

Adult Care Home Program Newsletter

April 2020 - COVID 19 Special Edition

Program Manager's Letter

Dear Providers,

These are difficult times. I think many of us are feeling apprehensive and uncertain about the coming days and weeks in this health care crisis that our nation is facing.

As a community, we must come together and support one another. Licensers have been calling and checking in with you, to see how you are doing and offering you support. I want to share my appreciation for the work that you're doing. Please remember to take care of yourself and your families, as well the residents in your home.

Program Updates:

The ACHP is closed to walk-ins, however our entire office is still working. Because we no longer have office hours or accept US postal mail, we are accepting credit and debit card payment over the phone. All applications and BCR will be accepted via email or fax. All training and testing has been temporarily suspended.

Staff are available to take phone calls during their regular work hours. For after hour calls please call 503-988-3646.

Those of you who have worked with Jenny Carver, she has been temporarily reassigned to help manage emergency shelters. Please contact the Worker of the Day at 503-988-3000.

Felicia Nelson, Program Manager

The Rules Review Committee

The Rules Review Committee met once in February but had to cancel the March meeting. While the group's work is suspended until May 15, 2020, there is room for 1 or 2 more people to participate. In addition, we would love a I/DD provider and a Mental Health provider to join. Charmaine Kinney, charmaine.kinney@multco.us, invites you to join this group. You can call 503-849-7964 with any questions. This committee has been tasked with reviewing the rules and identifying areas that providers feel there is a need to, change or remove a rule, the ACHP will use this feedback when doing rule revisions.

Emergency Plans for DD Providers

The State has asked that ACHP help coordinate collecting Emergency Preparedness Plans and your infection control protocol. This is in addition to the check-in calls that I/DD licensers are making to check in on you, see how you and the residents are doing, offer support and share resource information.

Two New Letters:

We have developed two letters to assist you:

- A letter for residents and family that explains the restrictions that are currently in place, and
- A letter explaining your role as a care provider and requesting that stores allow you to make additional purchases. Contact your licenser or Worker of the Day if you need a copy of this letter.

Screening and Admission Guidance

For new admissions and re-admissions, ACHP is requiring Adult Care Home Operators to not only complete the resident screening form, but to also complete the [COVID 19 screening form](#) and attach it to your resident records.

Residents Returning From Hospital:

Residents who are ready for discharge from a hospital or other facility should be screened to ensure that they are still within your classification and are medically stable. Remember to screen using both the ACHP screening form and the COVID 19 screening form. A COVID 19 diagnosis alone does not prevent readmission. Call ACHP at 503-988-3000 if you have questions about re-admission.

New Residents:

You may admit new residents as long as they don't have COVID-19 symptoms or risk factors: These risk factors include:

- Any signs or symptoms of a respiratory infection, such as fever, cough, or shortness of breath
- Contact, in the last 14 days, with someone with a pending testing, confirmed diagnosis of COVID-19,
- Travel in the last 14 days to locations with current COVID-19 transmissions.

When you conduct your initial placement screening, please obtain as much information via phone or medical record review as possible. Please use Skype or other video tour technology instead of in-person tours.

Involuntary Move Notices

Involuntary Move Notice may not be issued solely because a resident has symptoms or a positive diagnosis for COVID-19. A list of acceptable reasons can be found in MCAR 023-090-615. Any appropriate notice will be evaluated and prioritized per available resources.

Change of Condition Guidance

You are required to notify the ACHP immediately if a resident, staff member or occupant is experiencing flu-like symptoms. Out of abundance of caution and lack of available testing we are requiring homes to be proactive to stop the spread of any COVID-19.

Staff should be screened for coronavirus symptoms at the start of every shift using the COVID 19 screening form. If they have any of the risk factors identified on the screening form, they should not be allowed to work.

If a resident or occupant has flu-like symptoms:

- Isolate that resident to their room and seek medical advice.
- Clean all high-touch surfaces everyday and after the resident uses the bathroom.
- You should wear a facemask and gloves whenever you enter the resident's room.
- Assess the resident's symptoms often. Take their temperature and observe their breathing.

Seek immediate medical attention if the resident has:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Training, Testing and Events

Pre-registration is required.
Call 503-988-3000 or email
advsd.adult.carehomeprogram@multco.us

All testing and training has been suspended though April 30, **except for Record Keeping B which is being conducted by ACHP online & Pre-Service Dementia Training** available online at
<https://oregoncarepartners.com/> .

April 21st - Recordkeeping B - Medication Management. Sign-in 1:25; Training 1:30 - 4:30 pm. \$30 for Operators & Resident Managers . 3.0 CEUs- **Online via Google Hangouts**

Effective May 1, 2020 in person training are held at : **East County** - 600 NE 8th St or **Gresham City Hall** 1333 NW Eastman Parkway, Gresham

May 7th Provider Meeting: Yoga for Stress Relief Bring your water bottle, yoga mat or towel and phone access yoga videos online, if you like. \$20 Check or Money Order Sign in Starts: 2:00 pm; Training; 2:30-4:30. 2.0 CEUs **at Gresham City Hall - Barlow Room**

May 19th Recordkeeping B Medication Management for Operators and Resident Managers. Sign-in 1:00 pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs., **at Gresham City Hall - Barlow Room**

May 21st Orientation Sign-in 8:30-9:00; Training 9:00-4:30 \$55.00 check/money order: **Gresham City Hall - Barlow Room**

Training, Testing Events cont.

