



ELDER JUSTICE

LUNCH & LEARN

AWARENESS, PREVENTION & INNOVATION IN THE AGE OF COVID-19



Nicole Howell (Facilitator)

Executive Director

Ombudsman Services of Contra Costa, Solano, and Alameda

Welcome & Introductions



YOUR TOOLBOX...



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ACCESSIBILITY



Enable captions by selecting the icon on your toolbar



ASL available via Zoom video feed





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Mark your calendars for the **third Thursday of every month** from June 18, 2020, to May 20, 2021. Each session is scheduled from **12 to 1 PM** PST.

**December's webinar will be held on the second Thursday of the month, December 10th.*





EMPOWERED AGING

Ombudsman

SERVICES *of Contra Costa
Solano and Alameda*



Sponsor



Planning Partners





Lori Smetanka

Executive Director

National Consumer Voice for Quality Long-Term Care

Abuse Prevention & Intervention in Long-Term Care



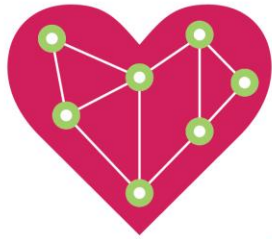


- Advocates for policies that support quality care and quality of life
- Empowers and educates consumers
- Trains and supports advocates
- Promotes the critical role of staff and best practices





It's Residents' Rights Month!



<https://theconsumervoice.org/events/2020-residents-rights-month>



Residents' Rights

- Dignified existence
- Self-Determination
- Be Fully Informed
- Access to others
- Free from Abuse, Neglect, Restraints
- During Transfer-Discharge

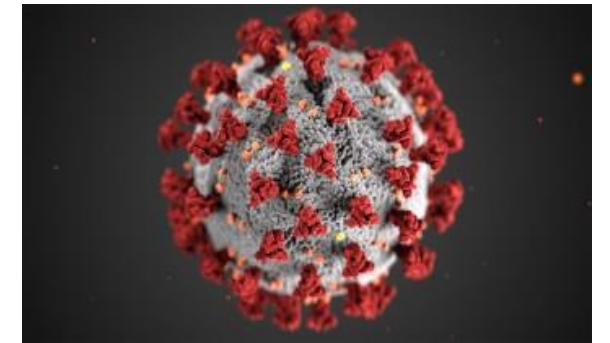


All Residents –
Regardless of Age



Impact of COVID-19

- No visitors or non-essential healthcare workers
- Waivers of rights
- Isolation
- Concerns about neglect, abuse, use of chemical restraints
- Difficulty voting



Abuse Prevention and Intervention



- Resident and family engagement
- Importance of Visitation
 - Families, friends, guardians
 - Community members
 - Advocates – Ombudsmen, Legal Services, Disability Rights, APS



Advocacy During COVID-19

- Virtual engagement
 - Residents and Families
- In-person visitation beginning in some places
- Surveys restarting
- Systems advocacy





Joseph Rodrigues

State Long-Term Care Ombudsman

California Office of the State Long-Term Care Ombudsman

**Protecting the Rights of the Residents:
The Long-Term Care Ombudsman Program**



Office of the State Long-Term Care Ombudsman

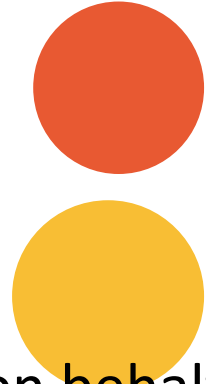


The Office is established by the Older Americans Act (42 USC 3058g and the Older Californians Act (WIC 9700 et seq.) as an independent, person-centered, complaint resolution and advocacy program for residents of long-term care facilities.



Mission:

- Identify, investigate, and resolve complaints that are made by, or on behalf of, residents, that may adversely affect the health, safety, welfare, or rights of the residents.
- Analyze, comment on, and monitor the development and implementation of federal, State, and local laws, regulations, and other governmental policies and actions, that pertain to the health, safety, welfare, and rights of residents, with respect to the adequacy of long-term care facilities and services in the State.
- Recommend any changes in such laws, regulations, policies, and actions as the Office determines to be appropriate.



