

Adult Care Home Program Newsletter

June 2020

Program Manager Letter

Dear Providers,

I hope you are well and taking care of yourselves.

We have started to plan our reopening. The date has not been set at this time. We are being thoughtful about how to safely continue services including renewal inspections, office hours, training and testing. We will need to be creative to adhere to social distancing, PPE, and sanitation. I will be posting our reopening plan on the website and emailing you later this month.

Program Updates

Website Updates: We have posted Frequently Asked Questions (FAQ) on the website, please check it out.

When planning for the year, we ask that you be proactive and keep PPE on hand through the winter flu season. It has been difficult to find supplies in stock, many are backordered. Please continue your orders. While the ACHP has delivered over 7000 masks and 9000 gloves to homes struggling to get PPE supplies, we ask that you be prepared for the possibility of resurgence of COVID-19 during this fall.

Program Goals: As you know the ACHP has been looking at our internal processes and talking with providers about needs. We identified that in the first days and years of licensure there has been a gap in training and support, leading to some operators being unsuccessful and feeling unsupported. To address that, we have created two Development Specialist positions that will provide coaching and training in person during the first two years. The goal is to create a safe and non-punitive learning environment. We want every operator to feel like they have the right tools and that they understand the expectations of being a licensed provider to be successful.

Felicia Nelson, Program Manager

Just Ask

Question: I was unable to get PPE supplies and requested PPE from ACHP and I haven't received it yet. When can I expect to receive the PPE?

Answer: As of May 22nd, all requests have been filled. If you have made a request and haven't heard from us please call. 503-988-3000

Question: I am ready for renewal but I was not able to complete all the required CEUs due to COVID-19, what are my options?

Answer: Oregon Care Partners and OTAC are offering webinars and online CEU options. These agencies are designated as approved for CEUs. Check the training section for links to these websites

Providers can also work with their licenser for approval of other classes; a course description and agenda will be needed to evaluate training content.

Question: I want to be a caregiver, but I failed the English test and Mt. Hood Community College is closed, so I can't retake the test. Can I be approved while testing isn't available?

Answer: No, you cannot be approved until you have passed the test. Please check the ACHP website for updates <https://multco.us/ads/adult-care-home> and the Mt.Hood Community College website: <https://www.mhcc.edu/MCACHtest/>

Question: Will there be a conference this year?

Answer: We would like to hold a conference this year but it will depend on the pandemic. ACHP recognizes the importance of your annual conference as a time to; celebrate your work, meet and socialize with your professional colleagues, and to support your professional development.

Staying Connected to Family

All across the country people are finding different ways to stay connected to family, friends and other important community members. Older adults are more susceptible to the detrimental effect of isolation, but social interaction is important to us all; residents as well as providers, and statistically speaking, research has shown Love & Belonging is third in Maslow's Hierarchy of Needs.

The ACHP has received some wonderful stories about creative ways providers have been able to facilitate residents' connections to the important people in their lives. Here are some ideas on ways to safely support social visits:

- On a warm sunny day, one family member visited a loved one outside on the patio, 6 feet apart, wearing PPE
- Through the glass door or window, families and friends have had short visits to offer love and support from afar
- Use an iPad or phone to video chat. If the resident can't access the device, the caregiver could start the call

There is an app that has been recommended for those who like to be active, a caregiver and/or outside person can join an online fitness class with the resident: <https://flextogether.com/>

As you navigate the complexities of COVID-19, it's important to find creative ways to maintain the balance of keeping your home safe and supporting resident choice. We have a desire to keep residents safe and we also need to support their emotional and social needs. By using your creativity, problem-solving skills, and working collaboratively with your care teams, residents can stay connected to family and friends.

We know you are finding other creative ways to support residents and the ACHP would love to hear your stories to highlight in the newsletter.

What Is The Process For Renewing My License during COVID-19?

Please submit your license renewal application 30 days prior to your license expiration date. If the ACHP receives your license 30 days prior to expiration you will remain licensed and be paid on time.

If you do not submit a license renewal application, your license will close on its current expiration date and you will not be paid.

Your application must include a new Provider Enrollment Agreement.

We are NOT accepting applications via US postal mail. Please submit your completed application via fax or email at least 30 days in advance to: fax 503-988-5722 or email it to advsd.adult.carehomeprogram@multco.us.

Please include in each submission (including any follow-up): the name of the person you are sending to, your license number, and the number of pages. ACHP will contact you by phone to arrange payment by credit or debit card.

ACHP is not currently doing in-home inspections. We will notify Operators of any changes via email blasts and in the Newsletter. Please feel free to reach out to the licenser you are working with or the licenser of the day at 503-988-3000 with any questions or concerns.

Continuing COVID-19 Prevention

As we move forward and more businesses reopen, it is important to continue to have Health and Safety conversations with residents about COVID-19 and continue to be diligent about infection control procedures. Offer the resident PPE when going out in the community. Have a process in place for infection control when the resident comes home including; washing hands, changing and washing clothing. Include the resident in understanding why the infection control process is in place. Let everyone in the house know how infection control will be addressed when coming back from the community.

Training, Testing, and Events

All testing and most training continues to be suspended until further notice, please check the website:

<https://multco.us/ads/adult-care-home>

COVID-19 Infection Control Training:

ACHP will be requiring every operator and resident Manager to take a 45-minute training on Covid-19 infection control. An email with a link to the training will be sent later this month. In addition, all providers will be eligible for 3 CEUs for attending the class and completing a 10-question survey.

The ACHP is offering an online version of Record Keeping B - Medication Management weekly via Google Hangouts. Please pre-register by emailing adult.carehomeprogram@multco.us or calling 503-988-3000.

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/>

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. June 11th, 18th and 25th**

Involuntary Move Notices

Involuntary Move Notices 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.

Please note that as of April 29, 2020, the Involuntary Move Notice has been updated. Here is a link to the updated form: <https://multco.us/file/29394/download>

Staffing Updates:

Placement Specialist:

April Quast the training coordinator has transferred into the Placement Specialist position. We will be hiring a new training coordinator. Natascha Hottges-Ortiz has moved back to a position with I/DD to continue her passion supporting individuals who live with I/DD.

Quality Assurance:

Kristine Britton is the new Quality Assurance Specialist. Charmaine Kinney will now be working with APD Case Management

ACHP Current Licensers:

APD:

- Arthur Pitman
- Luc Smith
- Jackie Monroe
- Jenny Carver (currently reassigned to the Emergency Operations Center)

DD:

- Michelle Gilmore
- Tina Edge
- Steffanie Henderson

New Development Specialists

- Brenda Prudencio
- Christine Peters

Out of Class & Interagency Exceptions

Clarification: ACHP Licensers must review all out-of-class and interagency placement exceptions prior to admission. Case managers review and get approval for payment rate exceptions.

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RETURN SERVICE REQUESTED

Inside This Issue

Page 1 - Program Manager Letter, Just Ask
Page 2 - Staying Connected, License Renewal Process, Covid-19 Prevention
Page 3 - Training, Testing and Events; Staffing Updates