

Adult Care Home Program Newsletter

February 2021

Interim Program Manager's Letter

Dear Providers,

As many of you know, I've been working as Interim Program Manager for ACHP for about five weeks now, and it's been quite exciting.

The first thing I want to say is, "Yay Providers!" Your patience in waiting for COVID-19 vaccines has been great, but more terrific is your responsiveness to ACHP's efforts to offer vaccine opportunities to you, your residents, your staff, and ACH household members, now that those opportunities have arrived.

As you know this novel virus needs a special vaccine that provides protections "normal" flu shots don't give us. Vaccines are not mandatory, of course, but we've been encouraged by how many residents and providers have opted to participate in the vaccine program. For residents, the decision to be vaccinated (or not) belongs entirely to the resident, or to their guardians or POAs, so be sure to ask for and document their decisions.

The State and County-wide effort to roll out clinics and provide vaccine opportunities is an ongoing and very large task. That said, as we've done in the past couple of weeks, as soon as we have information about clinic sites or other vaccine opportunities, we will get that information out to you.

Meanwhile, thanks again for your patience and commitment to health and safety.

Best regards,
Margaret Semple,
Interim Program Manager

Just Ask

Question: COVID-19 restrictions delayed my annual license renewal inspection. Once it happens, can it count for next year as well?

Answer: It is possible that once a renewal inspection occurs, that inspection could satisfy requirements for a second renewal. However, this possibility will be evaluated case-by-case depending on a variety of factors, including (but not limited to) compliance history, when your license expires, and the number of years you have been operating. In all events, renewal applications and fees must be submitted in accordance with MCAR requirements. Additional monitoring visits will also take place.

Question: What are the MCAR requirements for adult care homes related to telephones?

Answer: Adult care homes are required to have at least one working landline telephone with a listed number that is separate from any other phone line in the home. The phone line cannot be forwarded to a different telephone or mobile phone and cannot have a blocking feature. This is so that calls from the ACHP, other state or local government agencies, and emergency services can be received unhindered. Contact your phone company to find out how to turn off blocking features for all incoming phone calls.

Question: What should be included in my staffing plan documents?

Answer: Staffing plans should describe 24-hour coverage; show sufficient staffing to meet resident care needs; and should list the names of all caregivers (Operator, Resident Manager, or Shift Managers, as applicable) who will be in the home providing care. Caregivers listed must have approved roles and background checks. Plans should also demonstrate that all providers have adequate time off from their employment.

COVID Vaccine Updates

The Portland area health systems, including the Multnomah County Health Department, are working hard to ramp up COVID-19 vaccination administration. Adult Care Home residents, staff, and household members are part of Priority 1a, Group 2 for vaccines. Information about vaccine availability is changing daily. For current information and a sign-up opportunity, please see <https://multco.us/novel-coronavirus-covid-19/vaccine-information-phase-1a-priority-groups>.

Please talk with residents and guardians now about their interest in receiving a vaccine. As with any medical care, residents, or their POAs or guardians, have the right to make their own decision about whether or when to receive a vaccine. If the resident is unsure, ACHP encourages residents to talk with their primary care provider to determine what is best for them. If a resident wants a vaccine and has a guardian, ACHP recommends that the adult care home provider contact the guardian as soon as possible to obtain written consent as this may be required at the time of vaccination. Adult care home operators, staff and household members also have the right to make their own decisions about whether or when to receive a vaccine.

One planning barrier that our health systems have experienced in relation to offering the vaccine has been uncertainty about how many doses will be received by distribution sites at any time. This has resulted in limited advance notice when vaccination opportunities arise. The ACHP is working with agency partners to identify vaccination resources for residents, staff, and household members in adult care homes and will share information via email as soon as it becomes available. Be on the lookout for those emails and respond *earlier* rather than later to secure any vaccination appointment opportunities available.

COVID-19 Visitation/Inspection Updates

The identified COVID-19 risk level for each county can be found here: <https://coronavirus.oregon.gov/Pages/living-with-covid-19.aspx#countystatus>.

