



# THE COMMUNITY CARE LICENSING DIVISION'S Quarterly Update

FALL 2019

## ADULT and SENIOR CARE PROGRAM UPDATE

*Mission: To optimize the health and safety of adults and seniors in community care settings.*

*The Adult and Senior Care Residential Licensing Program licenses Adult Day Programs (ADP), Adult Residential Facilities (ARF), Adult Residential Care Facilities for Persons with Special Healthcare Needs (ARFPSHN), Enhanced Behavioral Supports Homes (EBSH), Community Crisis Homes (CCH), Residential Care Facilities for the Chronically Ill (RCFCI), Residential Care Facilities for the Elderly (RCFE), and Social Rehabilitation Facilities (SRF) in an effort to ensure that they provide a safe and healthy environment for all persons in care.*

### A Note from Pamela Dickfoss, Deputy Director

In the Summer 2019 Quarterly Update, I pointed out that more than 286,000 adults and seniors in California are residing in licensed community care facilities, such as an Adult Residential Facility (ARF) or a Residential Care Facility for the Elderly (RCFE) and there are a myriad of services that these individuals may need.

For the Fall 2019 Update, I'm encouraging licensees to consider the needs of the caregivers who work in your facilities. We are all aware it takes a special person to be a professional caregiver in a licensed facility and licensees spend time and money to recruit the best employees. Therefore, it is a best practice for licensees to develop strategies to recognize and reduce caregiver burnout. Doing this may help retain good staff and eliminate preventable injuries and incidents.

Caregiver burnout can be defined as a state of emotional, mental, and physical exhaustion caused by prolonged and overwhelming stress of caregiving. If a staff person starts to overreact to minor situations or neglects their responsibilities, a licensee should consider caregiver burnout as a possible cause in addition to the normal workplace stressors.

Licensees should also consider caregiver burnout when developing staff training and implementing staff appreciation programs. There are a number of websites that address caregiver burnout. A good website you can refer to as a resource is [CaregiverHelp](#).

#### INSIDE THIS ISSUE

<a href="#">New Inspection Process Project Updates</a>	<a href="#">Program Clinical Consultants Corner</a>
<a href="#">Earthquake Preparedness</a>	<a href="#">Allergies or Illness?</a>
<a href="#">Planning Engaging Activities...Dementia</a>	<a href="#">Recent Provider Information Notices (PINs)</a>
<a href="#">A New Way to Subscribe for Updates</a>	<a href="#">Resources for Veterans &amp; Life-Long Learners</a>
<a href="#">Healthy Habits – Scrubbing Up</a>	<a href="#">Management Information</a>

## New Inspection Process Project Updates

The Department spent the past several months preparing for the statewide implementation of the new inspection tools and processes for RCFEs. The Community Care Licensing Division (CCLD) will launch the new inspection tools in select regional offices in September, with a full statewide implementation by the end of 2019. The new inspection tools and processes are based on the results of the inspection tool pilot, which involved reviews by stakeholders, subject matter experts and Sacramento State University, licensee surveys, and Licensing Program Analyst focus groups. CCLD encourages licensees to become familiar with the new inspection tools and processes. CCLD also continues to develop new inspections tools and processes for Adult

Care facilities with a launch scheduled to take place in early 2020.

All information is available on our [CDSS website](#) and we will continuously update it with new information as it becomes available.



## Allergies or Illness

Sneezing, coughing, congested? Is it a cold or allergies? Learning the difference between the two can be key to finding the right relief fast.

[Web MD](#) says it is probably allergies if mucus is clear or watery, eyes are itchy or watery, or if symptoms stay the same for more than a week. It's probably a cold if there is a cough, low fever, headache, or mild body aches; symptoms change every few days; mucus becomes yellow, green, or thick. It is best to consult a doctor with questions.

The [Mayo Clinic](#) explains that common colds are caused by viruses, treated with pain relievers and over-the-counter cold remedies, such as decongestants. Seasonal allergies are immune system responses triggered by exposure to allergens, such as tree or grass

pollens. These can be treated with over-the-counter or prescription antihistamines, nasal sprays or decongestants. A cold usually lasts three to ten days, although some may last as long as two or three weeks. Seasonal allergies may last several weeks.

