



Dear Contra Costa Solano and Alameda Community,

We are saddened to find out about the situation at the Orinda Care Center, where it has been reported 24 residents and three staff members have tested positive for COVID-19. These seniors are our community's most vulnerable and valuable members, and they deserve access to the highest level of care and protection we can provide. Ombudsman Services is privileged to serve these residents, and we are on standby to offer support and resources to them during this challenging time.

It is almost surreal that we are all faced with a situation that just a month ago, we could not have fathomed. We are hopeful as we see our country and communities rise to the challenge, seeking to protect our most vulnerable, but there is so much more to be done. This local outbreak underscores the urgent need for us to double up on our commitments to practice all safety guidelines for this virus while working to maintain high engagement and connection with our seniors. We call on all members of our community to connect with the old adults in their lives via phone call, Zoom, social media, email, and other forms of digital communication.

Unfortunately, our most vulnerable seniors are those in long-term care facilities like Orinda Care Center, and they require the most protection. To ensure their safety, it is of utmost importance that facilities and caregivers have access to all necessary personal protective equipment (PPE). Further, facility staff should only be working at one facility to prevent possible spread to other facilities and should be compensated accordingly.

We call upon cities, counties, elected officials, and all citizens to engage in this process and ensure that senior care facilities have the necessary supplies, food, and means to keep their residents safe.

We hope you will all join us in taking a stand and ensuring that our seniors are safe.

We are more committed than ever to empowering older and dependent adults in the new context of COVID-19. Here's a link to our list of helpful resources for older adults: <https://www.ccsombudsman.org/resources/coronavirus-covid-19-resources/>.

If you or a loved one needs help or more information about accessing our services, please contact us at [\(925\) 685-2070](tel:9256852070).

Wishing you all health and happiness,

Nicole Howell

Executive Director
Ombudsman Services of Contra Costa, Solano and Alameda