

Adult Care Home Program Newsletter

November 2020

Program Supervisor's Letter

Dear Providers:

We are quickly approaching the holiday season. This year will certainly be different for both providers and residents. Regardless of what the season brings, the ACHP would like to wish Operators, Staff, and Residents joy and peace.

As you may have heard, the State of Oregon has approved indoor visits for larger facilities. We anticipate adopting indoor visit guidelines for adult care homes very soon. Nevertheless, with COVID-19 continuing to spread, please continue to be vigilant about maintaining social distance, washing hands, wearing masks and using PPE where needed.

For now, essential visitor restrictions are still in place. With the weather changing, outdoor visits may be harder to arrange, but virtual visits continue to be an option. These can be conducted through a number of applications and websites like Zoom, Skype, Google Meet, Facetime, Google Duo, Facebook Messenger and more. If you would like to borrow a tablet for your residents to use for virtual visits and appointments, devices can be checked out from the ACHP Electronic Device Borrowing program. We still have some available!

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

Also, remember that we are sending important information including updates and renewal applications by email. Please be sure to check your email regularly.

Take Care,
Annie Neal, ACHP Program Supervisor

Just Ask

Question: What is the difference between a Resident Manager and a 'resident manager-qualified caregiver,' and when are they required?

Answer: A resident manager-qualified caregiver has completed the *initial* training and testing required for resident managers but does not have an approved Resident Manager role. An approved Resident Manager or Operator must live in the licensed adult home and must be named on the license. The resident manager-qualified caregiver can work unsupervised when the Resident Manager is away from the home on vacation or for more than 30 hours/week.

Question: What is the Licenser of the Day and how can they help me?

Answer: ACHP no longer assigns a specific licenser to each home; instead, a Licenser of the Day is available every weekday to answer licensing questions, process exception requests, or problem solve with Operators. You can reach the licenser of the day by calling 503-988-3000, Monday - Friday 8:00 AM to 5:00 PM.

Question: Is there a business license requirement for Limited License homes?

Answer: Yes, all Adult Care Home Operators must register their home-based business with the city in which they are located, or with the City of Portland for homes in unincorporated Multnomah County.

Portland Business License Registration:
<https://www.portlandoregon.gov/revenue/59484>

Gresham Business License Information:
<https://greshamoregon.gov/Business-Licenses/>



Outdoor Spaces

In regard to reducing risk of COVID-19 infection, we've all become aware that being outdoors is one of the safest locations for both recreation and being social. But it turns out that the outdoors have more benefits than just avoiding Covid. According to Margaret P. Calkins of the Ideas Institute, being outside or even just viewing nature, "is associated with positive physiological, emotional and behavioral outcomes," as well. These include:

- Reduction in depression
- Minimizing injury in the event of a fall
- Reduction in expressions of distress (agitation) for those living with dementia
- Improved sleep patterns
- Improved cognition
- Stress reduction

There are a wide variety of changes one can make to improve outdoor areas and even relatively simple improvements can increase the attraction and use of these kinds of spaces dramatically. Some ideas include:

- Visual reminders that outdoor spaces are available (e.g. signs or pictures) and improved views to the outside
- Adding safety features to outdoor spaces (e.g lighting, fencing, handrails, smooth and well marked walking paths)
- Adding a covered area at the transition between outside and inside
- Installing heating and cooling devices to transition areas, porches, or other spaces to extend their use throughout the year
- The addition of outdoor activities to inspire interest and motivate use of outdoor space
- And many more!!!

For more ideas and information, please visit: <https://www.pioneernetwork.net/wp-content/uploads/2020/10/Designing-Gardens-to-Attract-Activity.pdf>

Renewal Inspections

Please check your email regularly for your renewal application. The ACHP is sending renewal applications by email approximately 90 days prior to your license expiration date. Once received, please complete applications as soon as possible, and submit to the ACHP no later than 30 days prior to your license expiration.

Once the ACHP receives your renewal application, a licenser will review it and let you know if it is complete. When complete, the business services team will extend your Medicaid Provider Enrollment Agreement so your Medicaid payments will not be interrupted.

Renewal inspections have resumed. However, we are modifying our protocols for renewal visits. Visits will continue to be unannounced/unscheduled. In most cases, the licenser will not enter the home, but will instead, guide you through a video inspection for the interior of the home. A records review, medication audit, and exterior inspection will be completed outdoors. The licenser may also ask you to send additional documents to review later.

Free Event:

Loneliness Mini-Summit: Be the Connection
Understanding Older Adult
Loneliness and Isolation

December 2, 2020, 8:30 AM - 12:00 noon PST

- Understand loneliness as a public health issue
- Create virtual support groups for isolated older adults
- Spot loneliness in yourself and others
- Learn to use a support toolkit

Information:

<https://www.ourboldvoices.com/event/loneliness-mini-summit-be-the-connection/>

Register here:

https://multco-us.zoom.us/webinar/register/WN_YJXDtGdPQI2Zapq9K3uQoQ

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 B** 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. **November 12th and December 2nd & 17th, 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 **November 19th & December 10th 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>

New ACHP Staff

The ACHP is very excited to introduce three wonderful new staff members. All three are great additions to our team and we know you will enjoy working with them!

Fleurette Pearson Groves - ACHP Licensor

Coming to us from OHSU Medical Affairs Program, Fleurette (She/Her/Hers) joined Multnomah County as a Licensor in October. She started her credentialing career in 1999 working for the Oregon Health Plan and became a Certified Professional Credentialing Specialist (CPCS) in 2003. Since then, she has maintained her certification through continuing education. Fleurette is a native Oregonian who loves spending time with family and being outdoors. Her experience is a great fit for the Adult Home Care Program.

Steven Esser - ACHP Licensor

Steve (He/Him/His) joins us with 18 years of experience in aging and human service roles ranging from caregiver to regional director positions within community based care settings. When not working he enjoys the outdoors for hiking, camping, and running, or spending time at home with family and pets, reading and watching The Office on Netflix.

Eli James Hoss - ACHP Business Services Staff member

Eli (He/Him/His) joined the county in April of 2020, starting at the downtown Aging and Disability office front desk. Before starting with the county, he worked for New Seasons Market in multiple roles. Eli graduated from Portland State University with a degree in Women, Gender, and Sexuality Studies, which is where he found his passion for social justice. It is his ultimate goal in life to help people, and to tear down oppressive barriers that prevent people from living their fullest lives. Eli looks forward to growing through the county and continuing to improve his skills to help others achieve a happy and healthy life!

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