



COUNTY OF DELAWARE
SERVICES FOR THE AGING
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**Delaware County Ombudsmen available to help
*Residents of long-term care facilities and families reach out during pandemic***

As COVID-19 has grappled the nation now for seven months, one group of individuals who have been most affected are residents of long-term care facilities. Facilities care for our most vulnerable and frail citizens and have faced many challenges in providing the best care under the circumstances.

To prevent the virus from entering or spreading in these facilities, visiting from outsiders has not been allowed. This prolonged period of not being able to see family members has greatly affected some residents and their families. Family members long for information regarding their loved ones and residents miss the visits and social interaction.

The Delaware County Ombudsman Program advocates for the rights of residents in long-term care settings. They work to educate providers and residents of residents' rights and help resolve issues regarding these rights when they arise.

While restricted from entering facilities, Ombudsmen fielded calls from residents and their families and worked remotely to resolve issues and provide as much information as possible. As facilities reopen for public visitation, Ombudsmen will continue to be a presence in these settings speaking with concerned residents and/or their family members. Shortly, Ombudsmen will be visible in locations permitting outdoor visitation.

Regardless of the visitation status of a facility, an Ombudsman is never out of reach. Those wishing to speak to an Ombudsman may call the Delaware County Ombudsman Program at 610-872-1868. Visit www.delcosa.org to learn more about the Ombudsman Program or if interested in becoming a volunteer Ombudsman.