



Nursing Home Guidance: Temporary Nurse Aide and Hospitality Aide Employment Opportunities for Family Members and Others

State of Wisconsin / Department of Health Services / Division of Quality Assurance

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Recognizing the critical role that family members and significant others have in the support of residents and the shortage of direct care staff, the Department of Health Services (DHS) is providing information about the existing opportunities for nursing homes to employ family members as temporary nurse aides or hospitality aides to care for their loved one.

Nursing homes that would like to employ family members or other individuals as temporary nurse aides or hospitality aides may do so by using existing options:

- Available at the Department of Health Services webpage, [COVID-19: Nurse Aide](#), and
- As outlined in the Division of Quality Assurance publication P-01559, [Noncertified Individuals in Delivery of Non-Hands-On Services](#)
- As with any employee, facilities must comply with the requirements regarding background checks in Wis. Stat. § 50.065 and Wis. Admin. Code Chapter DHS 12, regarding health screening and orientation in Wis. Admin. Code §§ DHS 132.42 Employees and DHS 132.44 Employee Development (1), and regarding COVID-19 screening and testing.

Temporary nurse aides and hospitality aides must follow all infection prevention practices, including social distancing, hand hygiene, donning/doffing PPE, cleaning, and disinfecting.

To help a facility determine if they should hire family members and other individuals as temporary nurse aides or hospitality aides, consider the following description of each program.

Temporary Nurse Aide

This path allows for an employee to work temporarily in a nurse aide capacity as a result of [Emergency Rule 2029](#), but will not result in permanent nurse aide status and will not result in inclusion on the Nurse Aide Registry.

These nurse aides are temporary; and will not be eligible to be employed as a Certified Nurse Aide (CNA) after [Emergency Rule 2029](#) expires. The temporary nurse aide will not be included on the Nurse Aide Registry without successfully completing a formal nurse aide training curriculum and successful competency testing.

Limited Training (16-hour initial training) Alternative to Nurse Aide Training

1. Temporary nurse aide staff employed by a nursing home are allowed to begin working after completing initial 16 hours of essential training. A 16-hour online course of essential curriculum is available; however, classroom training via a current training program for students currently enrolled, or a 16-hour essential training may also suffice.
2. Topics to be covered before students provide direct resident care are:
 - Communication and interpersonal skills
 - Infection control
 - Safety/emergency procedures, including the Heimlich maneuver
 - Promoting resident independence
 - Respecting resident rights
3. Provider must obtain proof of completion or provide training to temporary nurse aides as attestation of the 16-hour essential competencies above prior to providing direct resident care.
4. Providers may also require additional training, whether online or hands-on/in-person, or a combination thereof.
5. Temporary nurse aides are not eligible to take a competency exam, will not be tracked by DHS, will not be included on the Nurse Aide Registry, and will not be eligible to be employed as a CNA after [Emergency Rule 2029](#) expires.

6. Facilities are responsible to train the aide on any skill or task they wish to delegate to the aide; ensure the aide is competent with the skills and the resident's care plan before they may assist a resident. Facilities are responsible to train the aide to report any significant change in condition of any resident to the nurse in charge or on call. The facility must maintain a record of the training provided.

Hospitality Aide

Providers may utilize assistants to nurse aides in certain non-hands-on service delivery. These “helpers” or “hospitality aides” can assist with traditional nurse aide duties that are non-direct care duties. This path provides immediate assistance and relief during the pandemic and may continue beyond the pandemic.

- Hospitality aides deliver non-hands-on services by providing assistance to nurse aide staff.
- Hospitality aides are not listed on the Nurse Aide Registry.
- Hospitality aides are not tracked by DHS.
- [***Noncertified Individuals in Delivery of Non-Hands-On Services***](#) (DQA publication P-0559, pdf) lists specific non-direct tasks to assist CNA staff. This list is not all-inclusive.

Important Note

DQA cannot provide guidance on whether a facility should allow temporary nurse aide and hospitality aide employees to work in an unpaid capacity. We recommend that providers work with their corporation counsel to determine the legality of using unpaid temporary nurse aide and hospitality aide staff.