

In situations which require temporary transfers of residents the following are guiding principles that reflect a person-centered approach.

We understand that some transfers are emergent so not all of the considerations below may be able to be implemented in advance, but we will all try to do whatever is possible.

PROACTIVE PLANNING

Proactive planning when establishing COVID-19 units is important. The earlier residents and families know this change is coming, the better to orient residents to the temporary location where they will be moved.

Notify resident responsible person and other emergency contacts as soon as possible of temporary transfer.

INCLUDE RESIDENT

Have resident and resident responsible person participate in the planning, as able. The better you plan and include the resident, the better the temporary move. Record discussions with the resident and other proactive measures taken to accomplish a person-centered transfer in the file. Staff should meet in person with resident and the resident's responsible person to discuss the plan and assure them staff will be available for support and can address any concerns.



RESIDENT TRANSFERS

DURING COVID-19



CONTACT INFO

Provide residents being transferred with the contact information for the Office of Ombudsman for Long-Term Care.

PERSONAL BELONGINGS

Plan for how residents' personal belongings will be transported with the resident or, if not, how these belongings will be protected during the time of temporary relocation.

TRANSPORTION

If transport to another facility is necessary, plan carefully for proper transportation to meet individual resident needs.

PERSONAL FUNDS

Assure resident has access to personal funds account, if one is kept with the facility.

MEANINGFUL CHOICE

If resident re-location involves more than one resident, to the best of the facilities' ability, moves should be gradual and planful.

Staff should offer meaningful choice for where the resident will be moved, if possible.

DEMENTIA CARE

If a facility has a dementia care unit, special attention needs to be given to residents in those areas. If possible, these residents should remain in their units or be the last considered for transfer. If there is an outbreak in the dementia care unit and transfer cannot be avoided, consider the risk of transfer trauma and minimize, to the best extent possible, a change in environment.

Core Principle- Person Centered Approach:

A Person-Centered care approach puts the person first. This is individualized care that promotes self-determination. Person-centered values include choice, dignity, respect, privacy, self-determination and purposeful living. The right to make choices about your own life, being listened to and "heard," and being truly "known" is a basic human right.



CHOICE



DIGNITY



RESPECT



PRIVACY



**SELF-
DETERMINATION**



**PURPOSEFUL
LIVING**



FACILITATE MOVE

Residents may express a preference to move home with family or, for transfers out of their home community, to move to a certain facility and that request should be honored if time allows. If that is not possible before the move then relocation assistance should be offered, if available, by the new facility's staff to help achieve the resident's wishes when it is safe to so do.

RETURN HOME

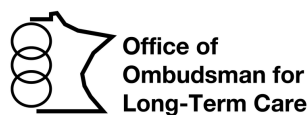
Everyone temporarily transferred should be eventually readmitted or internally moved back to their room or apartment if they choose to do so.

Notify residents or the resident's responsible person their room or unit will be held and that they will be allowed to return in order to alleviate worry and anxiety.

For additional information on resident transfers, contact:



**LEADINGAGE
MINNESOTA
651-645-4545**



**OMBUDSMAN
FOR LONG-TERM CARE
651-431-2555
1-800-657-3591**



**CARE PROVIDERS
OF MINNESOTA
952-854-2844**