

# Adult Care Home Program Newsletter

## September 2020

### Program Manager Letter

Dear Providers:

As we head into Fall, school is starting, we are realizing life is not getting back to the old norm. Let's take time to reflect on what is important to us: community, family, our health? How will we make space and find time to honor our needs and the needs of residents in a world that has new restrictions? I hope you all find balance and creativity as you navigate these new challenges. Please remember we are here to support you.

### Program Updates

**Renewals Inspection:** Renewal visits will begin this month. These visits will include a patio record review, inspection of the yard and outbuildings, and a quick walk-through of the house focused on environmental hazards and fire safety. Licensers will wear masks and gloves. Please screen all licensers before entry. Once the licenser has passed the screening, they will walk through the house introducing themselves to residents and proceed to designated outside areas to conduct the record review. Find more details on Page 2.

**Reminder:** Many people are calling about gloves and masks. We still have supplies available but encourage you to order ahead for flu season.

**Check out a device from the ACHP Electronic Device Borrowing program:**

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

Take care,  
Felicia Nelson, **ACHP Program Manager**

### Changes To Background Check Process

New Steps:

- Submit a [Background Check Request Form](#) and/or [Caregiver Application Form](#) to ACHP.
- You will receive an email from "[noreply@innovativearchitects.com](mailto:noreply@innovativearchitects.com)" with a link to complete the "Disclosures and Authorization." You must complete the online portion within 21 days from receipt of the email or your background check will be closed and you will have to start over.
- Once you have completed this online portion, the state will process your background check and send the results to the ACHP.
- The ACHP will send you the results of the background check. ACHP is still issuing preliminary approvals and/or expedited background checks, if needed.

**Note:** The ACHP still requires all Operators, Resident Managers and Caregivers to submit an application for role renewal annually. This is separate from the background check process.

**New Caregivers:** Only need to submit the [Caregiver Application Form](#), which includes all the information needed for a background check. The fee remains \$25 if a background check is needed. If the caregiver already has an approved background check, the fee is \$10.

**New Non-Caregiver:** Must submit [Background Check Request Forms](#) and required fee of \$15.

## License Renewal Visits Resume in September

This year's licensing visits will be in-person and unannounced with a brief walk-through of the home and introduction to residents followed by an outside inspection and record review on the patio. Debrief of the inspection will be in-person outside or later by phone, depending on operator preference. Residents will be given the licenser's business card for a follow up phone interview or they may request an outside interview if physical distancing can be maintained. The licenser may offer a mask to the residents for the interview if appropriate for the resident's health conditions.

### Licenser Field Protocols

- Complete a daily self assessment for exposure or symptoms before reporting to work
- Disinfect and clean any equipment before bringing anything into the ACH
- Wear PPE (masks, gloves, shoe covers) - one set of PPE per home
- Maintain at least 6 feet physical distancing from staff and residents
- Limit surfaces touched within the ACH.
- Disinfect outdoor work surfaces that will be used during the inspection
- Ask if they should wipe it down after use or if provider prefers to do this themselves
- Expect to be screened and sign the operator's the COVID-19 screening log

Licensers will use a focused inspection checklist. The resident record review will also be temporarily limited to 3 of 5, 2 of 4, or 1 of 3 residents. However, if there are more than three errors cited in any given individual's record, a full record review of all residents is required. In addition, we will be looking for the Ombudsman and Fair Housing Complaint Posters, posted evacuation plan, Resident bill of rights, emergency phone numbers and current staffing plan to ensure appropriate supervision and support are in place.

## Meet the New Licensers

### Andrea Joseph

Hello, My name is Andrea aka "Draya" Joseph. I look forward to meeting you. I've been working in this field for over 10 years because I love it. I enjoy being an advocate, coach and a team player. As a native Oregonian I'm an adventurer at heart. For me that can mean traveling, hiking to a nearby waterfall or just learning new skills. Some of my new skills include knot tying, growing vegetables and doing home improvement projects. Thanks for all your hard work. See you soon.

