



The National **Long-Term Care**  
**Ombudsman** Resource Center

# Are You Ready? Ombudsman Program Emergency Preparedness and Response

Wednesday, February 23, 2022 | 3:00 p.m. - 4:30 p.m. ET.



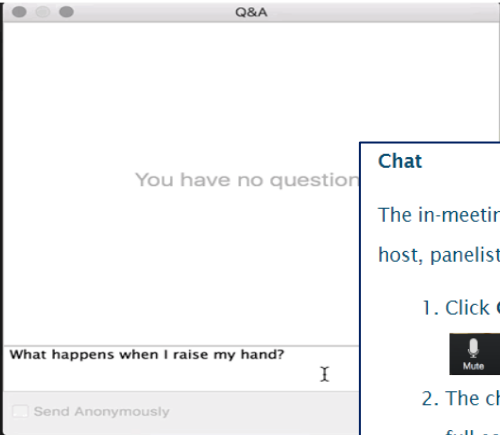
# Welcome and Reminders



**Question & Answer**

The Q&A window allows you to ask questions to the host and panelists. They can either reply back to you via text in the Q&A window or answer your question live.


1. Click Q&A to open the Q&A window.
2. Type your question into the Q&A box. Click **Send**.



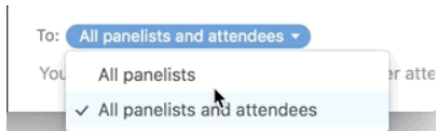
**Chat**

The in-meeting chat allows you to send chat messages to and send a message to the host, panelists, and attendees (if permitted).

1. Click **Chat** to open the in-meeting chat.



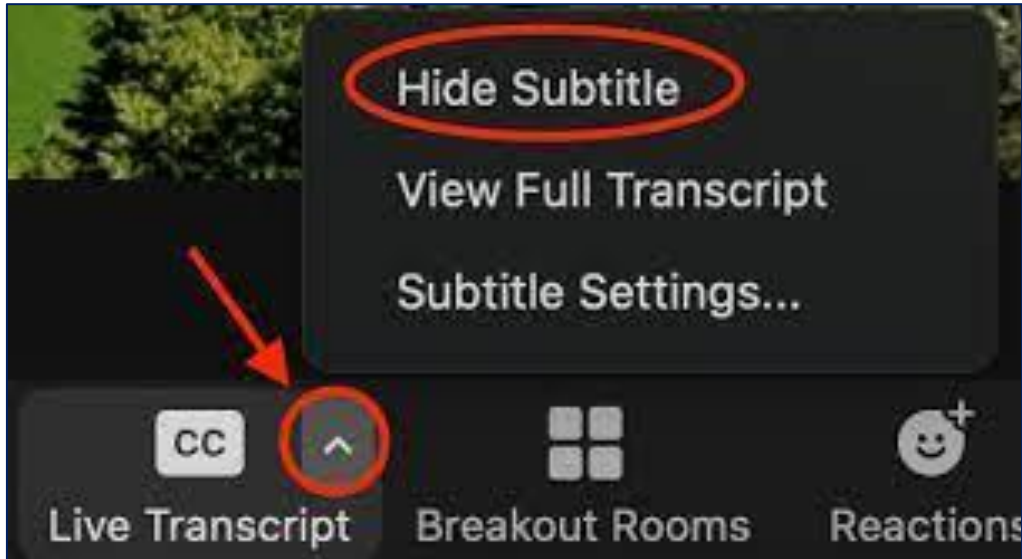
2. The chat will appear on the right side of your Zoom window if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen as needed.
3. To change who you are chatting with, click the drop down beside **To:**.