Even if someone has never had allergies before they can develop them at any time. The body may respond to seasonal allergies throughout the year. Doctors can do skin tests that can identify exactly what someone is allergic to.

## Earthquake Preparedness

According to the [United States Geological Survey](#), there are hundreds of earthquakes in California each year. Many of them are too small to be felt; however, some can cause damage, so it is best to be prepared. Most hazards in an earthquake are caused by loose objects in and around homes and buildings. The [Federal Emergency Management Agency \(FEMA\)](#), [Homeland Security](#), and the [California Department of Public Health Emergency Preparedness Office](#) provide helpful information and links on how to prepare for earthquakes, along with our [Disaster Resources website](#), which has information and links on how to reassure and protect our residents in care.

For RCFEs, please refer to 22 CCR [Section 87212](#) and [HSC 1569.695](#)



## Planning Engaging Activities for Residents with Dementia



The years are "golden" for residents of RCFEs, and particularly for those with major neurocognitive disorder (dementia), who may require some extra effort to engage in planned activities. According to an [Alzheimer's Association](#) article, [Activities](#), planned activities can enhance quality of life and reduce behaviors like wandering or agitation.

The California Code of Regulations (CCR), Title 22 requires licensees of RCFEs to offer planned activities for residents in general as well as residents with dementia. [CCR, Title 22, [Section 87219](#), Planned Activities; [Section 87705](#), Care of Persons with Dementia; and [Section 87706](#), Advertising Dementia Special Care, Programming, and Environments] Some activities suggested in another Alzheimer's Association article, [50 Activities](#), in caring for residents with dementia include:

- Listening to familiar or favorite music.
- Reminiscing by looking through family photo albums, answering questions about life experiences, and storytelling.
- Playing memory games like trivia, puzzles, naming the presidents, and identifying states on a U.S. map.

The Alzheimer's Association also suggests that when choosing activities, it is best to focus on enjoyment rather than achievement. Activities should build on a resident's abilities, skills, and talents. Simple, easy-to-follow steps may be necessary. Activities that are familiar and repetitive may be helpful as dementia progresses.

## Recent Provider Information Notices (PINs)

CCLD uses Provider Information Notices (PINs) to formally communicate important information to licensed providers. All providers should be aware of recent PINs that have been posted to the CCLD Website. The latest PINs provide information on the Everbridge disaster notification system, measles and measles prevention in adult and senior care facilities, and regulation updates regarding suspension of new admissions in RCFE's.

[PIN 19-08-CCLD](#) - Test the Everbridge Disaster Notification System for Licensees

[PIN 19-15-ASC](#) - Measles and Measles Prevention in Adult and Senior Care Facilities

[PIN 19-16-ASC](#) - Regulation Update Regarding Suspension of New Admissions in Residential Care Facilities for the Elderly.

For the full list of PINs released visit the [CCLD website](#).

## A New Way to Subscribe for Updates

CCLD regularly sends important information to providers and stakeholders by way of Provider Information Notices (PIN), Quarterly Update Newsletters and other communications. Have you registered to receive these updates? Anyone can subscribe to be on the distribution list to receive information for any of the licensing programs (Adult and Senior Care, Child Care Advocate Program, and Children's Residential Program).

To sign up, go directly to [CCLD website](#) and click on [Receive Important Updates](#). There, you can register to receive updates by inputting your email address and making the selection of program(s) from which you are interested in obtaining information. You may also refer to [PIN 19-09-CCLD](#) for more information.

## Healthy Habits – Scrubbing Up

Regular handwashing can help prevent illness and the spread of germs. Many diseases and conditions are spread by people simply not washing their hands with soap and clean running water. Hands should always be washed before handling, preparing or eating food, when serving meals to residents and after using the restroom, handling garbage or dirty dishes and coughing or sneezing. Handwashing is simple and involves five effective steps: wet, lather, scrub, rinse, dry. Handwashing is a win for everyone except germs and can keep us all from getting sick.

