



# HOW AND WHERE TO GET HELP

## ABOUT COVID-19 CONCERNS

### FOR RESIDENTS IN SKILLED NURSING FACILITIES

#### Resources for Both Residents and Loved Ones About Where to Turn to for Help



Many residents of skilled nursing facilities (“SNFs”), like many of their families and friends, are concerned with the spread of COVID-19 and the impact it has had on those facilities. The Alameda County District Attorney’s Office and the Alameda County Public Health Department recognize that these are unprecedented times and that this novel coronavirus is of serious concern for those with loved ones living in these facilities.

This document attempts to provide useful information, contacts and resources that may aid in addressing such concerns. While this information is current as May 7, 2020, please note that circumstances and information may change. We have included key points of contact for concerns and/or grievances, as well as resources for residents and their families.

### Concerns about a Resident: Communicate with the Facility

If you have concerns about a resident, communicate with the facility.

1. We recommend that you first attempt to communicate with facility staff and administration, including the administrator, the director of nursing, an activities coordinator or the social services director about your COVID-19-related issues.
2. If you cannot speak to someone right away, leave a clear message that includes your contact information, the name of the resident you are calling about and the information you are requesting.
3. Document your call.

However, if the staff or administration are not responsive to your needs or concerns, then these additional resources are available to you.

### Imminent Harm or Risk: Call 911

If you believe a resident is in imminent harm, or at risk of serious injury or death, call 911.

### Facility Non-Responsive: Contact Your Local Ombudsman

If you have not heard from a resident or the facility despite reasonable attempts to contact them and have concerns as to a resident’s well-being, or you have heard from the facility, but concerns persist, you may wish to contact your local ombudsman as follows:

- “Ombudsmen” are advocates for residents of skilled nursing facilities.
- Ombudsman Services of Contra Costa, Solano and Alameda is a resource for concerns about

residents, facilities and/or residential care. They will help determine the appropriate points of contact for your complaint, concern or inquiry and can be reached at: [ccombudsman.org](http://ccombudsman.org) or 510-638-6878.

- **Attached is a flyer that provides more detail about the ombudsman program.**

## **Filing Complaints:**

**If you believe the facility is not being responsive or taking appropriate care of a resident, but that it is not an emergency situation, you may wish to:**

### **File a Written Grievance with the Facility**

- Each facility is required to have a grievance process and a grievance official who is responsible for overseeing that process, and receiving and tracking grievances.
- This official must immediately report all alleged violations involving neglect or abuse to the administrator of the provider, which also must report certain grievances to the State.

### **File a Complaint with California Department of Public Health**

- Contact the California Department of Public Health, which licenses and oversees skilled nursing facilities and has a process for receiving grievances and complaints.
- You may contact the East Bay local district office at 510 620-3900, with concerns or complaints.

## **Additional Resources:**

### **For general COVID-19 related information, contact Alameda County Public Health Department**

The Alameda County Public Health Department can provide you with general information on COVID-19. It is the local health jurisdiction that provides guidance to skilled nursing facilities. However, it is not the regulatory authority and has limited enforcement powers. <http://www.acphd.org/2019-ncov/contact-information.aspx>.

Also the California Department of Public Health lists the Covid-19 outbreak list in SNFs at: [https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/SNFsCOVID\\_19.aspx](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/SNFsCOVID_19.aspx)

**In addition to the local ombudsman, there are a number of long-term care advocacy groups that have resources to assist families of residents in these facilities. Here is a list of some of them:**

- California Advocates for Nursing Home Reform (CANHR) (800) 474-1116 [www.canhr.org](http://www.canhr.org)
- The National Consumer Voice for Long-term Care <https://theconsumervoice.org/>
- Justice in Aging <https://www.justiceinaging.org/about-us/>
- Center for Medicare Advocacy <https://www.medicareadvocacy.org>



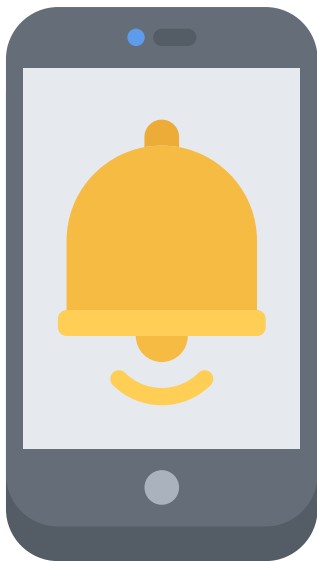


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## Report a Concern Related to Long-Term Care

**We're following shelter-in-place orders, but we're still working for our community.** With more than **29,000 long-term care residents** and nearly **900 facilities** in our region, we're making it our **top priority to be fully accessible to you and your loved ones when you need it most.**



**Need Help?  
Have a Question or Concern?  
Call Us, We Want to  
Talk to You!**  
**Phone: 510.638.6878  
Fax: 510.225.2331**

## Visit Our COVID-19 Resource Page

We are more committed than ever to empowering older adults and their families in the new context of Coronavirus and COVID-19. For news, resources, and more, visit our website at [www.ccombudsman.org](http://www.ccombudsman.org).