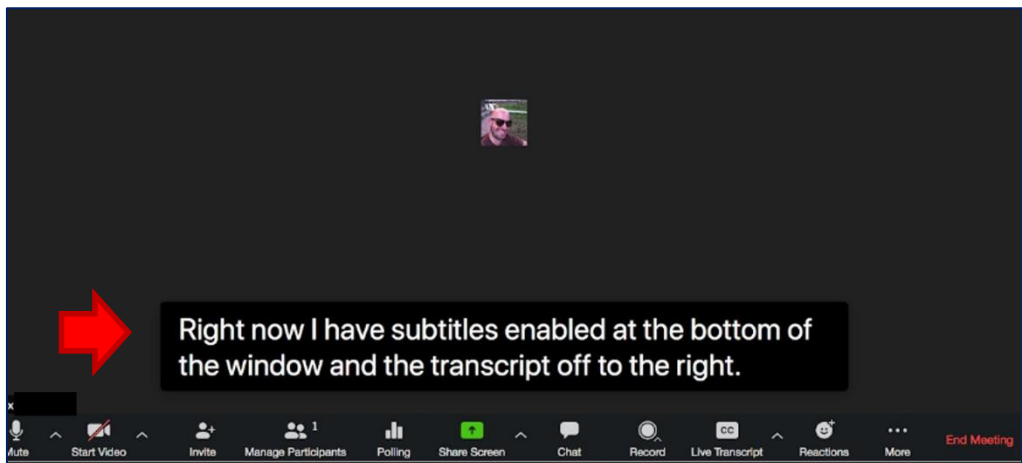
4. Type your message and press **Enter**.

- Use the Q&A feature for questions for the speakers.
- Use the chat feature to submit comments or respond to questions from speakers or other attendees.
- Please complete the evaluation questionnaire when the webinar is over.

# Closed Captions and Live Transcription



- Turn on live closed captioning by clicking **Live Transcript** at the bottom of your screen.
- Options to view or hide subtitles will appear, you can also change the size of your subtitles.
- Download the full transcript by clicking **View Full Transcript**.



# Certificates of Participation

- Assist representatives in achieving their annual in-service training/continuing education.
- Must participate in live Zoom training for at least 30 minutes.
- Certificate will include name, training details, and amount of time on webinar.
- FAQs - [https://ltcombudsman.org/omb\\_support/training/certificates](https://ltcombudsman.org/omb_support/training/certificates)



# Agenda

- Remarks from the Administration for Community Living (ACL)
- Emergency Preparedness (EP) and Response Listening Session Highlights
- Program Examples
  - Sherry Culp, Kentucky State Ombudsman
  - Leah McMahon, Colorado State Ombudsman & Erica Corson, Regional Ombudsman, CO
- Overview of New Basic EP Training
- Questions
- NORC Resources and Closing

# Comments from ACL

Beverley Laubert

National Ombudsman Program Coordinator

Administration for Community Living



# Emergency Preparedness and Response Listening Session

## *Highlights*

*Participants:* State Ombudsmen and National Association of Local Long-Term Care Ombudsmen (NALLTCO) representatives

- *Preparedness Planning*
  - Updating EP policies and procedures – especially health related epidemics
  - Working with Emergency Management, Public Health, Licensure agencies
- *Training for Representatives*
  - Initial and annual emergency preparedness and response training
- *Response after Emergencies*
  - Representatives' work on behalf of residents



Nursing Home Ombudsman Agency  
*of the Bluegrass*

# KENTUCKY LONG-TERM CARE OMBUDSMAN PROGRAM

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Sherry Culp, State Ombudsman



## What questions do facility staff have about Family Councils

What is it truly about?

What authority does the council have? How much control do families have?

How many members?

How often are the meetings? How long do they last?

How would these meetings benefit the facility?

Who should be involved?

How do we get more people (family & staff) involved?

How to meet the needs of the council?

Does staff have input in the family council?

## Benefits of Family Council for Facilities

1. Families learn about LTC and the home's operations including **EMERGENCY PREPAREDNESS**
2. Residents benefit from increased involvement with families.
3. Families engage with nursing home employees.
4. Families give input into decisions.
5. Groups are effective.
6. Nursing Home Compare- your facility is listed as having a family council.

# Benefits of Family Council for Families



## **Family Council: BE PREPARED IN AN EMERGENCY!**

Each disaster is a reminder that we should all have an emergency plan so that we and our families are protected and supported in times of crisis. A nursing facility is required, by federal law, to have a comprehensive emergency plan in place and communicate plans with residents and families.

**Emergency preparedness and emergency response plans are the perfect excuse to finally start that Family Council!**

Family Council is a great way to...

1. Get up to speed on nursing facility emergency plans,
2. Ask those burning questions that keep you up at night,
3. Express and have your concerns and opinions heard,
4. Get peace of mind, and
5. Find out how you can volunteer to help during an emergency

One way for family members to participate and have a voice in the nursing facility is to join or organize a Family Council. Start or attend a Family Council!

