

Social Distancing Not Social Isolation

Patricia Hunter, MSW
Washington State LTC Ombuds
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Long-Term Care Ombudsman Program

- Advocate for people living in licensed long-term care
 - Nursing homes
 - Assisted living Facilities
 - Adult family homes
 - Enhanced Care Facilities
 - Veterans Homes
 - Residential Habilitative Centers (RHCs)

Long-Term Care Ombuds Role

- Protect and Promote the rights of long-term care Residents under state and federal laws
- Complaint finding and resolution
- Advocating on behalf of long-term care residents
- Systems change advocate working to improve the overall system of long-term care

TYPES OF COMPLAINTS

RESIDENTS RIGHTS AND CIVIL RIGHTS

Food and Snacks

Respect/Dignity

Choice

Family conflict

Care Issues

Quality of Life

Privacy

Autonomy

Confidentiality

Visitations/Access/Communication

Visitations and COVID19

- Restricted visiting and limited access to residents
- Facilities have received waivers to some laws
- Required to follow the Governor's Safe Start Plan which includes who, when and how residents can receive visitors
- Up to each facility administrator---given a lot of discretion
- Bottom line the facility must help residents exercise their rights to communicate with others

What is allowed for Long-Term Care Facilities Visitation

Washington State Department of Health and Department of Social and Health Services

August 2020

A facility or agency must meet certain criteria before entering a new phase, including going 28 days without a resident or staff member testing positive for COVID-19 and having at least a 14-day supply of Personal Protective Equipment (PPE) on hand. Until the COVID-19 public health threat has ended, facilities and agencies will practice social distancing, universal masking, screen all staff and residents entering for symptoms, maintain access to testing and follow all local and federal PPE guidelines.

	1 LTC Phase 1	2 LTC Phase 2	3 LTC Phase 3	4 LTC Phase 4
Compassionate care visits	✓	✓	✓	✓
Window visits	✓	✓	✓	✓
Remote visits	✓	✓	✓	✓
Outdoor visits	✓*	✓	✓	✓
Limited indoor visits		✓**	✓	✓
Normal visitation				✓

*Residents are limited to two visitors each day.

** Only if the resident is unable to visit outdoors or remotely.
In that case, a single 'essential support person' will be allowed into the facility.



OUTDOOR VISITS

1. Window visits
2. Patio/decks/garages
3. Lawn and Garden
4. Tents
5. Creative outdoor shelters
6. Plexiglass barriers
7. Visits through a glass door





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Smart phones, tablets, laptops, Kindles...



THINK LOW TECH!

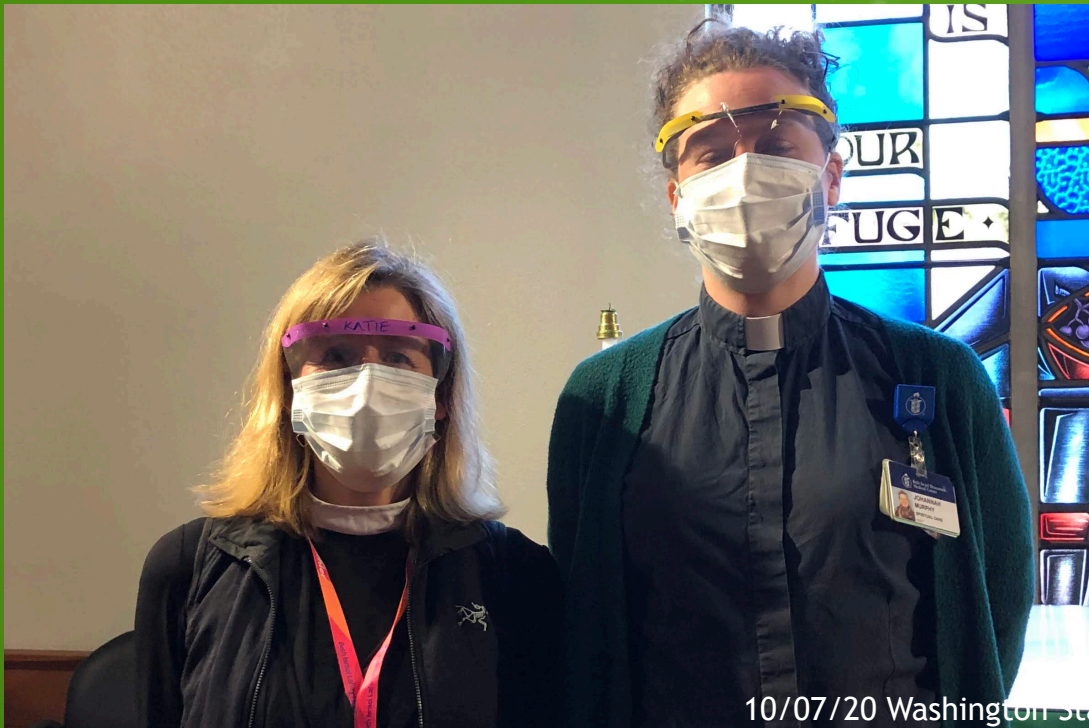


CARE PACKAGES

- Snacks and beverages
- Gift cards, debit cards, cash to order food or for purchasing goodies
- Reading materials (newspapers, subscriptions)
- Craft making supplies
- Art supplies
- Puzzles, games
- Extra clothing for layering/warmth and wind/rain protection
- Movies, music, audio books
- Personal care products, grooming and beauty gifts, subscriptions
- Technology gifts (ergonomic, accessible)
- Letters, notes, cards
- Spiritual, cultural items







Resources and Contacts

The National Consumer Voice for Quality Long-Term Care www.theconsumervoice.org

<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families#staying-connected> (FACT SHEETS)

Washington State Long-Term Care Ombudsman Program: 1-800-562-6028

Email: Ltcop@mschelps.org

www.waombudsman.org

Family Help (Washington State Department of Health and Social Services, Website for Governor's Safe Start Plan (visitations, what is allowed during COVID 19)

<https://www.dshs.wa.gov/altsa/famhelp-facility-status-and-information>

DSHS Facility Complaint line: 1-800-562-6078



Thank you!

Patricia Hunter, MSW

State LTC Ombuds

Email: stateombuds@multi-servicecenter.com