

**Long Term Care Facility Access Policy Workgroup  
March 14, 2023, Chat Transcript**

12:06:47 From Juliette Mullin to Hosts and panelists:

Hi - just trying to get this new webcam to connect!

12:22:20 From George Kutnerian to Hosts and panelists:

I will be stepping away for a few minutes, but shall return prior to 12:30PM.

12:27:14 From Darrick Lam to Hosts and panelists:

Good afternoon everyone.

12:30:37 From Jack Light, Caregiver Resource Center OC to Hosts and panelists:

Good afternoon.

12:33:37 From Juliette Mullin to Everyone:

You can access the LTCFA Workgroup webpage here: [https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

12:38:37 From Eric Dowdy to Everyone:

Eric Dowdy, VP of Public Policy, Alzheimer's Association...hello!

12:38:43 From Jared Giarrusso to Hosts and panelists:

Jared Giarrusso-Khlok - Government Affairs Director - Alzheimer's Association.  
Glad to be here, and hello!

12:38:47 From Maitely Weismann to Everyone:

Good afternoon all! Maitely Weismann, Essential Caregivers Coalition and family member to resident in RCFE

12:38:48 From Claire Ramsey to Everyone:

Hi, Claire Ramsey, Chief Deputy Director, CDSS

12:38:49 From Meredith Chillemi to Everyone:

Meredith Chillemi, Dir. of Regulatory Affairs, LeadingAge CA. Hi to all!

12:38:49 From Amber King, LeadingAge California to Hosts and panelists:

Amber King, VP of Legislative Affairs, LeadingAge California

12:38:50 From Karen Jones, LTC Ombudsman SLO to Hosts and panelists:

Karen Jones, LTC Ombudsman Services of San Luis Obispo County (Hi!)

12:38:56 From Jason Sullivan-Halpern to Hosts and panelists:

Jason Sullivan-Halpern, Director, CA Long Term Care Ombudsman Association

12:38:56 From K.J. Page to Hosts and panelists:

KJ Page RN-BC, LNHA representing CALTCM, administrator at Chaparral House in Berkeley

12:38:58 From DeAnn Walters to Hosts and panelists:

Great to be here! DeAnn Walters, Director of Clinical & Quality with CAHF

12:38:58 From Darrick Lam to Everyone:

Darrick Lam, Vice Chair of the Alzheimer's Disease & Related Disorders Advisory Committee

12:39:03 From Jack Light, Caregiver Resource Center OC to Hosts and panelists:

Jack Light, LCSW, Director, Caregiver Resource Center OC, at Providence St. Jude Medical Center

12:39:04 From Regina Cademarti, DOR to Hosts and panelists:

Greetings. This is Regina Cademarti, Manager at Department of Rehabilitation

12:39:05 From Eric Carlson to Everyone:

Eric Carlson, Justice in Aging

12:39:06 From Ana Acton to Hosts and panelists:

Good afternoon! Ana Acton, Deputy Director at Department of Rehabilitation for the Independent Living and Community Access Division

12:39:07 From Jake Hanson to Hosts and panelists:

Jake Hanson - Executive Administrator - CCLHO

12:39:07 From Tony Chicotel to Everyone:

Hi everyone. I'm Tony Chicotel, senior staff attny for Calif. Advocates for Nursing Home Reform.

12:39:08 From Susan Philip to Hosts and panelists:

Hello, Susan Philip, Deputy Director of Health Care Delivery Systems at DHCS

12:39:09 From Crista Barnett Nelson to Hosts and panelists:

Crista Barnett Nelson, California Long Term Care Ombudsman (CLTCOA), Board Chair & Senior Advocacy Services Executive Director

12:39:12 From Blanca Castro to Everyone:

Hello everyone Blanca Castro here nice to be here. State LTC Ombudsman

12:39:18 From Beth Muszynski to Hosts and panelists:

Hi everyone. Beth Muszynski, Assistant Deputy Secretary of Veterans Homes (long-term care facilities for veterans), California Department of Veterans Affairs

12:39:19 From Melody A. Taylor Stark (she/her) to Everyone:

Melody Taylor Stark - Essential Caregivers Coalition / Chosen family member for LTC residents

12:39:22 From Heather Harrison to Everyone:

Heather Harrison, Sr VP Public Policy & Public Affairs, CA Assisted Living Association. Hi everyone!

12:39:23 From Ken DaRosa (he/him) to Everyone:

Good afternoon. Ken DaRosa with the State Council on Developmental Disabilities. Looking forward to the discussion today.

