

Respite Relief for Military & Veteran Caregivers (R&R Program) Helping Hidden Heroes Amid COVID-19

FREQUENTLY ASKED QUESTIONS

1. What is the Respite Relief for Military and Veteran Caregivers Program?

a. In May 2020, CareLinx, a nationwide professional caregiver marketplace, announced plans to donate one million dollars of paid caregiving services to support military and veteran families in partnership with the Elizabeth Dole Foundation and the U.S. Department of Veterans Affairs. This donation was inspired due to the COVID-19 pandemic, to offer additional support to veteran caregivers.

2. How do I determine if I'm eligible for this service?

a. The Respite & Relief program will be slowly rolled out nationwide in phases. Minimum eligibility requirements include the following:

i. You must be a family caregiver to a wounded, ill, or injured veteran or service member (and submit proof of service).

ii. The military/veteran family must seek respite care relief in eligible regions of Florida, California, and Texas, and areas surrounding Indianapolis (Indiana), Philadelphia (Pennsylvania), Portland (Oregon), and Seattle (Washington). Services are available in the [zip codes](#) listed here.

iii. Requested relief support includes one of the following: companionship, light house keeping, grocery shopping and meal preparation, transportation, mobility support/transferring, exercise, toileting, bathing, dressing and grooming. If you and your care recipient need more assistance such as assistance with administering medications, in home physical therapy, or any other type of specialized medical care, consider applying for support of simpler tasks that are within service offerings that are listed above. If you have professional medical assistance that comes into the home or if you, the caregiver provides that care, the Respite Relief offered by the Elizabeth Dole Foundation and CareLinx can still help with those other tasks while you or the professional caregiver can focus on assisting the veteran.

Note: If there is a positive COVID-19 case in the household and you are approved for respite hours, CareLinx will work with you to schedule care only once it is safe to do so.

3. How will EDF choose who receives the service?

a. The Elizabeth Dole Foundation R&R Review Committee consists of military and veteran spouses and family members, as well as caregivers themselves. The R&R review committee will review applications on a rolling basis and give preference to those who meet the eligibility requirements described above and have been impacted by COVID-19. The need for this service could be from loss of normal respite assistance, loss of job, or impact of COVID-19 on access and availability of services in your area. If the veteran or service member you care for has experienced extra stress due to quarantining and not being able to attend regular appointments, we encourage you to apply.

4. How much respite time will I be awarded if I'm selected?

a. If you are selected for this service, you will be awarded 24 hours of service from a professional Caregiver on CareLinx's network. The 24 hours of service can be used over the course of a few days, a week, or a couple of months, but must be used in allotments of at least four hours.

5. What is the process for getting the CareLinx caregiver to come to my home?

a. Once you are notified that you have been selected for this service, EDF staff will securely transfer your information to the CareLinx team who will reach out to you and perform an assessment to match you with the right caregiver. You will then be given instructions from the CareLinx team on how to book your hours.

6. How is this safe during COVID-19?

a. The Elizabeth Dole Foundation and CareLinx teams both understand that due to the global pandemic, there are concerns about having people come in and out of your home. The professional caregiver will complete a shift symptom check prior to arriving for their shift. CareLinx will also provide each approved applicant a box of Personal Protective Equipment (PPE) to use during their professional caregiver's visit. The PPE box is complete with disposable masks, gloves, surface wipes, and hand sanitizer. This will ensure the safety of the care recipient, family caregiver, and the CareLinx caregiver.

7. What if my care recipient needs more intensive care that isn't provided? How do I get help?

a. Unfortunately, the services provided by CareLinx and the Elizabeth Dole Foundation do not cover medical or skilled home health tasks at this time. For more intensive care support, we recommend reaching out to your local Veterans Affairs Hospital or Defense Health Agency facility to see if you are eligible for any type of respite or other services through those administrations.

8. How do I apply for the R&R Program?

a. Please visit https://hiddenheroes.smapply.org/prog/respite_relief/ to apply to the R&R Program.

9. I have submitted my application for the R&R Program - when can I expect to hear back regarding the decision?

a. The R&R Review Committee is reviewing applications on a rolling basis and working as quickly as possible to make their final decisions. We are hoping to communicate all decisions within 2-3 weeks of application submissions.

If you have questions, please email respiterelief@elizabethdolefoundation.org

hiddenheroes.org/respite