

Adult Care Home Program Newsletter

March 2020

Program Manager Letter

Dear Providers,

Thank you all, I appreciate the work you are doing and I acknowledge how difficult this job is and I want to share how impressed I am, every day, as I hear stories of your commitment to resident care.

Providers expressed:

Feeling frustrated with county staff changes making it difficult to navigate our systems, struggling to find and keep qualified staff, the complexity of resident care and the need to skillfully navigate social challenges within the home can be overwhelming.

Our Commitment:

Supporting you and providing ongoing transparent communication including giving updates on changes that affect you and your business.

Ongoing Supports:

We are investing in training that builds communication and mediation skills among both licensers and providers, such as Assertive Engagement in January and Change Management this summer for licensers and providers. We also have an April training for providers on hiring/maintaining qualified caregivers.

Program Updates:

As part of process improvement efforts and to provide timely renewal support, we are piloting a banked caseload. Which means your licenser will rotate each year. We believe this will ensure an equitable workload for licensers and allow them more time to provide coaching and training assistance. We will be monitoring this process to ensure consistent application of rules and that good customer service practices are in place.

We know it's important to have a licenser answer the phone when you have a question, and will also have a Licenser of the Day available every day.

In addition to assessing the timeliness and quality of licensing, we will be reaching out to you to get your feedback in about six months to evaluate the impact of these changes on providers.

Staffing Updates:

- Edward Dove has joined Adult Protective Services
- Medhi Karim has retired
- Joshua Leslie is now the Complaint Investigator
- Michelle Gilmore is a new APD Licenser

Felicia Nelson,

Program Manager

Just Ask

Question: What do I do with the ACH's menus?

Answer: Menus should be posted, dated and kept current and accurate. After weekly use, menus should be archived for twelve (12) months.

Question: I have updated my Residency Agreement, what steps do I need to take?

Answer: Residency Agreements must be approved by a licenser before they can be used. Please fax or email a copy to your licenser. If it meets the MCAR requirements, once approved:

1. Each resident and/or resident's representative must be notified 30 days prior to any modification and/or rate change.
2. Each resident and/or resident's representative must sign the new agreement.
3. Finally, you will need to post a Master Copy of the approved Residency Agreement including the private pay rate schedule.

Please review MCAR 023-060-100.

Person-Centered Language Can Help You Express Your Respect and Compassion

The words we use have an impact on others. Words carry important messages and express feelings and stir memories.

Providers work hard to provide person-centered care, and the words you use can help to express your desire to honor residents' independence and autonomy.

Historically some terms used in the caregiving profession can be cold and impersonal. These terms may come from a hospital or institutional care setting. This language can feel demeaning and may not express the person-centered approach in your ACH.

For example, would you prefer to be told that you were going to be "toileted"? Or, would you prefer to be asked to be "helped to the restroom"? Both may mean the same thing and the second approach uses words that offer a sense of dignity and support.

Consider the term "Challenging behaviors." This term can present an image that does not take into consideration how a person is getting their needs met. Another way to frame behaviors is unmet needs or behavior communication.

Incorporating new language in your caregiving is one way to change how caregiving is approached. Using person-centered language shows compassion and honors the value of caregiving work. Words can also help you, the provider, think more deeply about the work you are doing.

Caregiving can be challenging. Sometimes the focus is solely on accomplishing tasks and not the relationship. Try incorporating a few new words in your day-to-day interaction with residents and see if it allows you to think differently about the care you are providing.

Below are some links to further your knowledge:

<https://www.pioneernetwork.net/wp-content/uploads/2017/07/Commitment-to-Person-Centered-Language-Training.pdf> or
<https://www.disabilityisnatural.com/people-first-language.html>

What Do I Need to Do If I Want to Sell My Home?