12:39:27 From Norka Quillatupa to Hosts and panelists:

Norka Quillatupa MD, Geriatrician at Kern Medical

12:39:34 From DDS, Frances Chacon to Hosts and panelists:

Afternoon! My name is Frances Chacon, Alternate Member and Advisor for the Department of Developmental Services

12:39:41 From Catherine Blakemore to Everyone:

Good afternoon, Catherine Blakemore Chair of the Alzheimer's Disease and Related Disorders Advisory Committee

12:39:52 From Rachel Tate to Hosts and panelists:

Rachel Tate, California Long Term Care Ombudsman Association (CLTCOA), and WISE & Healthy Aging Long Term Care Ombudsman Program.

12:40:10 From Jack Light, Caregiver Resource Center OC to Hosts and panelists:

Jack Light, LCSW, Director, Caregiver Resource Center OC, at Providence St. Jude Medical Center.

12:41:08 From Nancy Stevens to Hosts and panelists:

Nancy Stevens, Resident in LTC SNF, Essential Caregivers Coalition

2:41:45 From Juliette Mullin to Everyone:

Here is the summary of research on visitation, which we will discuss later in today's meeting:

<https://aging.ca.gov/download.ashx?IE0rcNUV0za7mK68PyyXLQ%3d%3d>

12:42:25 From Juliette Mullin to Everyone:

And here is a summary of state laws on LTCF visitation:

<https://aging.ca.gov/download.ashx?IE0rcNUV0zb8DkEU9hOspQ%3d%3d>

12:43:08 From Anissa Davis to Hosts and panelists:

Anissa Davis, MD, MPH Health Officer City of Long Beach; representing CCLHO (CA Conference of Local Health Officers)

12:43:36 From Juliette Mullin to Everyone:

Here are the materials and recording from the kick-off meeting:

[https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

13:01:00 From Anissa Davis to Everyone:

There's 3 City level public health departments. There are 61 local public health departments in total, 58 county departments, and 3 city departments--Long Beach, Berkeley, and Pasadena.

13:04:08 From Maitely Weismann to Everyone:

I remember zero access in 2020 — are we sure that is accurate? Or are we talking about window visits or compassionate end of life there?

13:05:10 From Caroline Servat to Everyone:

[https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

13:05:58 From Melody A. Taylor Stark (she/her) to Everyone:

A agree with Maitely Weismann: I remember zero access in 2020 — are we sure that is accurate? Or are we talking about window visits or compassionate end of life there?

13:06:58 From Darrick Lam to Everyone:

Thank you, Juliette, for the presentation.

13:10:41 From Maitely Weismann to Everyone:

They were also contingent upon staffing levels.

13:11:18 From Maitely Weismann to Everyone:

CDPH AFL 20-22.3 -

13:11:53 From Maitely Weismann to Everyone:

<https://www.dropbox.com/s/bfi939nb0a2lgbm/AFL%2020-22-June26CA.pdf?dl=0>

13:12:35 From Tony Chicotel to Everyone:

My summary of the studies is that visitation restrictions were imposed thinking residents would overall benefit from less COVID exposure and that the care they received would not suffer much. The policymakers woefully underestimated the amount of care that family caregivers provided and therefore underestimated the amount of suffering and death that would occur from non-COVID causes when that care was taken away.

13:14:33 From Maitely Weismann to Everyone:

Agree with Tony. Also, just another reminder — staff was supposed to stand watch over any outdoor visits (or the rare indoor “special space” 6-ft away visits) and if there was not enough staff, no visit.

13:14:50 From Norka Quillatupa to Everyone:

Agree with that, we underestimated the medium- and long-term consequences.

13:15:00 From Darrick Lam to Everyone:

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

3:15:04 From Nancy Stevens to Hosts and panelists:

I agree with Melody. I made several attempts to get help from the ombudsman and CDPH, but they refused to do anything about it. I experienced exactly what Melody spoke about, numerous times when we residents had our visitation rights denied. The visitation restrictions weren't lifted and facility was not cited until 3 weeks ago.

13:15:38 From Maitely Weismann to Everyone:

Yes, Melody is on point with her comments.

13:16:16 From Melody A. Taylor Stark (she/her) to Everyone:

Facilities said that they didn't have to acknowledge the ALFs.

13:18:44 From Maitely Weismann to Everyone:

Attendees - I notice your chat is disabled this time around but you can put your comments and questions in the Q&A.

13:20:15 From Melody A. Taylor Stark (she/her) to Everyone:

Re: Darrick - not many facilities were equipped with the devices nor staff nor staff who knew how to operate the devices. The facility my husband was in had one tablet and only one person was allowed to have the password to it - having tech staff I believe is needed in LTC settings

13:20:25 From Michelle Doty Cabrera, CBHDA (she/her) to Everyone:

I am late to this meeting due to a scheduling conflict, but want to flag that it was a real struggle during the pandemic to ensure behavioral health agencies were kept in the loop on changing dynamics that were primarily communicated by CDPH to CDPH licensed facilities. We have facilities that are licensed/certified or regulated through DHCS and CDSS. We felt the impact of this through misaligned state guidance, being late to receive resources, and having our clients left out of policy decisions.

