

Adult Care Home Program Newsletter

July 2020

Program Manager Letter

Dear Providers,

I continue to be impressed at how well our provider network is handling this crisis. There have only been a few positive cases of COVID-19 related to residents or staff of ACHs and only two outbreaks in Adult Care Homes which are characterized as incidents of three or more people in the same home with COVID-19 infections. Thank you for your continued efforts to keep residents, staff, and your families safe.

Now is not the time to relax. We must continue to protect ourselves and those we serve. Please maintain social distance, wear a mask when in public, wash your hands with warm soapy water frequently, clean and disinfect high touch surfaces, and screen all essential visitors, including residents and staff who return from the community.

Program Updates:

- The ACHP does not have office hours at this time, however our phone line is open 8:00 am to 5:00 pm, Monday through Friday and a "Licenser of the day" is always available.
- If you need immediate help, call the main line (503) 988-3000 and ask for a supervisor. In addition you may reach a supervisor after hours by calling 503 988-3646 and asking to speak to the ACHP manager on call.
- We are now accepting renewal applications via US Mail, however, we prefer emails or faxes. If you choose to mail in your application you must include a check or money order.
- For New License applications, please send via US mail and include a check or money order.

Just Ask

Question: Friends and family are anxious to visit residents and are worried about their loved ones. What can I do to address their concerns?

Answer: Help residents make a call using Facetime, Hang out, iPad or laptop. Families may stand in the yard and talk with residents 6 feet away or visit through glass doors or windows.

Question: A resident wants their haircut and nails done. I usually use an in-home service. The service is willing to come to my house. Can they come into the Adult Care Homes?

Answer: No, Adult Care Home visitors are restricted to essential visitors only. Only medically necessary services are allowed in the home.

Question: Who is my licenser?

Answer: The ACHP moved to a banked caseload for I/DD, APD, and MH homes. What this means is that each year you will have a different licenser conduct your renewal inspection.

Question: If I have a licensing question, and I don't have an assigned licenser, what do I do?

Answer: Call (503) 988-3000 and ask for the "Licenser of the Day". Every day there is a licenser available to answer your questions.

Question: At each renewal inspection when I get a different licenser I hear a different interpretation of the same rule. What is being done about this?

Answer: We have created a new license inspection checklist and all licensers have been trained on the new form. Licensers have been advised to adhere to that inspection checklist and its content.

- We also are accepting hand-delivered License Renewal Applications, Caregiver Applications and Background Check Applications at the Five Oak building. Mail will be processed twice a week.
- For Initial Background Check Requests, the applicant must present in person and ask the front desk to make a copy of their ID.
- The ACHP is in the planning phases of resuming renewal inspections. Sometime later this month you will receive an email regarding our plan to resume inspections.

Infection Control Training Requirement:

An email was sent regarding a mandatory training for all Operators and Resident Managers, and we highly recommend it for all caregivers. The training is a self-guided online training hosted by Oregon Care Partners, is 45 minutes and is worth .75 CEUs. There is a 15-question test at the end and if you pass with a score of 70% or higher, you will receive a certificate. When you pass the class, please either fax the certificate to (503) 988-5722 or email it to advsd.adult.careprogram@multco.us. An email will be sent to you with a three-question survey. Once you complete it, you will receive an additional 1.5 CEUs.

This training and survey are mandatory for all Adult Care Home Operators and Resident Managers and must be completed by 7/24/20.

Again, I want to express my gratitude to all 614 Adult Care Home Operators, 90 resident managers and over 2000 approved caregivers who have continued to provide support to our older adults and adults with disabilities within our community. You are brave and amazing. We are proud of our provider network and we celebrate you. On behalf of myself and the program staff we thank you.

Felicia Nelson,
ACHP Program Manager

Resident Outing and Return Policies

Multnomah County has entered Phase I of re-opening. However, adult care homes are not open for routine visitors and remain restricted to essential visitors only.

Essential visitors include:

- Medical professionals,
- Emergency responders,
- Adult Protective Services & ACHP Licensers,
- Guardians on official business, and
- Visitors for end of life.

Although businesses are beginning to open, it is imperative that we do not lose our focus on the fact that we are in the middle of a pandemic. Infection control practices in the home must be continued. These include: frequent hand washing, cleaning high-touch surfaces, and observing physical distancing.

For residents and their families who want to resume visits, there are still no visitors in the Adult Care Homes. If residents choose to leave the ACH for social outings, work or shopping, ACH providers should be screening upon re-entry from the community.

Before they leave home, remind the resident to:

- Wear a mask,
- Stay 6 feet apart from others,
- Try not to touch the common surfaces
- Wash hands with warm soapy water often
- If available, give hand sanitizer.

When returning from a community outing:

- Providers should complete the COVID-19 screening form for each resident who returns.
- Do daily monitoring for symptoms of COVID-19 and note the monitoring in progress notes.

Ask the resident about their outing, and if the resident reports they have been exposed to someone who potentially has COVID-19:

- The resident may be placed on a 14-day enhanced monitoring period and quarantine.

Training, Testing, and Events

All testing resumes July 9, 2020. However, in-person training continues to be suspended. Please check the website: <https://multco.us/ads/adult-care-home> until further notice.

Testing:

Qualifying Tests for APD and DD, EQC Exam, as well as the English Test, resume July 9, 2020. Testing will be weekly and the capacity is limited to 16 people.

Everyone will be screened and kept 6 feet apart, and masks are required. Please contact us if there is a medical condition that does allow wearing a mask and/or if you don't have a mask.

Training:

COVID-19 Infection Control Training:

The ACHP is requiring every Operator and Resident Manager to take a free online 45-minute training on COVID-19 infection control. It comes with .75 CEUs <https://oregoncarepartners.com/app/#/class-details/1722>
The training must be completed by July 24, 2020.

Online Record Keeping B Medication Management via Google Hangouts.

Sign-on 1:25; Training 1:30 - 4:30 pm. Technical support for training starts at 1:10pm, \$30 for Operators & Resident Managers, 3.0 CEUs.

Class is limited to 25 people per training.

July 16th, 23rd or 31st

Orientation - Online via Google Hangouts

Required for all Operators and Resident Managers before submitting an application. Sign-on 8:45 am; Training 9:00 am to 2:00pm. Cost: \$55

June 30th & July 30th

Oregon Care Partners offers the Pre-Service Dementia training, Webinars, other CEUs at:

<https://oregoncarepartners.com/>

OTAC has OIS and other CEU trainings online at:

<https://otac.thearcoregon.org/services/training/event-schedule/>

New Positions: Development Specialists

In response to concerns shared by our providers, we have reorganized the monitoring program. Previously, it has felt to some like a gotcha moment instead of true coaching and support. We want to acknowledge that in the past we have not always provided enough upfront training and support.

Our program's success depends on our ability to support the professional development of new providers to enhance the skills and knowledge that allow them to successfully be independent and to provide quality care.

Our new Development Specialists will provide intensive 1:1 coaching during the first year of licensure. We believe that all providers have the ability to be successful in their business. Development Specialists will help ensure that success in the following ways:

- First visit within 60 days of licensing to design a professional development plan based on your identified strengths and challenges.
- Monthly check-ins for additional coaching and support by phone or email depending on your preference.
- An appointment will be scheduled for a second visit after the first resident is admitted to your home to help you set up books and answer any questions.
- 90 days prior to the expiration of your license, a scheduled meeting will occur to assist you with getting ready for your first renewal inspection.

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RETURN SERVICE REQUESTED

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