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Subject: FW: First release of TX ombudsman Q&A on COVID-19 response
Date: Wednesday, March 18, 2020 9:11:05 AM
Attachments: [image001.png](#)
[Ombudsman Questions and Answers About COVID-19.pdf](#)

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Dear AAA Directors:

I appreciate all the work you are doing to support your ombudsmen, and to help the many older adults and caregivers living outside of facilities. MLOs are stepping up 100 percent, and other staff and volunteers have been equally awesome. Together, we will get through this.

Starting this week, most of my team will telecommute; I'll do a mix of telecommuting and office time until further notice. We have good systems in place and feel prepared to maintain as much normalcy as possible.

The attached document was just issued through a staff ombudsman list serve that my office created and monitors to aid in staff ombudsman communication on the COVID-19 virus. As you know, information is rapidly changing and questions are constantly evolving. I plan to issue updates on policy and expectations in this document, and to add new questions that ombudsmen could all benefit from.

It's my hope that this will be useful to you and your ombudsmen over the next several weeks. If you have any questions, please ask...and give me a little time to answer as things are really hopping around here.

Thank you,

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