

Long-Term Care Facility Access Policy Workgroup Meeting  
May 30, 2023, | Q & A Transcript

Time: 12:53

Name: Teresa Palmer

Who decided not to make it a strong RIGHT? We are talking about legislation aren't we? People have a RIGHT not to be abandoned no matter where they live.

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Time: 12:53

Name: Anissa Davis

**Question:** Hi. I believe I'm a member of this workgroup and I don't remember getting this survey, and I also didn't get an invite to this meeting.

[anissa.davis@longbeach.gov](mailto:anissa.davis@longbeach.gov)

**Answer:** please check your email. I just sent you an email with the panelist link. Please join so that you can participate in the polling we will do. So sorry that you somehow did not get the invitation and survey.

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Time: 12: 57

Name: Teresa Palmer

principle 7: who defines compassionate care? It should not be the "industry" or the administration of a nursing home. It should be the resident, family with residents primary care doctor. We have had enough suffering.

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Time: 13:11

Name: Teresa Palmer

"operational and safety parameters" such as limitation on number of simultaneous visitors must be clinically justified and not arbitrary and subject to individualized circumstances: for instance, an elderly disabled spouse who needs accompaniment by a helper.

Time: 13:13

Name: Karen Klink

**Question:** However, Ombudsmen were kept out...

**Response:** Yes, I can attest to that. Thanks Karen.

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Time: 13:15

Name: Karen Klink

**Question:** Agree with Catherine

**Response:** live answered

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Time: 13:18

Name: Teresa Palmer

it is really important that any decision-making help about "visitors" come from persons NOT affiliated with the LTCF, and who represents the personal well-being of the resident. As we saw in 2020-2022 LTCF employees and even attending physicians are under pressure to follow the wishes of the LTCF administration.

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Time: 13:20

Name: Karen Klink

Thank you Tony

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Time: 13:21

Name: Teresa Palmer

I agree with Tony CHicotel: Resident designated support person (RDSP) is a much better term than "visitor."

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Time: 13:24

Name: Karen Klink

"Designated Support Person" definition is person designated by the resident or resident rep.... that is all.

Time: 13:34

Name: Teresa Palmer

Bi: 30 days is TOO LONG. People die from not being fed and curling up into the fetal position from abandonment so much sooner than that.

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Time: 13:34

Name: Karen Klink

Then are you saying "Designated Visitor" is not honored during those 'external' factors?

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Time: 13:38

Name: Karen Klink

Many facilities did not provide PPE, especially ALF's, they didn't have to.

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Time: 13:39

Name: Teresa Palmer

there can be no differentiation between staff and "essential" resident designated support people in provision of ppe and vaccinations (for instance). the idea that staff will keep people alive if there is a true emergency is so mistaken: no exclusion should be allowed

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Time: 13:43

Name: Karen Klink

Also, the next PHE could be completely different and none of the same things may be necessary... may not look the same.

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Time: 13:46

Name: Teresa Palmer

14 days is too long! we are talking ab out PEOPLE GETTING FED, CLEANED AND MOVED!

Time: 13:53

Name: Teresa Palmer

any restriction on essential visitors/RDSP at LTCF must be treated as the highest priority and solutions must be found within 48-72 hours: or even better PREVENT this by ACTUALLY GIVING LTCF visitors the same priority as staff PERIOD

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Time: 14:04

Name: Teresa Palmer

Since when have LTCF been "reasonable"??? The LTCF should not be allowed to make any limiting parameters as a baseline.

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Time: 14:06

Name: Teresa Palmer

It is the LTCF JOB to optimize the resident quality of care and quality of life: any limitations on simultaneous visitors, time of limitation, or area of visitation must be flexible: the first priority has to be the resident and NOT THE FACILITY

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Time: 14:10

Name: Karen Klink

Agree with Jason! Enforcement was non-existent. They did what they wanted...

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Time: 14:11

Name: Karen Klink

Thanks to Eric also

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Time: 14:15

Name: Karen Klink

They have been suspended during PHE

Time: 14:17

Name: Teresa Palmer

the whole point is that facilities should NOT HAVE THE RIGHT TO BAR  
ESSENTIAL RESIDENT DESIGNATED SUPPORT PEOPLE PERIOD!!!!

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Time: 14:18

Name: Teresa Palmer

B 2 needs to be thrown out. Start over guys!!!

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Time: 14:20

Name: Karen Klink

Karen makes good points

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Time: 14:21

Name: Teresa Palmer

To Walters-CAHF: right! easiest is resident designated support people are treated as  
staff period.

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Time: 14:23

Name: Karen Klink

That observation part.... has to go...can't be a part of the next PHE.

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Time: 14:26

Name: Karen Klink

Yes Anissa is right... unfortunately

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Time: 14:29

Name: Karen Klink

Yes KJ

Time: 14:32

Name: Karen Klink

How do we get "most restrictive" changed to "least restrictive" because that is what i get told from the agencies!

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Time: 14:34

Name: Irma Rappaport# CT

People who come in every day or so and help feed, toilet, keep the resident calm are not "visitors", they are family caregivers who supplement the care of the paid caregivers. If someone is not capable of advocating for themselves, such as having dementia, we are not visitors, we are their voice.

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Time: 14:36

Name: Irma Rappaport# CT

We don't cause extra work for the facility to monitor us if we come in regularly. We would be doing what we did today the next day and the next. The comment about having to "observe us" - staff during the pandemic needed badly to be observed...were they following the safety protocols? Were they wearing their masks properly? Were they keeping the facility sanitized, etc.

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Time: 14:41

Name: Teresa Palmer

Compassionate Care: ongoing (not new) need for intensive visitation to prevent decline or help with distress needs to be included. In reality, should there be a different standard for compassionate care? Shouldn't ALL CARE be compassionate

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Time: 14:43

Name: Karen Klink

Thanks Cassie

Time: 14:44

Name: Irma Rappaport# CT

Staff often told family members during the pandemic that their loved one was "fine" when it was not the case.

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Time: 14:45

Name: Teresa Palmer

Compassionate care implies that the baseline for visitation is less than "robust". All care must be compassionate.

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Time: 14:47

Name: Irma Rappaport# CT

Maitely, I would like to put my comments in the chat; however, I tried and could not, so I did this instead.

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Time: 14:50

Name: Irma Rappaport# CT

Thanks for putting that in the chat, Nancy. Feel free to cut and paste the rest of my comments in the chat. Thank you.

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Time: 14:52

Name: Karen Klink

Of course, we know better about our loved ones...

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Time: 14:52

Name: Karen Klink

It is really bad that i can't see others questions and comments

Time: 14:57

Name: Irma Rappaport# CT

"Compassionate care" and "reasonably allow" are subjective terms that allow the facility to make their own judgment calls rather than adhere to laws and guidelines.