

# Adult Care Home Program Newsletter

## February 2023

### Letter from the ACHP Program Manager

Dear Providers,

In 2022, the Adult Care Home Program worked to catch up on annual inspections that were overdue because of the pandemic. However, some care homes are still waiting for their first annual inspection since the start of the pandemic. Please be patient with our staff as we work hard to get to your inspection.

ACHP's goal is to complete your renewal inspection—and to provide enough time so that violations can be corrected—before the expiration date of your license. We are almost back on track for that timeline.

Many care home operators had a challenging time during their annual inspection. Due to the pandemic, several years had passed since the last inspection. The pandemic drastically changed our normal routines, especially within care homes.

Additionally, the ACHP inspection tool is more comprehensive than it was before the pandemic. Some providers received corrections that they weren't expecting, and had to make changes to stay in compliance.

The new self-audit tools will help you stay on track and prepare for your next annual inspection. You can find the self-audit tools on the ACHP webpage [Operator & Resident Manager Forms](https://multco.us/adult-care-home-information/operator-resident-manager-forms).  
[multco.us/adult-care-home-information/operator-resident-manager-forms](https://multco.us/adult-care-home-information/operator-resident-manager-forms)

**ACHP Program Manager**  
*Steven Esser*

### ACHP Moves to Gresham

The Adult Care Home Program office has moved from downtown Portland to Gresham. For the majority of care home providers, the new location will be easier to access for in-person services.

New address:

600 NE 8th St., Suite 100  
Gresham, OR 97030

ACHP is now located in the East County Health Center building.

### New Text Message Service Launches

ACHP has a new way to reach adult care home operators: by text message. You will receive your first text messages in February. This is part of the program's efforts to improve communication with operators.

Text messages will share important updates, and information about meetings and events.

To contact the ACHP, continue to email or call. The program will not be able to reply to text messages.

You will have the option of opting out of this text messaging service.

## Monitoring Visits Return in 2023

In 2023, the ACHP will start monitoring visits again. If you are a new operator, you may not have experienced a monitoring visit. These scheduled visits are required three times a year, focusing on:

- Resident interviews
- Health and safety
- Records

“Before the pandemic, monitoring visits were a great way for licensers to build relationships with operators,” said Licenser Jacqueline Monroe. “I’m looking forward to interacting with operators and residents in a more relaxed atmosphere than an inspection.”

These scheduled monitoring visits are different from the unscheduled visits that may happen because of a complaint or violation. Monitoring visits are routine and scheduled in advance.

A monitoring visit isn’t a full inspection. The licenser will give you feedback and provide resources to help improve the quality of life for your residents.

The licenser will also give feedback to ensure your compliance with the ACHP’s rules and regulations. Sometimes follow up visits will be needed if there’s a violation in the home.

During the resident interviews, your licenser will meet with each resident privately. They’ll discuss quality of life in the care home. This monitoring visit will need to be scheduled when most residents are available in the home.

Remember, your licenser is here to answer questions!

## Just Ask

**Question:** Are adult care homes required to have grab bars in resident bathrooms (for toilets and showers)?

**Answer:** Yes. MCAR 023-100-315 states: “Bathrooms shall have barrier-free access to toilet and bathing facilities and have appropriate grab bars for toilets, tubs, and/or showers for resident’s safety.”

Adult care homes must have grab bars for toilets, showers and tubs in all bathrooms that residents have access to use. An exception may be granted for homes who do not serve APD residents if all residents are fully independent in mobility, transfers and ambulation. If you are unsure of how best to support the needs of the resident around the use of these assistive devices, the operator should consider consulting the resident’s physician and requesting an occupational therapy visit.

## Celebrate Black History Month

There are many ways to celebrate Black History Month this year! OPB/PBS is holding a virtual block party, with programs that celebrate Black culture. Find a show to share with your residents: [PBS Block Party](#).  
[pbs.org/articles/welcome-to-the-block-party](https://pbs.org/articles/welcome-to-the-block-party)

Learn more about Black history in Oregon through the interactive timeline in “[A Hidden History](#)” by [Oregon Humanities](#).  
[oregonhumanities.org/rll/magazine/skin-summer-2013/a-hidden-history/](https://oregonhumanities.org/rll/magazine/skin-summer-2013/a-hidden-history/)

## February 17 is National Caregiver Day

National Caregiver Day honors care professionals and unpaid family members, friends and volunteers, and the meaningful impact they make in the lives of the people they care for. Thank your caregivers for all the support and care they provide! Their hard work truly improves residents’ quality of life.

### Training and Support

*Most sessions are offered via webinar.  
To register call 503-988-3000 or email  
advsd.adult.carehomeprogram@multco.us.  
Specify the training name and date.*

#### **Emergency Preparedness Planning -**

Required for Operators, Resident Managers, & Shift Managers

**Date:** Tuesday, February 21

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

**Cost:** \$30

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

**Date:** Wednesday, February 1

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

**Cost:** \$55

#### **Record Keeping Part A, Screening and Care Planning -**

Required for APD and MHA licensed Operators, Resident Managers, and Shift Managers.

**Date:** Thursday, February 16

**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:** Wednesday, Feb. 8 & Thursday, Feb. 23

**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.

**Date:** Tuesday, February 14

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

**Cost:** \$30

### First In-Person Provider Meeting: Hoarding 101

What is hoarding disorder and when do you know that it's become a problem? At the first in-person provider meeting since the beginning of the pandemic, you will learn:

- Basics about hoarding
- Helpful interventions
- Local resources

Presenter Jill Williams, MA, is a clinical services specialist with Multnomah County's Older Adult Behavioral Health Team.

#### **Event Details:**

Wednesday, February 22

12:45 – 3:45 p.m. (arrive by 12:45 p.m. sharp)

This meeting will be held in person at:

East County Health Center  
600 NE 8th St., Susan Kelly Room  
Gresham, OR 97030

Masks are required in health center hallways and common areas.

Attendees will earn three Continuing Education Units for this event. Cost is \$30.

Register now! There will be no virtual option for this event. The capacity for the event is 100 attendees.

Payment required in advance with registration. To sign up, email [advsd.adult.carehomeprogram@multco.us](mailto:advsd.adult.carehomeprogram@multco.us) or call 503-988-3000. We recommend signing up via email, as sometimes our phones get too busy to answer all calls.



Department of County Human Services

**M198**

Multnomah County Oregon  
Department of County Human Services  
Adult Care Home Program  
600 NE 8th Street, Suite 100  
Gresham OR 97030

RETURN SERVICE REQUESTED

PRSR STD  
US POSTAGE  
PAID  
PORTLAND OR  
PERMIT NO  
5522