

Adult Care Home Program Newsletter

March 2021

Interim Program Manager's Letter

Dear All,

ACH Providers in Multnomah County weathered the recent winter storm and kept their residents safe and warm at a very difficult time. The ice storm, like the terrible fires of last summer, serve as reminders that, in both our business and personal lives, living in Oregon means, "Be Prepared!"

So, please take the time to review your Emergency Preparedness Plan (EPP) making sure you have all the necessary supplies to keep you and your residents going in case of emergencies like power outages, which many experienced for days. Review the terms of MCAR 023-100-865, and taking the needs of your residents into consideration, be sure to plan for water, food, medication and transportation, relocation, and think about purchasing a generator; just to name a few things to prepare for.

We know that staff turnover occurs in Multnomah homes, so promptly train new staff on your EPP, practice, practice, practice, and be sure there is sufficient information to identify each resident (picture, height, weight, gender, hair/eye color and any identifying features like tattoos, piercings or scars.

Review and update your EPP annually, and with your diligence we can continue to keep Multnomah ACH residents and staff healthy and safe.

Best regards,
Margaret Semple,
Interim Program Manager

Just Ask

Question: When will more training opportunities be offered?

Answer: ACHP is pleased to announce that Karen Hua will be joining us as Training Coordinator in early March. Karen is already gearing up to offer more Orientation and Record Keeping B classes, and both staff and Providers have great ideas for additional training opportunities. Stay Tuned.

Question: Can a Provider issue a move-out notice to a resident who is drinking alcohol, smoking cigarettes, or using recreational marijuana in the home?

Answer: This depends on the terms of the Residency Agreement (RA). The RA should include the home's policies on smoking, alcohol or recreational marijuana use; and must be reviewed with a prospective resident and dated and signed by both parties *before* the resident is admitted. If the Provider cannot provide documentation demonstrating that the RA was appropriately reviewed, dated and signed; or if policies restricting smoking, alcohol or substance use in the home are not included in the RA, then a resident may not be moved out because they are engaging in those activities. While the RA may prohibit use in the ACH, keep in mind that residents may still use these substances while away from the home.

Borrow a Tablet and Get Connected!

Metropolitan Family Services has a unique free program called ZOOMING SENIORS. In facilitated conversations, seniors can converse with peers and get confident with technology. For further information contact Kim O'Malley at (971) 754-8030 or write kimo@mfs.email. If you need a tablet, borrow one from the ACHP at:

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



COVID-19 Visitation/Inspection Updates

Multnomah County's risk level has been updated to the "High Risk" category. Essential persons and some personal indoor visitors are permitted. This includes ombudsman visits.

The ACHP will resume in-person licensing visits, including renewal inspections, in the near future. As was our previous practice, inspections will be unannounced. ACHP staff will continue to use masks and other PPE, and observe all COVID safety guidelines.

Please remember, when allowed by the assigned county risk level, visitation is a resident right. An ACH cannot decline resident visitors if the visit meets the criteria as described. However, if a visitor refuses to comply with COVID safety guidelines (such as refusing to wear a face covering), the provider may ask them to leave. Further information about visitation is discussed under "Visitation Guidelines" in this Newsletter.

Wandering

Recently the ACHP has seen an increase in unexpected elopements by new residents. In one case the resident suffered exposure. So it's important to ask previous providers or family about resident history of leaving the house or getting lost. This kind of history can be significant, even if those events were seen as rare. As you know, the simple act of moving into a new home can be disorienting, especially now, when people have been spending much of their time at home. Also, be aware that transitions such as a move can increase agitation and result in behaviors that were not previously apparent. And while a new home may invite the desire to explore, remember that it's easy to get lost in a new neighborhood. For these reasons, it's especially important that your protective awareness includes possible elopement.

Visitation Guidelines

Indoor visitation is allowed only when there has been no new onset of COVID-19 cases in the ACH in the last 14 days, there is no COVID-19 Condition in place, and no one in the home is undergoing testing for COVID-19. The number of visitors allowed in the ACH is limited to two visitors in the home at one time.