June 25th Emergency Preparedness Planning - Required for all Operators and Resident Managers in the first year. Sign-in 8:30 am; Training 9:00 am-Noon. \$30 Check or Money Order. 3.0 CEUs **at East County - Blue Lake Room, 1st Floor**

July 21st Honoring Diversity - Required training for Operators/Resident Managers in the first year. \$30 Check or Money Order. 3.0 CEUs. Sign at 1:00 pm; Training 1:30-4:30 pm **East County - Chinook Room, 1st Floor**

Activities

During this time, engaging residents in mentally stimulating activities is important to their social and emotional health. Because non essential visits to homes have been suspended and all day programs have temporarily closed. Residents who got their social and emotional needs met through regular contact with family, friends and day programs have been impacted.

To support brain health, provide activities that are stimulating. Activities can help improve memory, daily life and overall skill. Positive impacts in the home environment can be seen in a short time.

Residents who engage in stimulating activities can experience decreased anxiety and improvements in their mental health and improvements in areas such as memory, reasoning, and information processing.

You can read the whole article and find ideas for activities at:

<https://supercarers.com/blog/games-for-elderly/>

<p>M198 Multnomah County Oregon Department of County Human Services Adult Care Home Program 421 SW Oak St., Suite 650 Portland, OR 97204</p> <p>RETURN SERVICE REQUESTED</p>	<p>PRESORT STD US POSTAGE PAID PORTLAND, OR PERMIT NO 5522</p>
---	---

Inside This Issue
Page 1 - Program Manager Letter, Rules Review,
Page 2 - Guidance on Screening, Admissions, Involuntary Moves, Change in Condition
Page 3 - Training, Testing and Events, Activities
Special Insert: COVID 19 Information, Just Ask

STAY HOME - SAVE LIVES

COVID-19 has become widespread in Oregon and is expected to continue spreading in our community. Find up-to-date information at: <https://multco.us/novel-coronavirus-covid-19>

Covid-19 Safety Resource Requests

Multnomah County Emergency Management is accepting requests for safety supplies for providers unable to locate resources.

<https://multco.us/em/need-resources-multnomah-county-resource-request-form>

Remember to use the below precautions:

- Use gloves when providing care
- Wash hands frequently
- Regularly clean & disinfect frequently touched surfaces
- Keep sick people isolated in a specific room
- Ask essential visitors not to visit while sick
- Cover your mouth when you cough or sneeze
- Provide tissue, empty waste baskets regularly, have available hand sanitizer in common areas for residents, staff and visitors to use
- Take care of yourself by keeping your immune system strong, by eating a healthy diet, getting enough sleep and regular exercise

Currently All Non Essential Visitors are Restricted from Entering the Home

Essential visitors include: Medical professionals, guardians, licensers, and APS investigations, they may enter the home after you have screened them.

Screen all essential visitors for COVID-19 symptoms & risk factors before they are allowed into the home. Please document these screenings using the COVID-19 Screening Assessment form and keep it in your business records. If any essential visitors are screened out and denied entry please document this in the resident's progress notes and notify ACHP.

Small Business Resources

BusinessOregon, a state of Oregon agency, has compiled information about emergency resources for small businesses: <http://www.oregon4biz.com/Coronavirus-Information/>.

The US Small Business Administration, a federal agency, has information and an online application for disaster loans for small businesses, sole proprietors, non-profits, homeowners and renters experiencing economic injury or losses related to COVID 19: <https://covid19relief.sba.gov/#/>

Frequently Ask Questions

1. Question: I am out of toilet paper, can someone help me?

Answer: If you don't have money to meet your basic needs due to a loss of income to your house or are unable to get supplies for lack of staff, or you can't find supplies such as gloves, toilet paper or other supplies, contact your licensor for resource help. Licensor will staff with a supervisor for available resources. The county also has resources request site you can submit requests directly to them via the below link

<https://multco.us/em/need-resources-multnomah-county-resource-request-form>

2. Question: I am applying for a disaster loan. If I receive Medicaid payments for services, does this mean I work for the State?

Answer: No you do not work for the State. You may be a small business.

3. Question: My resident is in the hospital with flu-like symptoms, but they do not meet the hospital's strict COVID-19 testing criteria and therefore have not been tested for the virus. Do I have to readmit the resident if I believe they may be infected with COVID-19.

Answer: Yes. hospitals are required to follow CDC guidelines and will not discharge the resident if they require medical attention. As a precautionary measure, residents with flu-like symptoms should be separated from other residents and occupants. In addition you are required to notify the ACHP of anyone you suspect may have COVID19 or has symptoms, such as cough or fever or even if the hospital has ruled the resident out for testing.

4. Question: What about the personal protection to someone with or without symptoms?

Answer: You should be using precautions with every resident. This means using gloves when providing care, washing hands when you move from one resident to the next, and cleaning surfaces frequently. At this point it is also very important to encourage social distance with residents with no symptoms. If someone in the home does present with COVID 19 symptoms or has a pending test for COVID-19, you must immediately separate the resident from others in the home and you should use protective equipment like masks and gowns if you have them.

5. Question: Can the ACHP be a resource for staffing shortages?

Answer: Yes, Natascha Hottges-Ortiz can send an email blast to ACHP approved care providers. ACHP can do background checks and caregiver applications via email or fax, including preliminary approvals for people who are eligible.

6. Question: I have a person I want to hire but it takes a long time to get a caregiver approved. Can ACHP help?

Answer: ACHP is still approving caregiver applications and processing background checks, and can grant preliminary approvals within 24 hrs. The Background Check Unit has temporarily suspended fingerprint requirements. Applicants will be required to do fingerprints at a later date.