

Adult Care Home Program Newsletter

October 2020

Program Manager's Letter

Dear Providers:

The pandemic is likely to continue through the spring. Below are a few reminders as you continue to deal with this crisis.

Homes are still closed for non-essential visitors. Virtual visits and outdoor visits are encouraged. See page 3 for more on outdoor visits during the winter months.

It is important to conduct weekly activities to support mental stimulation and social connection during this time.

Renewal applications are sent out via email 90 days prior to your license expiration. It's your responsibility to ensure we get your completed application 30 days prior to your license expiration date. You can fax, email or mail your application. We will email you a receipt. If your license expires before we receive your application the license is closed.

PPE is still recommended for all caregivers, especially those who leave the ACH. Masks continue to be required for all caregivers who work or live outside the home.

Quarantine those who have been exposed. Remember it is important not to make residents feel they are being punished for choosing to take outings.

Again, **thank you** for your commitment to resident safety. I am so proud of our network's resilience and dedication. You have shown so much personal strength in navigating these challenging times. Remember we are here to support you.

Felicia Nelson, ACHP Program Manager

Resident Satisfaction Survey

The purpose of the survey is to gather information from residents and providers to help ensure a high quality of life in Adult Care Home settings.

We are pleased to see the **highest level of overall resident satisfaction in 15 years.** There are also opportunities for improvement in areas such as access to activities and disparities between residents of color compared to white residents. We are grateful to all the providers and residents who participated in this survey.

Next steps:

Please review the report on our website.

<https://multco.us/adult-care-home-information/resident-satisfaction-report>

Also included with this link is an anonymous feedback survey that we will use to inform our action plan and future resident satisfaction surveys. If you prefer, a paper copy of the survey is included as a newsletter insert.

Additionally, we plan to send out a **Provider Satisfaction Survey** in December of 2020. We look forward to receiving your feedback.

Business Names Reminder

All business names used by Adult Care Homes must be registered through the Oregon Secretary of State's Corporation Division. This includes corporations, nonprofit corporations, assumed business names, limited liability companies, limited liability partnerships, and Oregon trademarks or service marks. If your ACH is using a business name, please make sure it is properly registered and that you inform the ACHP of the business name.



Online HCBS Resources

HCBS Individually-Based Freedoms and Protections and IBL forms and information:
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCBS/APD/AFH%20Conference%208-2020%20handouts.pdf>

IDD specific resources including information about IBLs:
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCBS/Pages/ODDS.aspx>

APD specific resources:
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCBS/Pages/APD.aspx>

APD HCBS IBL Decision Tree:
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCBS/APD/IBL%20Process%20Initial%20Posting%20071720.pdf>

Free Gloves & Masks for Small Businesses
Governor Brown has announced a new program to provide FREE gloves and masks for small business owners during the COVID-19 pandemic.

How much can I order?

- 0-9 employees: 100 masks and 1 box each size gloves (medium & large)
- 10-25 employees: 300 masks and 2 boxes each size gloves (medium & large)

How do I order? Use this link:
<https://supplyconnector.org/states/oregon/free-ppe/>

We encourage you to take advantage of this resource. We also encourage you to be prepared for the flu season during winter months and make your regular orders.

Renewal Inspections Update

Renewal visits have been delayed by fires and hazardous air quality; however, we expect to resume inspections October 1st. These visits will be unannounced and mostly conducted outdoors but will include a quick walk-through of the house and focus on environmental hazards and fire safety. Licensers will wear masks and gloves. Please screen all licensers before entry.

Change in CDC COVID-19 Strategies

According to the CDC, current evidence supports using a ***symptom-based strategy*** to determine when individuals with COVID-19 are no longer infectious. Reportedly, people with mild to moderate COVID-19 cases remain infectious for about 10 days after the start of symptoms and people with more severe cases, or who are severely immunocompromised, remain infectious for about 20 days after symptoms begin.

Please remember that any suspected, presumed, or confirmed COVID-19 infections must be reported to the ACHP. Call 503-988-3000 and ask for the licenser of the day.

Updated quarantine recommendations:

1. **Individuals with COVID-19 who have symptoms and are directed to quarantine** may discontinue if the symptoms have resolved and it has been at least 10 days since symptom onset (start of symptoms).
2. **Individuals who test positive for COVID-19 but who never develop physical symptoms** may discontinue quarantine and other precautions 10 days after the date of their positive test result.
3. **Hospitalized residents** may be readmitted to your home if symptoms have resolved and it has been at least 10 days since symptom onset (start of symptoms). There is no longer a need to require two negative tests before readmission into your home at this time.

Training, Testing, and Events

ACHP Orientation and Record Keeping B are offered online but all other ACHP training remains suspended. **Please sign up for Orientation or Record Keeping** by calling 503-988-3000 or by emailing advsd.adult.carehomeprogram@multco.us

Please check the website for updates on available training: <https://multco.us/ads/adult-care-home> or call 503-988-3000 for more information.

Testing:

Testing will occur weekly. Capacity is limited to nine people. Everyone will be screened and kept six feet apart, and masks are required. Please contact us if there is a medical condition that does not allow you to wear a mask or if you don't have a mask.

Training:

Record Keeping B Medication Mgmt - Online via Google Hangouts.

Sign-on 1:25 p.m.; Training 1:30 - 4:30 p.m. (Tech support for training starts at 1:10 p.m.)
Cost: \$30 for Operators & Resident Managers, 3.0 CEUs. Class is limited to 25 people per training. **October 8th, 15th or 28th, 2020**

Orientation - Online via Google Hangouts

Required for all Operators and Resident Managers before submitting an application.
Sign-on 8:45 a.m.; Training 9:00 a.m. to 2:30 p.m. Cost: \$55 **October 22, 2020**

Oregon Care Partners offers the Pre-Service Dementia training, Webinars, and other CEUs online at: <https://oregoncarepartners.com>

OTAC offers OIS and other CEUS online at <https://otac.thearcoregon.org/services/training/event-schedule>

Outside Visitation On ACH Grounds

As we move into rainy and colder weather, some families may want to continue enjoying outdoor visits. The decision to do so should be directed by the residents and any resident representatives (if there is one). Please keep in mind, residents have the right to decline outdoor visits at any time. If residents do decide to engage in outdoor, cool or wet weather visits, please make sure they are dressed appropriately and have access to appropriately sheltered spaces.

The ACHP website has a list of requirements related to outdoor visits during COVID-19. Please review them here:

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

Virtual visits are also a good option and may be an important resource as weather changes. Don't forget that you can check out a device from the ACHP Electronic Device Borrowing program if needed:

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

Note from County Auditor Office

The Auditor's Office's COVID-19 survey is out! If you have not received your survey via email, please check your email account's junk folder.

Your input is critical to our understanding of the efforts to ensure that vital services, such as adult care homes, can continue safely and equitably during the pandemic.

We appreciate you taking the time to provide this important information.

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