



O R E G O N
LONG-TERM CARE
OMBUDSMAN

COVID in LTC: Impact on Residents

Resident Impacts

- Balancing rights with necessary restrictions
- Anxiety high
- To date*:
 - 9.8% (67 of 685) congregate care settings have had a positive
 - 0.8% (11 of 1,138) adult care homes have had a positive
 - 73 have died in licensed long term care

*Numbers based on LTCO capturing of other data sources

Resident cases

- Residents impacted by visitation restrictions
- Residents wishing to leave for “essential” trips or to walk outdoors
 - & residents refusing to comply with Gov’s “stay home” order
- Barriers in end-of-life situations
- Reports of no activities in memory care settings
- Threats of eviction
- Involuntary move-outs (evictions) continue

Positive Experiences

- Facilities collectively have been very collaborative with LTCO
 - Keeping LTCO informed, distributing letters to residents, providing resident phone numbers
- Mother's day outdoor visitations (scheduled one at a time, "looking glass" barrier, separated by 6 feet, all with masks)
- Mother's day azalea delivery to 17 Beaverton area facilities
- Hallway bingo
- Trending towards much improved conditions

Current Challenges

- For residents: **Re-opening**
 - LTC residents still have same rights you and I have to exit/return – so what does re-opening look like for residents in long-term care?
- For LTCO:
 - Volunteer Ombudsmen wanting to visit facilities
 - Need to continue to train, recruit, onboard new volunteers



O R E G O N
LONG-TERM CARE
OMBUDSMAN

LTCO Suggestions

- Regular testing of all staff and residents
- Prioritize PPE for long term care settings
- Must be more proactive in ensuring residents have meaningful ways to connect to family/friends
- For LTCO to serve residents:
 - More PPE for staff Deputy Ombudsmen
 - PPE for our Certified Ombudsman volunteers



O R E G O N
LONG-TERM CARE
OMBUDSMAN

Questions?