1. Notify your licenser immediately when you list your home for sale and when an offer is accepted.
MCAR 023-041-215

2. Once you have decided to list your home for sale, you will need to send your licenser a signed copy of the "Real Estate Disclosure Notice" agreeing that you will notify any potential buyers that your license is not transferable. MCAR 023-041-230

3. At least 30 days prior to the sale, lease, or transfer of the property, you will need to issue the residents a written notice notifying them that you have sold the home/business and introducing and advising of the new operators' name. MCAR 023-041-235

4. You will also need to notify your licenser that an offer has been received to purchase your home and the potential buyer wants to become the operator, your licenser will arrange for a meeting with you and the buyer to create a transition plan. MCAR 023-041-240

Please remember, you must continue to perform all the duties and responsibilities of a licensed Operator with full liability for the home until the new Operator is licensed OR close your home and require all residents to move with at least 30 days written notice.

Note:

Per MCAR 023-041-245, the home will be considered abandoned if the current licensed operator moves out of the home, there is no approved Resident Manager, and residents are still present and there is no license issued to a new operator.

Per MCAR 023-041-220, the home will be considered unlicensed if the current Operator's license expires during the sale.



Training, Testing, and Events

Please pre-register. Call 503-988-3000 or email adult.carehomeprogram@multco.us

Qualifying Testing

209 SW 4th Avenue, Pdx-Free / Date & Register online: <https://multco.us/adult-care-home-information/basic-training-qualifying-tests>

Trainings held at East County Location: 600 NE 8th Street, Gresham. Please note room location.

Provider Meeting: Grief Process for Residents and Staff & Why/What is Different for Residents on Hospice Sign-in 8:30am; Training 9:00 am to Noon. \$30 Check or Money Order. 3.0 CEUs for APD
March 18th - Sharron Kelley A Only Room

April 2020 Provider Trainings:

<https://multco.us/adult-care-home-information/required-training-provider-meetings-and-ceus>

Orientation

Sign-in 8:30-9:00; Training 9:00-4:30
\$55.00 check/money order:

March 9th - Chinook Room, 1st Floor

April 9th - Sharron Kelley B only

Emergency Preparedness Planning - Required for all Operators and Resident Managers in the first year. Sign-in 1:00 am; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs **March 19th-Blue Lake Room**

Honoring Diversity - Required training for Operators/Resident Managers in the first year. \$30 Check or Money Order. 3.0 CEUs. Sign at 8:30 am; Training 9:00am to Noon **April 23rd-Blue Lake Room**

Recordkeeping B - Medication Management for Operators and Resident Managers. Required training for Operators/Resident Managers in the first year. Sign-in 1:00 pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs.,
March 18th - Sharron Kelley A only

ATCBS.org and Community Access Services in cooperation with the Region 1 DD Co-op offers:
New Research on Self-Regulation Depletion and Caregiver Performance

New research, including the use of brain imaging technology, has redefined the idea of self-control. This presentation will cover the latest research into “depletion” of self-control, the connection between self-control and weakened skills, and suggest several ideas to improve our performance as caregivers (as well as those individuals we support).

When: Tuesday, March 24, 2020

Time: 9:00 am - 4:00 pm

Location: Community Access Services, 1815 NW 169th Place, Suite 1060, Beaverton 97006
Directions: From Portland take Highway 26.

And turn left onto Cornell, Twin Oaks Plaza on the left of Cornell (169th Place) Turn Right into the parking lot. If you get lost call 503-533-4373
Cost: \$75 (\$70 of 3 or more register at same time).

Register: Checks payable to Kelley M. Gordham, 23951 NE Poplar Ct, Troutdale, OR 97060. Include your name, address, email address and amount inclosed

Questions: KelleyGordham@gmail.com

ACHP Pre-Service Dementia Training

Required for any provider working in APD. Meets the requirement of HB 3359
\$30 Check or Money Order. 3.0 CEUs. Sign-in at 1:00 pm; Training 1:30-4:30 pm
East County Health Center -
Sharron Kelley A & B Rooms - **March 27th**

Training held at Gresham City Hall Location: 1333 NW Eastman Parkway - Gresham. All Trainings in Barlow Room

Recordkeeping B - Medication Management for Caregivers. Required for all caregivers who pass medications, work alone or are left in charge. Sign-in 1:00 pm; Training 1:30-4:30 pm. No Charge. 3.0 CEUs, **April 21st**

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Multnomah County Oregon
Department of County Human Services
Adult Care Home Program
209 SW 4th Avenue, Suite 650
Portland, OR 97204

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