

Adult Care Home Program Newsletter

April 2022

Letter from the ACHP Interim Manager

Dear Providers,

The ACHP team has grown significantly this year, increasing from 25 to 36 employees! Our goal for new positions is to be able to offer more support and enhanced services to Providers and Residents. I'd like to share some of the changes.

Recently we created a second supervisor position and promoted Stefannie Henderson to serve alongside Annie Neal. This will help improve licenser training and support and increase the timeliness of program responses. We have added six licensers to the team, five of which will start in April. The increased licenser count will help us to catch up on COVID-19 related inspection delays and will allow the program to remain responsive to an increased number of licensed homes.

To support licensing, we have added two staff members to the complaint and corrective action team; and have added business support team members to assist with application processes and provide support for phone calls and office drop-in requests.

Our quality assurance program is adding a data analyst, and operational support will be enhanced with a program coordinator. Also, our placement specialist and training coordinator positions are both full now too! We continue to search for a community health nurse to join ACHP as well.

I am optimistic about these changes and hope the benefits of our program growth become evident in the services you receive.

Interim ACHP Program Manager
Steven Esser

Just Ask

Question: I have a vacation coming up, what are my responsibilities regarding letting the ACHP know and arranging for care at my ACH?

Answer: If an Operator or Resident Manager plans to be out of the home continuously for 72-hours or longer, the operator is required to submit a "Vacation-Absence from the Home" form to the ACHP. The form must be received by the program at least seven business days prior to the anticipated absence from the home; and must include information about the back-up Operator or Resident Manager along with a temporary operation plan. The ACHP will respond within 72 hours of the request. See MCAR 023-070-830 for more information.

Question: Can I get advance notice of any ACHP visits to my care home?

Answer: In order to meet requirements placed on the ACHP related to compliance monitoring and oversight of our licensed homes, the program will continue our practice of performing unannounced inspection, monitoring, and investigation visits. After significant COVID-19 related delays, in-person visits have resumed. Please make sure the home is in compliance with MCARs and that staff at the home are ready to provide access and records to ACHP staff.

Question: Can I request a specific licenser to work with my home?

Answer: No, the ACHP has a system of assigning licensers to homes that is designed to share the workload and keep licensers free to respond to the needs of the homes on their caseload. Due to recent staffing changes within the program, your licenser may change. Rest assured, the program makes efforts to ensure that all licensers are "on the same page" regarding the MCAR and what is required of the care homes.

COVID-19 Updates

Mask Update: Although the Oregon Health Authority has lifted the mask mandate for indoor public places, masks will continue to be required in healthcare settings, including ACHP-licensed adult care homes. All visitors and ACH staff who do not live in the home are required to wear masks. Additionally, masks continue to be required in Multnomah County buildings that share space with healthcare related services. This includes the lobbies of the Five Oak building (209 SW 4th Ave, Portland, Oregon) and the Gresham Office (East Area Office of Aging, Disability and Veterans Services, 600 NE 8th St, Gresham, Oregon).

Reporting COVID-19 Positive Residents and Staff: If a staff member or resident in your home exhibits symptoms of COVID-19 or has close contact with a COVID-positive individual, please seek COVID testing. Positive COVID-19 test results (also called “detected” or “abnormal”) should be reported to the ACHP within one business day by email at advsd.adult.carehomeprogram@multco.us or by phone at **503-988-3000**. Messages should include your name and contact information, including phone number. Someone from the program will call you ASAP with questions and further instructions.

At-Home COVID Tests: The ACHP is coordinating with Multnomah County Emergency Management to distribute at-home rapid COVID-19 Antigen Tests to ACHs that have been unable to pick up tests. Homes will receive 5 kits each (10 tests in total). They will be delivered to ACHP licensed care homes beginning Wed, March 30th and continuing for approximately one week. If you have not received tests from the ACHP previously, you can expect delivery between the hours of 8:30am-3:30pm, Monday through Saturday.

For Information About COVID Vaccines, Boosters, PPE, or Other Resources: Call the Multnomah County COVID Call center at 503-988-8939.

BCRs Are Coming up for Renewal

Background checks that were extended for many providers by the state in 2020 and 2021 are now coming up for renewal. In addition to the ACHP request form, the state now requires subject individuals to fill in some online information as part of their background check request.