- All visitors must be screened upon entry. ACHs must keep a log of all indoor and outdoor visitors, recording visitor name, address, and phone number; and must comply with all public health investigation and contact tracing processes.
- Visitors should be instructed to wear their own mask or face covering upon arrival and throughout their visit to the ACH. If visitors do not have a face covering, they should be offered one, as supplies allow.
- All visitors must comply with CMS's *Core Principles of COVID-19 Infection Prevention*, included in this CMS document on visitation: <https://www.cms.gov/files/document/qso-20-39-nh.pdf>. This includes handwashing and appropriate use of PPE. ACH staff must provide monitoring for visitors who may have difficulty adhering to core principles, such as children.
- Providers should schedule staggered visits and should consider scheduling visits for a specified length of time to help ensure all residents are able to receive visitors. Please allow special considerations for visitors traveling for visitation.
- Providers should limit movement within the ACH to the maximum extent possible. For example, visitors should not walk around the home. Ask visitors to go directly to the resident's room or designated visitation room. Common areas where visits are conducted should be set up to ensure appropriate physical distancing between all individuals and should be disinfected by ACH staff immediately after use.

Training, Testing, and Events

ACHP Orientation and Record Keeping B continue to be offered online via Google Meet. Sign up by calling 503-988-3000 or by emailing advsd.adult.carehomeprogram@multco.us. As noted in our “Just Ask” column, with the arrival of our new Training Coordinator, we anticipate additional training will be offered soon.

Public Health Webinars for Group Living Facilities - Regional public health offices host a free webinar every other Wednesday at 3:00 pm to provide updates and answer questions about COVID-19. Click here for dates. <https://multco.us/novel-coronavirus-covid-19/COVID-19-webinars-group-living-facilities>

Crisis De-escalation Workshop

This Trauma Healing Project workshop will provide tips and techniques for working with individuals who are escalated and/or in crisis. The workshop includes: scene safety, de-escalation, debriefing, rapport building, the role of self in any intervention, & client-centered communication.

Date: March 31, 2021

Location: Live via Zoom – Invitation to join will be sent after registration.

Time: 2:00-4:00 pm PST

Cost: \$35. Discounts available for students.

<https://healingattention.org/deescalation>

2021 Virtual Caregiver Conference -

Dates: March 11 & 12, 2021

Location: Online

This conference is free, providing high-quality education through *Oregon Care Partners* for family and professional caregivers working with older adults and people living with Alzheimer's. The conference will help you create gratitude, build resilience, and sustain wellbeing to avoid burnout and provide the best possible support for those in your care. Webinar sessions offer CEUs to qualified professionals.

<https://oregoncarepartners.com/classes/caregiver-conference-2021/>

Scheduling a COVID Vaccination

We know that scheduling vaccinations has been challenging for many providers. With your efforts, about half of our Adult Care Homes have been fully vaccinated and many more have had a portion of their vaccination needs met. Mobile vaccinations have begun for ACHs with residents that cannot use a walk-in or drive-thru clinic.

All Oregonians seeking a COVID vaccination are encouraged to sign up to receive a vaccine appointment and notification of vaccine events using the OHA link: <https://covidvaccine.oregon.gov>. Once on the webpage, scroll down and click on the button, “Get Vaccinated Oregon.” Answer the screening and demographic questions and create an account. Once this step is completed, *All4Oregon* health system partners will contact COVID-vaccine-eligible adults to schedule an appointment at the Oregon Convention Center. Unfortunately, because of limited supply, not everyone who is eligible for a vaccine will be able to schedule immediately.

Many providers have had good experiences with the various retail pharmacies and have reported that the pharmacy sites can be very user-friendly.

Retail pharmacy sign-up links are below:

- Walgreens: <https://www.walgreens.com/topic/promotion/covid-vaccine.jsp>
- Safeway/Albertsons: <https://www.mhealthappointments.com/covidappt>
- Costco: <https://www.costco.com/covid-vaccine.html>
- Health Mart: <http://healthmartcovidvaccine.com/>
- Fred Meyer: <https://www.fredmeyer.com/rx/covid-eligibility>

TIP: The secret to successfully getting appointments through the pharmacies is check the sites early, late and often. For example, an evening check may tell you the pharmacy has no openings, but by morning that may have changed. Persistence pays off.



Department of County Human Services

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