

# Assisted Living Care in the Time of COVID-19

California Advocates for Nursing Home Reform  
[www.canhr.org](http://www.canhr.org)

# A Little Bit About CANHR

**CANHR** *Long Term Care Justice and Advocacy*  
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## CANHR's COVID-19 Coronavirus News & Resources

The evolving Coronavirus Crisis has had a worldwide impact that will take a long time to become fully understood. However, it is already certain that Long Term Care Consumers and the Elderly have been particularly affected by it. We are receiving a lot of inquiries from concerned individuals and organizations. In an effort to keep you all better informed, we have created a website, <http://canhrcovidnews.com/> specifically for COVID-19 information, news and resources related to Long Term Care. For the duration of this crisis, we will be posting frequent updates there.

Please [CLICK HERE](#) to visit that website.

- Sign up for News & Notes E-Newsletter (click here for archives)
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Monday, March 23, 2020

## CANHR COVID-19 News & Resources



CANHR Alerts, News and Resources regarding the COVID-19 Crisis.



CANHR ALERTS

MEDIA NEWS

CMS ALERTS

RESOURCES

### Urgent Action Needed to Protect California Nursing Home Residents from COVID-19

March 19, 2020   CANHR STAFF

**New Directives Are Needed to Keep Residents Safe** No California population is more at imminent risk of death or severe illness from COVID-19 than nursing home residents. There is an immediate need for public officials to implement stronger measures to help keep them safe. Although well intended, the actions taken to-date are not nearly sufficient to keep residents safe and some of the measures are counterproductive.

READ MORE

CANHR Alerts

### Coronavirus Crisis: Skilled Nursing Visitation Guidelines as of 3/16/20

March 16, 2020   CANHR STAFF

As part of continuing efforts to contain the spread of the new coronavirus to vulnerable people in nursing homes, the Centers for Medicare and Medicaid Services (CMS), which regulates most skilled nursing homes, has issued new and very stringent guidelines restricting nearly all nursing home visitors <https://www.cms.gov/files/document/3-13-2020-nursing-home-guidance-covid-19.pdf>. While the right of nursing home residents to visitation is protected by law, under federal and state emergency declarations, these protections have been temporarily suspended to help prevent visitors from infecting residents whose

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CANHR in COVID-19 Related News

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March 2020

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# Am I Listening to Right Webinar?

Nursing Home vs. Assisted Living

# Visitation - Current Status

- California regulators are permitting assisted living facilities to restrict access to visitors, but do not yet support a blanket ban on all visitors, such as immediate family.
  - Subject to local limits
- If COVID-19 is circulating within the community, the facility can ban all visitors.

# Visitation - Alternatives Should Be Robust

- Facilities should be making accommodations for visitor/resident communication
  - Virtual visits: calls, facetime, skype, etc. (difficult for residents w/ cognitive impairments)
  - Ease anxiety - daily reports, conference calls, staffing info (we have significant concerns that neglect is increasing)
- We want to hear from you about what is being done or not to accommodate visits

# A Huge Loss of Oversight

- Ombudsmen are out.
- DSS no on-site visits unless Priority 1 complaint. Using telehealth visits. Annual inspections are postponed.

# Protecting Your Loved Ones

- Work with facilities to virtually visit with loved ones.
- Advocate through calls and emails.
- Try a family council.
- DSS complaint.
- Call CANHR and tell us what works and doesn't work.

# COVID-19 In the Building

- No public reporting yet
- Facilities should be informing residents and their families about whether there are any residents with known coronavirus infections, so that residents and families can make informed decisions about whether to stay or move-in
  - Who gets that info?
  - Who should be seeking it?
- Can facilities refuse admissions?
- Can hospital patients refuse placements?



# Coming and Going

- Residents should be able to leave facilities for short periods of time but some nursing homes may restrict residents from returning, even if they have only been gone a short while and have maintained social distancing.
  - Limit to essential outings
  - Post-outing precautions
- Longer outings, overnight leaves of absence, not recommended at all
- Discharges - voluntary (going home) are fine; we've sought a moratorium on involuntary discharges
- Forced to stay in room (Isolation)

# Bringing a Resident Home

Lots to consider

Pros: More certainty, peace of mind, infection control, quality of life

Cons: Nursing needs, hard work, no refunds, what happens when the crisis is over?

# Contact CANHR

- Phone: 800-474-1116
- Web: <http://canhr.org/bnbform.html>
- Email: [canhrmail@canhr.org](mailto:canhrmail@canhr.org)