### Lucus Smith

Lucas Smith (pronouns: They/Them) has worked in social services for over twenty years, even though they initially went to college for Advertising. They have worked with young people, adults, and seniors with getting connected to supportive services. Lucas believes in helping others and is deeply committed to making sure everyone has a safe space where they can be engaging and thrive. Lucas enjoys spending time with their family and chosen family, playing with their nieces and nephews, swimming in the different waterways of the Pacific Northwest, and canning fruits and vegetables during Oregon's abundant growing seasons. They are excited to engage with operators within ACHP.

### Michelle Gilmore

My name is Michelle Gilmore and I am looking forward to utilizing my past experience as a group home manager in my role as Licenser. I have worked with adults with disabilities and their teams to ensure the residents were living the lives they wanted to be (and ensure my employees and I were following the administrative rules). Most recently before joining the ACHP, I worked with volunteers and schools to bring books and reading to PreK-third graders in East Multnomah County. I am excited to collaborate with you and be a resource as you support the residents in your homes!

## ACHP Electronic Device Borrowing Program

**Question:** What if the borrowed device gets damaged or broken?

**Answer:** No problem. We expect accidents may happen. Please return and we will repair it.

**Question:** Is the device user-friendly for residents with different levels of dexterity?

**Answer:** We have some adaptive equipment that may make it easier for residents to use.

**Question:** What about residents who do not know how to use the device?

**Answer:** The device will come with easy to follow instructions. Our hope is that providers will assist residents using the device.

**Question:** Can I count my assistance with a virtual provider as a sponsored activity?

**Answer:** Yes, virtual visits between residents and loved ones can count for weekly activity hours, even if you just set the device up and leave the room.

**Question:** With the device, do I get a list of virtual communication websites that are trusted and safe to use?

**Answer:** Tablets will be programmed with the most common trusted applications out there that support virtual visits like Facebook, FaceTime, etc. We encourage providers to read the device's user agreement to residents.

**Question:** Do we get to borrow one device per home or resident?

**Answer:** One device per home.

**Question:** Can a resident use the device for a virtual doctor appointment?

**Answer:** Yes, if the doctor's office allows.

Please complete the Borrowing Device Agreement:  
<https://multco.us/file/91532/download>

Send the agreement by email to:  
[advsd.adult.carehomeprogram@multco.us](mailto:advsd.adult.carehomeprogram@multco.us) or fax to 503 988-5722.

The ACHP will call you to make arrangements to drop off the device.

## New Licensers, Continued...

### Leslie Thomas

Hello, My name is Leslie I have been with the County for six years. I believe it takes a special kind of someone to do the job that you are doing. My parents set a high bar being Owners / Operators/Caregivers for 15 years. My sister has been fostering youth for 30 years in her Owner /Operator capacity, and I myself was a Resident Manager/ Owner/ Operator for a couple of homes. I look forward to venturing into the field of providing care to our most vulnerable of populations with you.

### Arthur Pittman

My background includes several years of experience working in youth services. It has always been a life passion of mine to help others. I look forward to working in this position and taking on new challenges. I plan to build meaningful relationships that bring out the best in us all.

### Just Ask

**Question:** I know visitors are not allowed, but can potential residents who I am screening for admission come to my ACH?

**Answer:** No. Potential residents may not visit the home in person. ACH operators can allow potential residents to visit virtually through video chat.

**Question:** Do I have to quarantine a resident every time they leave the house or have a family patio visit?

**Answer:** No. As long as safeguards are followed including social distancing, wearing a mask, and sanitizing their hands, residents **should not be** required to quarantine. Also, quarantine should not be used as a punishment or way to discourage residents from outings.

**Question:** Are there different levels of quarantine?

**Answer:** No. However, due to illness one resident may need more monitoring than another

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**PRESORT STD  
US POSTAGE  
PAID  
PORTLAND, OR  
PERMIT NO  
5522**

RETURN SERVICE REQUESTED

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