At the time of this publication, Multnomah County's risk level remains in the "Extreme Risk" category. This means that essential visitors, including medical and compassionate care visits, are still allowed with screening and use of PPE. However, all other visitation is restricted to outdoor only, with appropriate precautions. This includes visitors for operators, caregivers, and residents.

The ACHP will continue our current practice of doing only 'essential' licensing visits in person. These are effectively limited to investigating health and safety concerns in a home and to new home inspections in vacant homes. Renewal inspections will continue to be conducted remotely through video conferencing between the operator and licenser.

ACHP Website for COVID Updates & Frequently Asked Questions

<https://multco.us/adult-care-home-information/covid-19-information-adult-care-home-providers>

ACHP Lead Licenser - Stefannie Henderson

Hello Providers! My name is Stefannie Henderson. I am the proud mother of two beautiful little girls and two goldfish. In my free time I love to cook, read, decorate and spend time with family. I have been with the ACHP for over three years working in monitor and licenser positions, and was recently promoted to Lead Licenser. In my new role I will complete inspections, assist with complex issues, and provide mentoring and training to ACHP staff. My passion is to help others, and bring out the best in those around me. I look forward to continuing the important work we do together to support our most vulnerable populations.

Training, Testing, and Events

ACHP Orientation and Record Keeping B are offered online via Google Meet but all other ACHP training remains suspended. Sign up by calling 503-988-3000 or by emailing advsd.adult.carehomeprogram@multco.us

Orientation - Required for all Operators and Resident Managers before submitting an application.

Dates: All scheduled sessions are currently full. Added dates will be announced.

Record Keeping Part B, Medication Mgmt

Dates: Thurs 2/25/21

Times: 1:30 pm - 4:30 pm (Sign-on 1:25 pm)
(Tech support for training starts at 1:10 pm)

Cost: \$30 for Operators & Resident Managers

Public Health Webinars for Group Living

Facilities - Regional public health offices host a free webinar every other Wednesday at 3:00 pm to provide updates and answer questions about COVID-19. Click here for dates.

<https://multco.us/novel-coronavirus-covid-19/covid-19-webinars-group-living-facilities>

The Trauma Healing Project - Crisis De-escalation Workshop

This workshop will provide tips and techniques for working with individuals who are escalated and/or in crisis and will cover client-centered communications, scene safety, de-escalation strategies, rapport building, the role of self in any intervention, and the importance of debriefing; and will include opportunities to explore potential scenarios participants may feel unprepared to handle in their work.

Dates: 2/17/21 & 3/31 (choose one)

Location: Live via Zoom – Invitation to join will be sent after registration.

Time: 2:00-4:00 pm PST

Cost: \$35. Discounts available for students.

<https://healingattention.org/deescalation>

Virtual Resources for Well-Being

Looking for some COVID safe recreation and activities? Here are a few online resources for providers and residents to explore.

Silver Sneakers - Silver Sneakers offers online workouts designed for those over 65.

<https://www.youtube.com/c/silversneakers/videos?pbjreload=102>

Google Arts and Culture - Explore high-resolution images and videos of artwork and cultural artifacts from organizations around the world.

<https://artsandculture.google.com/>

Games to Keep Your Mind Active - Try these games and activities to keep your mind sharp.

- Daily Jigsaw Puzzles - <https://games.usatoday.com/games/jigsaw/>
- Daily Crossword - <https://www.dictionary.com/e/crossword/>
- Duolingo - Learn a new language - <https://www.duolingo.com/>
- USA Today Games - <https://games.usatoday.com/category/allgames/>
- Sudoku - <https://www.websudoku.com/>

Window Swap - Window swap allows us to look through someone else's window, somewhere in the world. Put your device in horizontal mode and check it out. <https://www.window-swap.com/>

National Geographic Television - Explore the world with the help of full length National Geographic episodes hosted on YouTube.

<https://www.youtube.com/channel/UCpVm7bg6pXKo1Pr6k5kxG9A?pbjreload=102>

Have you borrowed a Samsung tablet yet?

There are lots of virtual activities and resources that residents can access online. If you don't have a device available, you can borrow one from the ACHP! Call us at 503-988-3000 or click:

<https://multco.us/adult-care-home-information/achp-electronic-device-borrowing-program>



Department of County Human Services

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