial available at:  
[www.aging.ohio.gov/r3ap](http://www.aging.ohio.gov/r3ap)

## Crisis Staffing Support is a Click Away

You can request crisis staffing support through the online CCC portal – the same portal where you coordinate vaccine and testing enrollment. Access the CCC portal with the same username and password you use to access other services. **If you need help logging in, please call the R<sup>3</sup>AP call center at 1-855-732-7632.**

*Crisis staffing support is intended as a resource of last resort. Facilities are expected to explore in good faith all other available options in their communities before requesting assistance through R<sup>3</sup>AP.*

After clicking the “**Crisis Staffing Request**” button you will complete a brief survey on the CCC portal that requests basic details about the facility, number of staff who have missed shifts, whether crisis staffing protocols have been enacted, and if the facility has reached out to staffing agencies for assistance.

Online submission of the survey immediately notifies R<sup>3</sup>AP of your crisis situation. A clinical coordinator will review your request and contact you.



Click here to begin the survey to request crisis staffing support.



Video tutorial available at: [www.aging.ohio.gov/r3ap](http://www.aging.ohio.gov/r3ap)

# Communicating with Your Residents is Important

It is important to address residents' concerns during a staffing shortage. Residents may feel as though they have been forgotten and available staff may take longer to respond to calls for help. Speaking to residents and setting expectations during crisis periods can help ease anxiety.

- Instruct staff to address residents' questions about staff shortages. Explain the facility's plan to mitigate the staffing shortage, including the use of Crisis Staffing Support, so they know help is on the way.
- Encourage residents and their families to speak with a representative of the independent Office of the State Long-Term Care Ombudsman. Ombudsmen have the availability to assist residents facing challenges in receiving care and services during the pandemic.



**Office of the State  
Long-Term Care Ombudsman**

**(800) 282-1206**

[aging.ohio.gov/find-services](http://aging.ohio.gov/find-services)





Department of  
Aging



REGIONAL RAPID RESPONSE  
ASSISTANCE PROGRAM R<sup>3</sup>AP

with support from the Ohio Department of Health

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[www.aging.ohio.gov/r3ap](http://www.aging.ohio.gov/r3ap)

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