

## Call Script for New York State Advocacy Efforts

*It can be overwhelming making these calls but just be you, speak from the heart and explain what your experience and frustrations have been.*

*These talking points may also be helpful to you on your phone call:*

- “Due to your overly strict rules on visitation in nursing homes, I have not seen my loved one since \_\_\_\_\_.”
- “Now in order to visit, I must provide proof of a negative COVID-19 test result repeatedly.”
- “Or if we want to bring our loved one’s home for the holidays, they must be tested 24-hours prior to their return.”
- “These repeated tests are not readily accessible to me and will be cost-prohibitive.”
- “Nursing home residents have endured months of isolation from the people they love most and are experiencing emotional distress.”
- “I urge you to reconsider this guidance and find a more balanced approach that considers not just the risks of COVID-19, but also the emotional isolation residents are feeling!”