Additional information may be found at: [Mayo Clinic](#)



## Program Clinical Consultant's Corner – Adult and Geriatric Immunizations

By: Bernadette Shelly, RN

Age and health conditions affect our body's immune system. A compromised immune system responds slowly to invading pathogens such as bacteria and viruses. This increases the risk of getting sick and extends healing and recovery times. Persons with pre-existing health conditions (diabetes, asthma, COPD, cardiac problems and auto-immune conditions) are more likely to experience complications from the flu and other vaccine-preventable illnesses. These complications can lead to temporary or long-term serious health conditions, require hospitalization for treatment, and result in death.

In community care settings there is potential for the rapid spread of disease amongst medically compromised and unvaccinated persons. Vaccination is one of the most convenient and safest preventive care measures available.

The Centers for Disease Control and Prevention (CDC) publication, [Recommended Adult Immunization Schedule](#) for ages 19 years or older, identifies 11 different vaccines that adults should consider/be assessed for receiving. Receipt of a vaccine is dependent on the persons age, medical condition and other indications, and the type, frequency, interval and other special situations that must be considered. The CDC recommends adults receive the seasonal flu (influenza) vaccine every year. The flu vaccine is especially important for people with chronic health conditions and older adults. People 65 years and older should get a flu shot and not a nasal spray vaccine. There are two vaccines designed specifically for people 65 and older. The High Dose Flu Vaccine - contains 4 times the amount of antigen as a regular flu shot, and Adjuvanted Flu Vaccine that creates a stronger immune response to vaccination. Additionally, people 65 years of age and older should also be up to date with pneumococcal vaccination. Pneumococcal pneumonia is an example of a serious flu-related complication that can cause death.

### **Immunization Resources**

[PIN 19-15-ASC](#): Measles and Measles Prevention in Adult and Senior Care Facilities

[PIN 18-01-ASC](#): Influenza or "Flu" and Pneumonia in Adult and Senior Care Facilities

[PIN 17-10-ASC](#): Preventing Hepatitis A in Your Facilities

## Resources for Veterans & Life-Long Learners

According to [CalVet](#), California is the home to nearly two million veterans. Here is a list of websites to assist licensees with locating resources for their residents who are veterans or who may be interested in furthering their education:

- [Veterans Benefits Administration](#)
- [California Department of Veteran Affairs](#)
- [Free Online Courses from Colleges and Universities](#)
- [California Public Libraries](#)

## Management Information

**Krystall Moore** promoted from Licensing Program Manager to the Regional Manager in the Sacramento North Adult & Senior Care Regional Office, effective July 26, 2019.

## Temporary Manager Candidate Information

If you are interested in becoming a temporary manager candidate, we encourage you to apply by completing the [LIC 215TM \(6/18\) Temporary Manager Candidate List Applicant Information](#) form and submitting the form to [ASCPTemporaryManager@dss.ca.gov](mailto:ASCPTemporaryManager@dss.ca.gov) or mail to: Centralized Applications Bureau, ATTN: Temporary Manager, 744 P Street, MS 8-3-91, Sacramento, CA 95814



Are you interested in becoming part of the Community Care Licensing team? Information on how to apply for a State job can be found at the [Cal Careers Website](#).

Please apply at: [CalCareers](#)

Links to Adult and Senior Care Program Office Websites:

[Adult Care](#)

[Senior Care](#)

[Centralized Applications Bureau](#)

[Continuing Care Contracts Bureau](#)- Katie Hernandez, Acting Chief

Remember to check for new [PINS](#)

### IMPORTANT PHONE NUMBERS

Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Administrator Certification	916-653-9300
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Long Term Care Ombudsman	1-800-231-4024
CCLD Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541
Centralized Applications Bureau	916-657-2600

**Program Administrator** – Ley Arquisola, RN, MSN

**Assistant Program Administrators** – Pam Gill, North West CA; Stacy Barlow, North East CA; Claire Matsushita, Central CA; Kimberly Lyon, Southern CA