Family members have used the Family Council model as a vehicle for consumer involvement and empowerment in nursing facilities for decades. Many residents have no living family members, or their family members do not live close enough to the facility to participate in a Family Council. However, in every facility there is usually a core group of family members who visit frequently (sometimes daily) and feel a sense of duty to watch out for other residents who do not have family involvement. **Do you feel it is your duty to know how this facility plans to protect and care for your loved one during a disaster?** Please consider participating in or helping to organize a council. For basic information about Family Councils please see our Welcome to Family Council brochure and contact the KY Long-Term Care Ombudsman Program at 859-277-9215.

## Family Councils

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43 New Councils Developed  
October 2018-October 2021

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Sherry Culp, KY State LTC Ombudsman

[sherryculp@ombuddy.org](mailto:sherryculp@ombuddy.org)

Betty Shiels, PhD-C, MSSW, Director, LTC2Prepare Initiative

University of Louisville

[LTC2Prep@louisville.edu](mailto:LTC2Prep@louisville.edu)



# COLORADO LONG-TERM CARE OMBUDSMAN PROGRAM

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Leah McMahon, State Ombudsman

Erica Corson, Regional Ombudsman



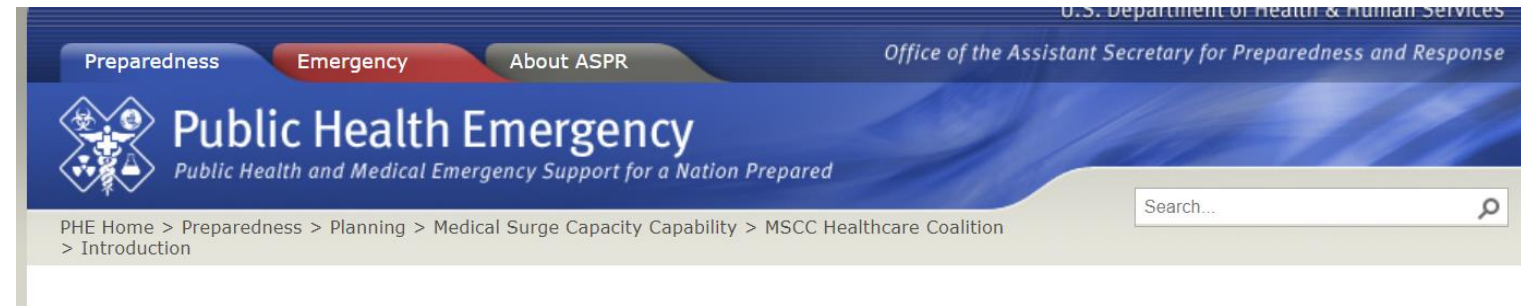
# History

- County Emergency Planning contacts
- Initial engagement of LTC
- The floods of 2013

