

Facility Interviews

Name of facility:

Date:

Contact Name:

Name of
OR:

Contact Position: (i.e. Administrator, S.W.,
DON)

As you know, the COVID 19 virus is spreading across the country and officials are trying to keep it out of the nursing homes. As the Ombudsman serving this area, I want you to know that I will do my best not to be in your building but may need to if we get a serious complaint. May I ask some questions of you? Yes No

1. How is the visitation protocol working out?
2. How have you been assisting with resident and family communication?
3. Do you have any COVID19 cases or suspected COVID19 cases? If so, how is it being handled?
4. How do staff seem to be handling the stress of this situation?
5. Are you having many call-outs?
6. Have you had any difficulties with staffing?
7. Do you have any comments or concerns?
8. How will your staff assist residents to communicate privately with me?