

# COVID-19 and Long-Term Care

## Ways to Stay Connected

**A** person who lives in a nursing or assisted living facility is at a high risk of getting COVID-19.

The coronavirus has the potential to spread if staff and residents don't follow their facility's social distancing precautions.

State and federal governments have issued guidance temporarily restricting visits by family members and others not giving "essential care."

### Mail Letters and Cards

Everyone loves to get mail. Also ask your kids, grandkids, nieces and nephews to make cards and share their artwork.

### Video Calls and Messages

Take advantage of free ways to video chat with your loved ones, such as FaceTime, Zoom, Skype and Google Duo or Hangout. Find instructions online with steps for how to use each service. You can also send a short video message using WhatsApp or the Marco Polo app.

### Phone Calls

A phone call goes a long way. Schedule a time to talk with your loved one. This gives you both something to look forward to.

### Distance Visiting

You may be able to visit through an outside glass window or door. Celebrate birthdays, holidays and the arrival of new family members this way.

### More

For more information about nursing or assisted living facility residents' rights, contact your Long-Term Care Ombudsman at **800-252-2412** or **ltc.ombudsman@hsc.state.tx.us**.

**While residents must be physically separated, they can still be social.**



This information is provided by the State Long-Term Care Ombudsman Program who are advocates for long-term care residents.



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