Social Distancing Not Social Isolation

Patricia Hunter, MSW
Washington State LTC Ombuds
10/07/2020
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.

<table>
<thead>
<tr>
<th></th>
<th>LTC Phase 1</th>
<th>LTC Phase 2</th>
<th>LTC Phase 3</th>
<th>LTC Phase 4</th>
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<tr>
<td>Compassionate care visits</td>
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<td>Normal visitation</td>
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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
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](http://www.theconsumervoice.org)

[https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families/staying-connected](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](http://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](https://www.dshs.wa.gov/altsa/famhelp-facility-status-and-information)

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

10/07/20 Washington State LTCO Program
Thank you!

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