

Hello Sen. Gelser and Leslie,

Please accept my apologies for not responding sooner. These last few weeks have been a bit overwhelming and this email got lost in my to do file. I guess I need to update my filing system:-{

Overall, I am pleased to report with strong advocacy the people supported by PCL who have needed to go to ER or have been admitted to the hospital have been able to have needed support with them. The one exception was, I believe, due the team supporting her not having all the information on needed advocacy when they were told by medical personnel they can not accompany her to the ER or hospital. As they were told it was added security due to COVID they did not push back regarding the information given. When the information reached our on-call system we were able to speak with the Salem Hospital Social Worker and get the situation rectified. However, sadly, the woman was alone for some time at the Salem ER. She was then admitted for non-COVID health issues. Once admitted DSP were with her and able to help her communicate her needs to the hospital staff. She is now home and doing well

Brief outline of what happened-

Went to the respiratory clinic (scheduled visit for follow up from stroke)- Because she was having trouble breathing the clinic sent her to the Dallas ER. The DSP on duty took her to the ER. When she arrived, she was told J(the woman supported) needed to be transported to the Salem ER due to her breathing issues. The Dallas ER informed the DSP they could not travel with J and when they arrived in Salem they would not be allowed in. The DSP left J with the Dallas ER staff. J was transported by ambulance To Salem ER. The DSP called our on-call system per protocol. This is when we were informed she did not have support and would be alone. We were able to get in contact with Salem hospital staff. We were assured she would have the support she needed. She was evaluated and tested for COVID as a precaution. (J has ongoing respiratory issues) She was then admitted for additional tests etc. We were able to have one of her long term favorite support people with her. (She is not longer a DSP, she is now a PCL Leadership team member and has maintained close relationships with J)

After this situation we once again reviewed all our processes with DSP, provided additional training on Medical advocacy and uploaded the letter outlining the REVISED COVID-19 Guidance for Entry into Acute Health Care Facilities:dated April 23, 2020 to our staff links page, so DSP had direct access to the letter if needed.

Please let me know if you have any additional questions.

Be well- Joanne