To Renew (*Please use the updated forms linked below, older forms may be out of date*):

- **Operators, Resident Managers, and folks in Non-Caregiver Roles** should submit the ACHP’s [Background Check Request Form](https://multco.us/file/77596/download), <https://multco.us/file/77596/download>.
- **Caregivers** should submit a [Caregiver Application Form](https://multco.us/file/91235/download), which serves as both an application and background check request. <https://multco.us/file/91235/download>

Within 2-5 business days following receipt of the ACHP form and the associated fee, you will receive an email from advsd.adult.carehomeprogram@multco.us. This email will include your application number and a link to the state’s ORCHARDs website with the online “Disclosures and Authorization” portion of the Background Check Request. The link will work from any computer, tablet or smartphone that has internet access. Please make sure to complete the online portion of your request as soon as you receive the email. The link will only be active for 21 days. If the ORCHARDs link expires, you may be required to start the Background Check Request process over.

When you sign on to this link, be prepared to provide information such as: if you have lived outside of Oregon for more than 60 days in a row during the past 5 years; If you have ever been charged, arrested, adjudicated or convicted of a crime; or if you have ever been named as a perpetrator of abuse or had a founded or substantiated report of abuse or neglect of a child or an adult.

The ACHP will notify you by email once we have the results of your background check.

Training, Testing, and Events

Registration is required in order to attend ACHP training sessions. Register by emailing advsd.adult.carehomeprogram@multco.us or by calling 503-988-3000. Specify the name of training and your preferred date. If a desired training session is full, email the ACHP Training Coordinator, Ana Weakland for assistance. (ana.weakland@multco.us)

Please note: Providers who have missed required training sessions should have received an email recently. Please sign up for the identified missed training session(s) ASAP. If you are uncertain about whether or not a specific training is required for you, call or email the program with questions.

Orientation - Required for Operator, Resident Manager, and Shift Manager applicants.

Date: Wednesday, 4/6/22

Times: 9:00 am - 3:00 pm (Sign-on 8:50 am)

Cost: \$55

Record Keeping Part A, Screening and Care Planning - Required for Operators, Resident Managers, and Shift Managers who serve APD and MHA residents within the first year of licensure or role approval.

Date: Tues, 4/12/22 & Wed, 4/20/22

Times: 9:00 am - noon (Sign-on 8:50 am)

Cost: \$30

Record Keeping Part B, Medication Mgmt - Required for Operators, Resident Managers, and Shift Managers within the first year of licensure or role approval.

Dates: Thurs, 4/14/22 & Wed, 4/27/22

Times: 9:00 am - 12:30 pm (Sign-on 8:50 am)

Cost: \$30

Honoring Diversity - Required for Operators, Resident Managers, and Shift Managers within the first year of licensure or role approval.

Dates: Tuesday, 4/18/22

Times: 9:00 am - noon (Sign-on 8:50 am)

Cost: \$30

Training, continued

Infection Prevention - Oregon Care Partners has updated their COVID infection Prevention training to include a broader approach to all infection prevention. The training is titled, "[Pre-Service Infection Prevention and Control for Community Based Care](#)." It is online and can be taken "on demand." ACH staff who have not previously completed a required infection prevention course can use this link to register:

<https://oregoncarepartners.com/app/#/class-details/2378>

CPR and First Aid - Reminder, effective January 1, 2022, all CPR and First Aid Training requires an in-person skills competency check. Either full in-person training or online training with the in-person competency check component will be accepted.

April is National Deaf History Month

Effective 2022, National Deaf History Month will be observed during the month of April (April 1st through 30th). Join the ACHP in honoring and celebrating the achievements of the deaf community!

Check out deaf creators on social media

- [10 Deaf TikTok Creators You Can't Miss](#)
<https://www.rev.com/blog/10-deaf-tiktok-creators-you-cant-miss-deaf-awareness-month>

Educate yourself on deaf history

- [Gallaudet University Press, Catalog of Deaf History](#),
<https://ssl.gallaudet.edu/gupress/deaf-history.html>

Gain a new perspective through Ted Talks

- [Deaf ideology, Marika Kovacs-Houlihan, TEDx](#), https://youtu.be/pLBw9nYI_Ks
- [I'm deaf, but we can still talk, Rebekah Afari, TEDx](#), https://youtu.be/M3f_mENOQaE

Learn some American Sign Language

- [20+ Basic Sign Language Phrases for Beginners, ASL](#),
<https://youtu.be/v1desDduz5M>



Department of County Human Services

M198

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Department of County Human Services
Adult Care Home Program
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RETURN SERVICE REQUESTED

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PORTLAND OR
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