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Washington State LTC Ombuds
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Long-Term Care Ombudsman Program

- We advocate for people living in licensed long-term care homes
 - Nursing homes
 - Assisted living Facilities
 - Adult family homes
 - Enhanced Care Facilities (Assisted living like, special settings for post State mental health hospitals)
 - Veterans Homes
 - Residential Habilitative Centers (RHCs)
 - We *cannot* advocate in unlicensed settings (independent settings) such as Medicaid in home-care, independent section of CCRCs, low-income housing tenants (ex. SHAG), tenants not residents in assisted living facilities or Retirement Centers. Acute care settings (ex. Hospitals, State mental hospitals) or IID/DD settings, supported living services, hospice and private homes.

****We can advocate for individuals wanting to move into or return to a licensed care facility (Medicaid discrimination) ****

Long-Term Care Ombuds Role

- Protect and Promote the rights of long-term care Residents (Authority and mandates are under state and federal laws)
- Complaint finding and resolution
- Advocating on behalf of long-term care residents
- Educating others: residents, families, providers, policymakers, media and public
- Systems change advocate working to improve the overall system of long-term care (legislative, rules, policies)

TYPES OF COMPLAINTS (Examples)

RESIDENTS RIGHTS AND CIVIL RIGHTS

Food and Snacks Respect/Dignity Choice Informed/Education Bullying

Family conflict Care Issues Neglect Quality of Life Abuse Sexuality

Privacy Exploitation Autonomy Confidentiality Culture Freedom

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 discretion on visits
- **Bottom line the facility must help residents exercise their rights to communicate with others including visits.**

What is allowed for Long-Term Care Facilities Visitation

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

November 15 through December 14, 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
Window visits	✓	✓	✓	✓
Remote visits	✓	✓	✓	✓
Outdoor visits	✓*	✓***	✓	✓
Limited indoor visits	✓**	✓**	✓	✓
Normal visitation				✓

*Limited to two visitors each day.

**End of life visits:
or, if a resident is unable to participate in outdoor or remote visits an essential support person is allowed to visit once daily and only for a compassionate care reason.

***Limited up to 5 people for an outdoor visit including the resident.



NATIONAL CENTER ON ELDER ABUSE

5 Things Everyone Can Do to Prevent Elder Abuse

Here are 5 things everyone can do to build community supports and prevent elder abuse.

- 1) **Learn the signs** of elder abuse and how we can solve the issue together.
- 2) **Prevent isolation.** Call or visit our older loved ones and ask how they are doing on a regular basis.
- 3) **Talk to friends and family members** about how we can all age well and reduce abuse with programs and services like law enforcement, community centers, and public transportation.
- 4) **Sign up to be a friendly visitor** to an older person in our communities.
- 5) **Send a letter** to a local paper, radio or TV station suggesting that they cover World Elder Abuse Awareness Day (June 15) or Grandparents Day in September.



*It is up to **all of us** to prevent and address elder abuse!*

For more information on elder abuse prevention, please visit us online or call:

ncea.acl.gov | 855-500-3537

NCEA
National Center on Elder Abuse

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Keck School of
Medicine of USC



**HELP
WANTED**

WANT TO MAKE A DIFFERENCE?

The Long-Term Care Ombudsman Program is looking for volunteers who are willing to advocate for persons living in Long-Term Care Facilities.

We need help in any of the following counties:

Spokane Ferry Pend Oreille Stevens Whitman

Benefits of Volunteering:

- Advocate for Residents
- Free Training
- Office and Peer Support
- Ongoing Monthly Training
- Mileage Paid



**For more information
call:
(509) 456-7133
or Email
LTCOP@snapwa.org**



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>



Thank you!

Patricia Hunter, MSW

State LTC Ombuds

Email: stateombuds@multi-servicecenter.com

Volunteer, general questions, complaints?

1.800.562.6028

ltpop@mschelps.org

www.waombudsman.org

Volunteer Video:

<https://youtu.be/o29viXoXpAA>