13:23:41 From Catherine Blakemore to Everyone:

@darrick and @Melody The question to answer may be how to address this digital divide and then how to accommodate residents who can't use technology independently or become confused seeing individuals on a small screen.

13:25:01 From Melody A. Taylor Stark (she/her) to Everyone:

My husband and two chosen sisters in a nursing home - I missed their company and worried about them and their care - it effected my health and wellbeing

13:26:35 From Darrick Lam to Everyone:

Excellent point, Catherine.

13:27:04 From Melody A. Taylor Stark (she/her) to Everyone:

thank you @catherine and @darrick.

13:34:41 From Melody A. Taylor Stark (she/her) to Everyone:

Mercedes

13:34:50 From Maitely Weismann to Everyone:

Mercedes

13:34:53 From Michelle Doty Cabrera, CBHDA (she/her) to Everyone:

Such a beautiful testimonial, Mercedes. Thank you.

13:35:19 From Darrick Lam to Everyone:

Great testimonial, Mercedes. Thank you!

13:35:20 From Nancy Stevens to Hosts and panelists:

Thankful for you, Mercedes!

13:37:46 From Tony Chicotel to Everyone:

NO ONE cares more about the well being of LTC residents than the residents themselves and their families Policy should be led by them. Thank you for sharing your essential voices!

13:42:40 From Melody A. Taylor Stark (she/her) to Everyone:

Maitely

13:42:44 From Darrick Lam to Everyone:

Thank you so much, Maitely, for sharing your story.

13:42:51 From Meredith Chillemi to Everyone:

Thank you Maitely.

13:43:07 From Blanca Castro to Everyone:

Thank you Maitely.

13:43:15 From Nancy Stevens to Everyone:

Thank you Maitely

13:43:40 From Catherine Blakemore to Everyone:

So powerful Maitely, thank you!

13:57:54 From Meredith Chillemi to Everyone:

Sending you love and condolences Melody.

13:58:11 From Maitely Weismann to Everyone:

Melody

13:58:13 From Blanca Castro to Everyone:

Thank you Melody.

13:58:20 From Darrick Lam to Everyone:

Thank you, Melody, for sharing your story. My condolences are with you and your family.

13:58:33 From Nancy Stevens to Everyone:

Sending gentle hugs Melody.

13:59:54 From Melody A. Taylor Stark (she/her) to Everyone:

Hugs, Nancy

14:00:19 From Maitely Weismann to Everyone:

Nancy

14:02:22 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you @Darrick.

14:02:43 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you @Meredith.

14:03:01 From Maitely Weismann to Everyone:

Thank you Blanca and Karen.

14:03:11 From Maitely Weismann to Everyone:

Well put.

14:03:27 From Anissa Davis to Everyone:

Thank you to everyone who shared their experiences.



14:03:45 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you, Blanca and Karen,

14:04:06 From Maitely Weismann to Everyone:

Denise and Mary

14:04:19 From Maitely Weismann to Everyone:

Teresa

14:04:45 From Melody A. Taylor Stark (she/her) to Everyone:

Mary Nichols - who was instrumental in getting the legislation in TX in place (including getting it into the State constitution) was on the call. She had to leave but put comments in Q&A - please read them.

14:07:57 From Maitely Weismann to Everyone:

We invited Mary Nichols to join us today. She had to leave but left her comments in the Q&A. I hope everyone can see that but, just in case, I am post it below...

14:07:59 From Maitely Weismann to Everyone:

Mary Nichols 1:28 PM

Hi, I lead a group of 3100 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.

14:08:04 From Maitely Weismann to Everyone:

Mary Nichols 1:33 PM

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.

14:08:30 From Nancy Stevens to Everyone:

I wish I was braver. I've just gone through so much trauma and abuse here because I spoke up in the past. I was nearly patient dumped, put on sleep

deprivation on hourly wake ups under the guise of “safety checks” for no reason, and so much more. I no longer have privacy or safety to speak out.

14:09:44 From Maitely Weismann to Everyone:

Is Denise able to speak? She says her hand was raised.

14:09:44 From Melody A. Taylor Stark (she/her) to Everyone:

I attended a memorial vigil hosted by Nursing Home Lives Matter for the anniversary of lockdown. This poem is from a LTC resident was read and I asked permission to share it today:

-Alone in Quarantine by Susanna Gallisdorfer-

I miss touch.

Not the touch of today's spring wind,  
Sure and strong off the ocean,  
Sending bird flight careening,  
Hurrying through grass all rushed and flushed in silver,  
Whipping hair upward like flames in a brushfire.