California Specific Responsibilities of the Office



- Provide regular and timely access to Ombudsman services by visiting every long-term care facility in the state on a quarterly basis.
- Receive and investigate reports of suspected abuse and neglect of residents of long-term care facilities and certain other community care facilities.
- Witness advance health care directives and certain property transfers for residents of skilled nursing facilities.





Structure of the Office

- The Office is housed administratively within the California Department of Aging.
- 35 local Ombudsman entities, designated by the State Ombudsman are housed in either Area Agencies on Aging or nonprofit agencies under contract or subcontracts with the Department.
- In Federal Fiscal Year 2018, there were approximately 820 certified Ombudsman representatives who obtained a criminal record clearance, completed 36 hours of initial classroom training, a minimum of 10 hours of supervision in the field, and a minimum of 12 hours of annual continuing education.
- Nearly 80% of Ombudsman representatives are volunteers.



Resident Rights & Resident Care were the Most Common Reasons People Asked for Help

CATEGORY	% OF TOTAL	SPECIFIC ISSUES
Resident Rights	42%	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
Quality of Life	23%	Activities & Social Services, Dietary, Environment
Resident Care	25%	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
Facility Administration	3%	Policies, Procedures, Staff Attitudes, Resources, Staffing
Complaints Against Others	4%	Certification/Licensing Agency, State Medicaid Agency, System/Others
Complaints about Services in Other Settings	3%	Complaints about Services in Settings Other Than Facilities or by Outside Provider in Facilities (Home Care, Hospital or Hospice, Public or Other Congregate Housing Not Providing Personal Care, and/or Services from an Outside Provider)





The Stories of Residents

Mildred had lived in a nursing home for six months following the death of her husband, who had been her caregiver. Mildred's daughter oversaw her money and was supposed to pay for her care at the nursing home. Unfortunately, her daughter spent the money on herself and did not pay Mildred's nursing home bill. Facility staff contacted the Long-Term Care Ombudsman Program for help because they did not want to evict Mildred. The Ombudsman Program worked with law enforcement to stop Mildred's daughter from using her money. Other family members are now taking care of Mildred's bills.



The Stories of Residents

Robert had lived in a nursing home for one year. Due to a stroke, he was unable to move his body and was in bed most of the time. Robert told his Ombudsman that another resident was coming into his room and hitting him, grabbing his arms and legs and yelling at him. The Ombudsman was able to ensure that facility staff protected Robert from further abuse.





The Stories of Residents

Jennifer had resided in a residential care facility for the elderly since 1999. Eventually, she used all of her savings to pay for the facility. She contacted the Ombudsman program for help to avoid being evicted to a nursing home. The program was able to help Jennifer qualify for State and federal programs that subsidize her care. In addition, the Ombudsman program helped the facility understand licensing regulations that prevent evictions in some cases.



Protecting Residents' Rights

Ombudsman representatives stand with residents, their families, and their friends and help them understand and exercise rights guaranteed by federal and state laws and regulations.

Residents have the right to:

Be treated with dignity and respect

Be free from chemical and physical restraints

Manage their own finances

Voice grievances without fear of retaliation

Associate and communicate privately with any person of their choice

Send and receive personal mail

Have personal and medical records kept confidential

Apply for state and federal assistance without discrimination

Be fully informed of available services and any charges for those services prior to admission

Be given advance notice of plans to transfer or discharge them





CONTACT

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Q&A DISCUSSION



Type in your question or comment



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REGISTRATION NOW OPEN!



JOIN US for Session #6 – November 19, 2020

Impacts and Innovations of Isolation and Mental Health



Dr. Chandra Keebler

Geriatric and Palliative Medicine Physician
Kaiser Permanente





Thank you!

