



WISE & HEALTHY AGING

LONG-TERM CARE OMBUDSMAN PROGRAM

COVERING THE CITY AND COUNTY OF LOS ANGELES



A Quick Covid-19 Guide for Families with Loved Ones in Long-Term Care Facilities

Three ways to find out if a facility has residents or staff who have tested positive for COVID-19

- 1) CA Department of Public Health is posting the skilled nursing facilities that have residents and staff that have tested positive for COVID-19 you can check the link here:
https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/SNFsCOVID_19.aspx
- 2) Los Angeles County Department of Public Health: Scroll down to the “Institutional Settings” includes both nursing homes and assisted living facilities
<http://publichealth.lacounty.gov/media/Coronavirus/locations.htm>
- 3) Call the local Long-Term Care Ombudsman Program: (800) 334-9473

Questions that families of long-term care facility residents should be asking facilities

- Do you have enough PPE (Personal Protective Equipment) (masks, gowns, gloves)?
- Do you have isolated areas for residents who tested positive for COVID-19?
- Are you having any staffing shortages?
- How are you facilitating alternative communication with friends and family?
- What are you doing to maintain activities for residents?

Please feel free to contact the Long-Term Care Ombudsman Program if you have any concerns related to any answers that the facilities provide at (800) 334-9473

Considerations for families thinking about bringing a loved one home from a facility

- What are the care needs of your loved one?
- Do they need help getting to the bathroom, taking medication, bathing, and moving from bed to wheelchair?
- Do you have the ability to meet the care needs of your loved one at home (can you lift them, assist with toileting, etc.)?

Additional info on other side

- Can those barriers be worked through without major construction? (like a commode in the room for example)
- Consult with the facility about the day-to-day needs of your loved one.
- Consult with the facility about any specialized medical needs that you would require, like home health or hospice care (wound treatment or pain management).
- Once you have gathered this information, consult with your loved one's doctor about their needs and your ability to care for your loved one at home and what else may be needed for a safe transfer home.

You can make COVID-19 related complaints to:

Skilled Nursing Facilities:

Contact Department of Public Health **(562) 345-6884**

Assisted Living or Board Care Facilities:

Contact Community Care Licensing **(844) 538-8766**

Long-Term Care Ombudsman Program

(800) 334-9473

WISE & Healthy Aging, a community-based, nonprofit social services organization, has administered the City & County of Los Angeles Long-Term Care Program and Elder Abuse Prevention Program since 1981. The Ombudsman Program advocates for the dignity and rights of disabled adult and senior residents in long-term care facilities. There are regional Ombudsman offices in Santa Monica, Van Nuys, Pasadena, Montebello, Long Beach and Torrance.

www.wiseandhealthyaging.org