Not that kind of touch.

I miss the way a hand can open to another,  
Fingers soft, like a wing gently unfolding,  
Palm cushioned and warm,  
Its heart line shaped in the womb.  
How a hand can tenderly send a gesture, a caress, a comfort  
Across separation to join  
In oneness,  
If only as a handshake.

-Alone in Quarantine by Susanna Gallisdorfer-

14:09:50 From Mark Beckley to Everyone:

Thank you so much Mercedes, Maitely, Melody, and Teresa for being comfortable sharing your powerful testimony. Your experiences will really help inform the choices and recommendations of the workgroup. And we hope to be able hear from you in the future Nancy.

14:10:07 From Darrick Lam to Everyone:

Thank you, Teresa, for sharing your story.

14:11:10 From Maitely Weismann to Everyone:

Teresa

14:11:10 From Aharisi Bonner to Hosts and panelists:

<https://aging.ca.gov/download.ashx?IE0rcNUV0zb8DkEU9hOspQ%3d%3d>

14:11:17 From Aharisi Bonner to Everyone:

<https://aging.ca.gov/download.ashx?IE0rcNUV0zb8DkEU9hOspQ%3d%3d>

14:21:10 From Catherine Blakemore to Everyone:

Do some states have both of these provisions?

14:25:29 From Nancy Stevens to Everyone:

What, if anything, can be done about pressuring facility “recommended” visiting hours or using fear mongering or threats of quarantining resident after visit to deter essential caregivers/visitors from coming in?

14:25:37 From Maitely Weismann to Everyone:

Who is here from CDPH?

14:25:41 From Maitely Weismann to Everyone:

Can we have them speak?

14:27:30 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you Jayleen.

14:27:43 From Maitely Weismann to Everyone:

CDPH comments?

14:28:45 From Catherine Blakemore to Everyone:

The guidelines from other state that allow the designation of an essential person to regularly come into the facility seems promising. And reasonable use of PPE as needed to protect physical health.

14:28:55 From Nancy Stevens to Everyone:

Yes, please...would CDPH share their views on this?

14:33:10 From Tony Chicotel to Everyone:

Sorry that I am unable to speak today due to testifying at the Legislature. Public health wanting to keep every tool in the toolbox is what took AB 2546 off the tracks. The question for them is what conceivable situation merits treating

essential caregivers differently from a facility's caregiver staff? Let's talk about those scenarios, if they exist, and how to balance the concerns.

14:33:11 From Claire Ramsey to Hosts and panelists:

I'm happy to say a few words from CDSS.

14:34:12 From Melody A. Taylor Stark (she/her) to Everyone:

Great input Liz

14:34:27 From Maitely Weismann to Everyone:

Thank you Liz. 100% all voices should be at the table. Yes, can we please look at what Tony said?

14:37:28 From Melody A. Taylor Stark (she/her) to Everyone:

Collaboration - yes - great term, George - we all have the loved ones best interest at heart.

14:37:34 From Maitely Weismann to Everyone:

Thank you, George. Well said.

14:40:41 From Maitely Weismann to Everyone:

Thank you Claire, we appreciate hearing from DSS. Work in progress, absolutely.

14:40:49 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you, Claire - much appreciated.

14:44:04 From CDA Tech Support (Nelson) to Everyone:

Meeting materials can be found here: [https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

14:44:12 From Melody A. Taylor Stark (she/her) to Everyone:

On a separate but related topic: it would have been helpful for Family Councils to be encouraged have had the tools to function virtually – and even to begin virtually. I feel this could have facilitated communication and encouraged collaboration.

14:52:07 From Melody A. Taylor Stark (she/her) to Everyone:

Denise

14:52:15 From Darrick Lam to Everyone:

Thank you, Denise!

14:52:17 From Maitely Weismann to Everyone:

Denise

14:54:36 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you Mark.

14:54:43 From Darrick Lam to Everyone:

Thank you, Mark.

14:55:39 From CDA Tech Support (Nelson) to Everyone:

Meeting materials can be found here: [https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

14:55:57 From Melody A. Taylor Stark (she/her) to Everyone:

There is also a bipartisan/co-sponsored national bill that will be reintroduced this year - HR3733 <https://www.congress.gov/bill/117th-congress/house-bill/3733/all-info?r=1&s=1>

14:56:15 From Caroline Servat to Everyone:

[https://aging.ca.gov/Long-Term\\_Care\\_Facility\\_Access\\_Policy\\_Workgroup/](https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/)

14:56:42 From Melody A. Taylor Stark (she/her) to Everyone:

Thank you all - this was an excellent session! Everyone remember to be kind to you

14:56:54 From Nancy Stevens to Everyone:

I hope to be in a safe place during the next meeting so that I may share my story

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