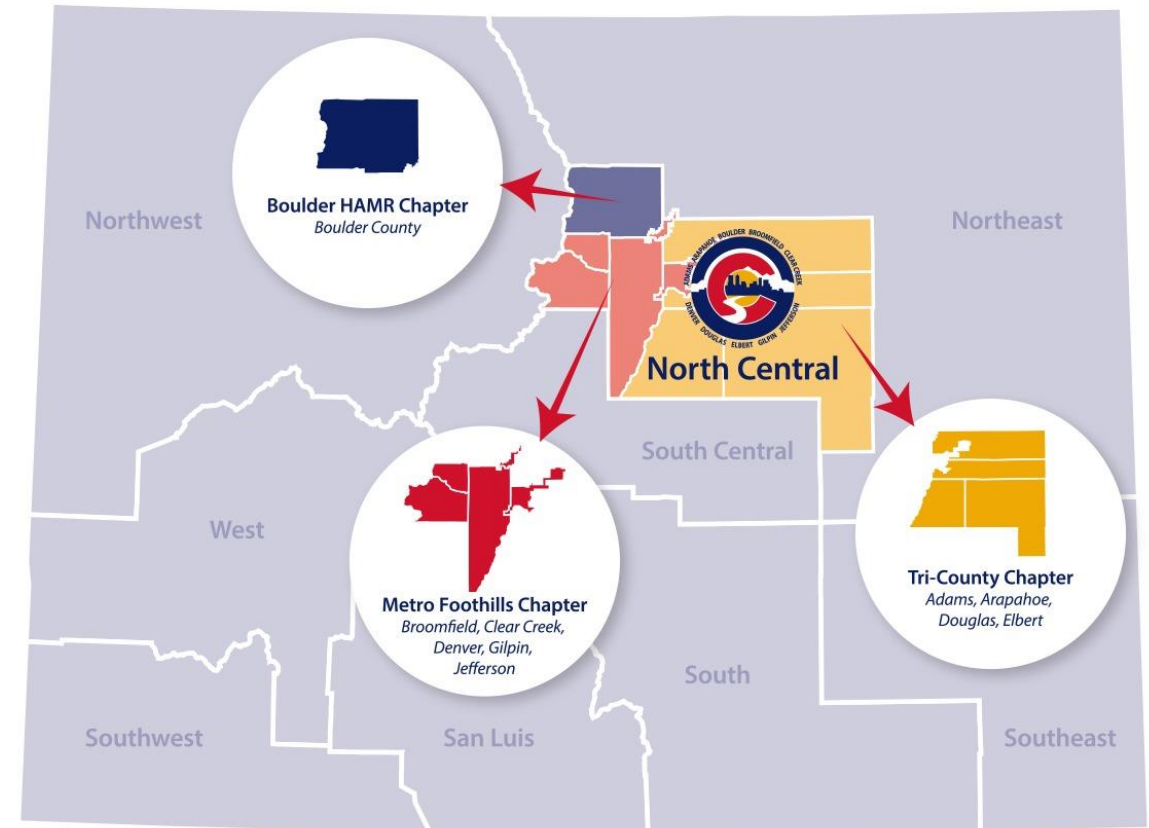


# Healthcare Coalitions

- When and Why did they start
- Meeting structure
- LTC engagement



## COLORADO'S NORTH CENTRAL REGION HEALTHCARE COALITION CHAPTERS





# Then the Marshall Fire

- What happened
- Long-Term Care Considerations
- The Ombudsman Role



# **NEW!** Training Resource



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**The National Long-Term Care  
Ombudsman Resource Center**

# **LONG-TERM CARE OMBUDSMAN PROGRAM ROLE IN EMERGENCY PREPAREDNESS AND RESPONSE**

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*Basic Training*

# How to Use the Training Resource

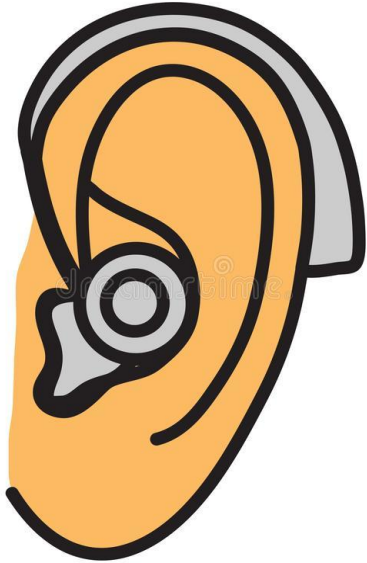
- Trainers may use the presentation “as is” or adapt contents for their own use, with credit to NORC.
- Training module may be refined to include state specific information and guidance.
- Read all slides and slide notes before presenting. Some may require you to research state and/or local information to insert.
- Slide notes contain three important pieces of information for trainers:
  - ***“Trainer’s Notes”, “Trainer’s Tips”, “Resources”***

# Agenda

- **Emergency Preparedness Planning**
  - Personal Responsibilities
  - Long-Term Care Facility Responsibilities
  - Long-Term Care Residents
  - Long-Term Care Ombudsman program
- **Emergency Response**
- **Long-Term Care Ombudsman program responsibilities**
  - Casework Discussion
  - General Discussion
- **Resources Review**



# Discussion Example



Mr. Brown's daughter tells you her dad's hearing aids were left behind during evacuation and was destroyed in the facility fire. The fire was a result of a large wildfire and was a state and federally declared emergency. She wants the facility to pay for the replacements of the hearing aids.

**QUESTIONS?**



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# RESOURCES

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# Brief Training Video



**Long-Term Care  
Ombudsman Program**

ROLE IN

**Emergency Preparedness  
and Response**

**BASIC TRAINING**

# Additional Information

- NORC Emergency Preparedness Webpage  
<https://ltcombudsman.org/issues/emergency-preparedness>



# Contact Information

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Erica Corson, CO regional LTCO  
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Sherry Culp, KY SLTCO  
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Join our database to receive webinar notifications, the *Ombudsman Outlook* (quarterly e-newsletter), and more.

To receive our emails directly, use this link to sign up now:

<https://ltcombudsman.org/sign-up>





# The National Long-Term Care Ombudsman Resource Center

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**The National LTC Ombudsman Resource Center**



**@LTCombudcenter**



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