

# SILVERADO HOSPICE NEWSLETTER

*A Monthly Publication of Silverado Hospice Los Angeles*

## Grief and COVID-19

Grief experiences as a result of COVID-19 challenges have been further complicated and complex. Many have lost loved ones without the opportunity to say goodbye as they normally would may have. Many grieving individuals are also experiencing challenges and restrictions related to burials, funerals, and spiritual rituals resulting in the inability to share grief with others as an added source of support and comfort.

Below are a few suggestions to assist with creating an engaging service while promoting health safety:

- **Fill the service with memories.** Share images of the person in a digital slideshow
- **Have a virtual meal** with guests. Cook/eat the person's favorite meal virtually
- **Share a playlist of the person's favorite tunes**, and listen in with family
- **Host a "Watch Party"** to watch the person's favorite movie with guests

Remember that memorial services do not have a time limit, and traditional services can be held later. If you practice rituals, ask a clergy member how to modify them. You can create new traditions to help honor your loved one.



Coping with grief is always a hard and complex process. Further challenges to the grief experience as a result of COVID-19 restrictions and delays can result in unresolved trauma, increase anxiety and stress, and result in the fear of additional losses. Connect with friends via text, email, or video call to build your support system and assist with feelings of isolation or loneliness.

Please also feel free to reach out to the members of Silverado's Emotional Support Team if you feel that additional support is needed to assist with the grieving process. Above all else, be gentle and patient with yourself. Grief is a process; take each day at a time.

Silverado Hospice is available 24/7, including weekends and holidays. You may reach us by calling

(888) 328-6622

or

(818) 848-4048

Bereavement and emotional support is also available 24/7



## CMS Survey Notice

Every three years, Silverado Hospice is surveyed by the Centers for Medicare and Medicaid Services (CMS) to ensure that compliance is met on multiple levels within our organization. This is a routine survey for all participating Medicare and Medicaid providers.

Over the next couple of months, a CMS surveyor will shadow some of our team members on selected home visits. Selections are made by CMS, and we are notified of their selections on the day they plan to visit. If a surveyor shadows our team member on a visit with you or your loved one, treat the visit as you normally would. The surveyor is only present to observe and document the services rendered and has no immediate impact on your hospice experience.

We appreciate your cooperation during this time. If you have any further questions, please call us.

## Limited Placement Assistance

The Department of Health has shut down several skilled nursing facilities to prevent the spread of COVID-19. At this time, it might be more difficult to find placement or respite stays. Placement companies are available if patients want to seek Board and Care or Assisted Livings. However, these are private pay and can be expensive.

## HOW TO BE A FRIEND TO SOMEONE IN HOSPICE

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1. Be Present
2. Don't Pretend Like Everything is OK
3. Gestures Speak Louder Than Words
4. Avoid Clichés
5. Share Memories
6. Set a mood
7. Be Hopeful



[www.TheSilverPen.com](http://www.TheSilverPen.com)

## In Home Supportive Services

The In-Home Supportive Services (IHSS) program is funded by the government to help older adults and adults with disabilities pay for home services to assist with daily living. IHSS allows the individual receiving care to hire their service provider, which may include family or friends.

### Requirements to Qualify for IHSS:

- Aged 65 or older OR a person with a disability or blind, of any age
- MUST be low income AND qualify for Medi-Cal
- MUST be California resident AND physically reside in the US
- MUST live at home, facilities are not considered “own home.”

The process begins with the IHSS application (SOC 873), signed by a licensed health care professional, and submitted to your local county IHSS office. Then the IHSS social worker conducts a needs assessment for the case. A Notice of Action letter is later mailed to you to notify you of approved or denied services. If approved, you must hire a provider and remain responsible for them as an employer.

Read more about the IHSS program in Los Angeles County by clicking [HERE](#).



## Private Caregiving

Are you overwhelmed with caring for a loved one? Caregiving can be fulfilling but also an exhausting task. People who are challenged with caring for a loved one often experience caregiver stress – caregiving's emotional and physical stress. Consider hiring a caregiver to ease the workload. This will help your loved one spend more meaningful time with you. Private caregiving can be done through a home health agency or by hiring the caregiver directly.

### Consider the following when hiring a caregiver:

- Job description and pay rate
- Paperwork for pay and taxes
- Disability insurance (to avoid lawsuits if the employee is injured on the job)
- Background and reference checks

Payment for caregiving would come from out of pocket expenses and may be tax-deductible. Veterans may qualify for caregiver services, check with your local VA benefits office.

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**Don't Count the Days, Make the Days Count**  
**- Muhammad Ali**

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# Spotlight On!

## Meet Melanie Vidal!

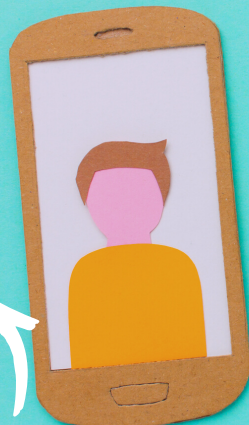


Melanie is an AMAZING Registered Nurse Case Manager. She has developed a great rapport with local MD's and AL's, and they all refer to us because they love her so much. Our hospice families love her too! She always gets great feedback from them as well as perfect CAHPS scores. Melanie challenges leadership always to be better and is respected for her high level of clinical care.

### STAY CONNECTED WITH US!

Would you like to give your favorite team member a praise?

Click the icons!



LET US  
KNOW!

If you are less than satisfied  
with our level of care, we  
encourage you to call our  
Administrator, Richard Jenik,  
at (818) 696-8425