

Long-Term Care Facility Access Policy Workgroup Meeting
March 14, 2023

Q & A Transcript

Time: 13:08

Name: Teresa Palmer

Question: “Compassionate care” in 2020 and 2021 was defined very strictly by most facilities as being within days or hours of death and there was no recourse—no one above the facility would take responsibility for this.

Time: 13:09

Name: Karen Klink

Question: Not in Los Angeles

Time: 13:09

Name: Priscilla Nichols

Question: Do we have community members in this workgroup.

Time: 13:14

Answerer: Mark Beckley / mark.beckley@aging.ca.gov

Answer: We do. We have community-based organizations as well as residents and family and friends of residents on the workgroup. Here is a link to a page that includes the composition of the workgroup.
https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/.

Time: 13:09

Name: Teresa Palmer

Question: Shouldn't we only be specifically talking about face to face visits?

Time: 13:14

Answerer: Darrick Lam / darrick_lam@mba.berkeley.edu

Answer: My suggestion is that we don't just talk about face-to-face visitation, but also via technology.

Time: 13:19

Answerer: Maitely Weismann / maitely@essentialcaregiverscoalition.org

Answer: Face to Face is essential for family caregivers.

Time: 13:18

Name: Karen Klink

Question: How do we get Health Departments to work with Families and Residents and Facilities? They did not do this.... Particularly LA CDPH. We families saw facilities and regulatory agencies not follow rules or guidance. There was also much confusion what agency to follow as Blanca stated.

Time: 13:18

Name: Teresa Palmer

Question: Lack of face to face/personal visitation is most important and I urge you to prioritize this: you cannot feed someone on zoom, you cannot effectively comfort a sensory impaired demented person, and it requires staff to hold the I-Pad. Technology is not a solution to the need for face to face and lets not give in to that bullshit—too many of us had to put up with it for so long. If you wish I will put you in touch with a family who watched Mom die on facetime.

Time: 13:20

Name: Mercedes Vega / merlucveg22@gmail.com

Question: I agree Teresa, visits are understood to be in person, and we should only consider that a visit because that is what residents benefit from, and we are able to care for them that way. Although, I appreciate the zoom videos and calls, they didnt help control for the decline health of our loved ones.

Time: 13:28

Name: Mary Nichols

Question: Hi, I lead a group of 3,100 constituents and we introduced the concept of essential caregivers to Texas, were instrumental in the development of our emergency visitation guidelines and our statute as well as our constitutional amendment. Our emergency guidelines were comprehensive but we held bi-weekly meetings with our State Ombudsman, stakeholders, our long-term care regulation, and department of state health services to identify barriers to visitation. We tweaked those prior to adoption of our statute and development of permanent guidelines under that statute.

Time: 13:33

Question: Also re: the EC research, mine doesn't match yours exactly but I'll add that Illinois has an essential caregiver bill in committee right now that they held hearings on Friday and Kansas has one that passed their House and is headed to the Senate.

Time: 14:10

Name: RAAHS# Inc.

Question: I would like to speak.

Time: 14:22

Name: Karen Klink

Question: I would add I am glad Mary Nichols brought up current Illinois Bill and of course that we not neglect all the work that ECC and others did on AB2546 already. In person to me is the most important part and that the Essential Support Person is chosen by the Resident or their Representative.

Time: 14:27

Name: RAAHS# Inc.

Question: FYI:I had to use an iPad that doesn't belong to me. My name is Denise Bogan, but I believe I'm showing up as an attendee under RAAHS, inc.

Time: 14:28

Name: Teresa Palmer

Question: For Public Health Emergencies, residents or their chosen representatives must be the authority on designating what personal contact is essential to them. There is no reason, for an individual who is a resident designated essential, to have greater restrictions than staff, or to have limited hours of visitation.

Time: 14:28

Name: Karen Klink

Question: I would like to hear from California Department of Public Health?

Time: 14:30

Name: RAAHS# Inc.

Question: I would also like to hear from CDPH.

Time: 14:30

Name: Karen Klink

Question: DSS? Claire Ramsey?

Time: 14:31

Name: Teresa Palmer

Question: Residents and their designated essential caregivers must have due process and recourse if their rights are violated. SNFs, ARFs, and RCFE administrators and employees cannot be allowed to use excuses to delay or prevent visitors/caregivers arbitrarily—rights must be guaranteed with immediate recourse if rights are violated.

Time: 14:37

Name: Karen Klink

Question: Sometimes it feels like Public Health forgets that "Public Health" are made up of 'Individuals'.

Time: 14:37

Name: Teresa Palmer

Question: CDPH & DSS has consistently NOT upheld the designation of and rights of resident designated essential caregivers—despite people literally dying from neglect in the facilities they oversee. This needs to be confronted: CDPH scuttled Nazarian's AB2546 and downgraded it from a law to a workgroup by arbitrarily coming up with a HUGE cost to the state for overseeing and enforcing it. Please don't repeat this.

Time: 14:40

Question: Death in nursing homes during covid almost universally occurred from staff spreading the infections-not visitors.

Time: 14:40

Name: Karen Klink

Question: I would say there were unintended consequences! That is what we are talking about.

Time: 14:43

Name: Teresa Palmer

Question: CorrectionL CDSS not CDPH scuttled Nazarian's AB2546 and downgraded it from a law to a workgroup by arbitrarily coming up with a HUGE cost to the state for overseeing and enforcing it. CDSS gave a cost of up to millions and many new staff. CDPH secretly put in a letter of opposition at the last visit which was not shown to the advocates who were working on the law. Is CDPH and CDSS going to continue to work against the best interest of LTC residents in this regard?

Time: 14:56

Question: LTCFA POLicy workgroup: the zoom link for this meeting on your website DID NOT WORK—please correct this for the next meeting.

Time: 14:46

Name: RAAHS# Inc.

Question: Thank you for the work being done. I also appreciate the chance to share.

Time: 14:56

Name: Mercedes Vega / merlucveg22@gmail.com

Question: Thank you Maitley, Melody, Nancy, Teresa, Denise , all the providers, NPOs, agencies and everyone here advocating for residents. <3