

# Resident Newsletter

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## Message from the Salt Lake County Ombudsman Team

The COVID-19 pandemic has affected everyone in some way or another. For residents of long-term care facilities, this may look like having meals inside their rooms, restricted visitation, and activities incorporating social distancing. For the Salt Lake County Ombudsman team, the pandemic has forced us to work from home and stopped us from visiting with residents in person. Because of this, we have decided to create a newsletter to show that we are still thinking about our wonderful residents and miss visiting with them. Although we may not be able to go into facilities, we are still here ready to help in any way we can.

Best,

Pam, Abbi, Nathan, Johna

OMBUDSMAN PHONE  
NUMBER

385-468-3255

## What is an Ombudsman?

The Ombudsman Program advocates for residents who reside in facility-based care centers such as nursing homes and assisted living facilities. Ombudsmen investigate complaints and work with other agencies to resolve problems. Ombudsmen also educate staff, family members, the community and residents regarding long-term care issues. Services include:

- Information on selecting a nursing home or assisted living facility for a loved one
- Investigate issues which affect a resident's quality of life and care
- Work with residents, their families, and facility staff to resolve problems
- Provide information about residents' rights and available resources



## Stimulus Checks

The COVID-19 pandemic has brought many financial hardships to millions of Americans. For this reason, recent COVID-19 legislation was passed to alleviate some of those worries through “stimulus checks.” These checks will be made out to those who qualify and will receive up to \$1,200. Many residents of long-term care facilities receiving Social Security Income (SSI) and Social Security will qualify for this financial award.

### Residents and Stimulus Checks

Residents of long-term care facilities may qualify for a stimulus check of up to \$1,200. This money is to be used by the residents in whichever way they choose. Facilities are prohibited to keep this money, use it to pay past due balances, or stop residents from accessing it in any other way. If you have any concerns about this, feel free to contact the Elder Care Locator hotline: 1-800-677-1116

More information on residents and stimulus checks can be found at: <https://ncler.acl.gov/getattachment/Resources/Stimulus-Payments-and-Rep-Payees.pdf.aspx?lang=en-US&eType=EmailBlastContent&eld=cde03810-62b7-4df1-b5b7-842410927e43>

## Connecting to Families

It goes without saying that the COVID-19 pandemic has restricted everyone's ability to keep in touch with family members and friends. Luckily, we live in a time where technology allows us to contact countless people in a variety of ways. This section will explain some of those methods and what your facility can do to facilitate communication with you and your loved ones.



### Zoom

Zoom is a communications company that allows people to meet through video conferencing. In other words, it lets people talk over the Internet using their computer's camera and microphone. It is much more engaging than a normal phone call and the best part about it is that it's free to use.

### Facebook Live Chat

The popular social media platform, Facebook, also has an option to video call with friends and family. Users of Facebook can enjoy this feature and, like Zoom, it's free to use.

### Facetime Calls

Apple products (iPhones, tablets, and Macbooks) have a built-in feature where video calling is fast and easily accessible. The only catch is that the person on the other end must also have an Apple product.

### Responsibility of the Facility

During these unprecedented times, facilities, family members, and residents must all work together to ensure that communication with loved ones is still accessible. The three methods listed above are just a few options facilities have in order to facilitate communication with family members and residents. If you have any concerns dealing with this, feel free to contact the ombudsman team.

## Activities

The COVID-19 pandemic has limited the number and types of activities facilities are able to do with residents. Because of this, the Salt Lake County Ombudsman team wants to share a few activities that residents can do during this difficult time.

### Register for a Library Card

The Salt Lake County Library has an option to register for an online library card where books and videos can be accessed. Visit: <https://slco.overdrive.com/>

### Recliner Radio

Feel like listening to some music and relaxing? Recliner Radio is a resident-driven radio station that reaches audiences across the nation. Visit: <https://radiorecliner.com/>

## Exercise

Staying indoors all day can be frustrating and dispiriting. Getting enough exercise is an easy way to release some of that tension and improve anyone's mood. These at home exercises are perfect for anyone to do in their room during the pandemic. Visit: <https://aeawave.org/Articles-More/Better-Health/ArtMID/1614/ArticleID/93/Arthritis-Foundation-at-Home-Exercises>

## Pen Pal

Communication with family and loved ones is critical to residents' mental health during these trying times. Similarly, talking to other residents who are feeling the same way can be therapeutic and rewarding. Either through email, handwritten letters, or another form of communication, reach out to us so we can connect you with residents from other facilities.



