



Quarterly Update

WINTER 2020

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

Over the past few years, I have come to recognize the importance of resident and family participation in facility activities. Resident and Family Councils provide venues for residents, family, and friends to voice concerns openly, provide facilities with honest feedback, and provide an opportunity to influence decisions that affect residents.

Residents that are involved in decisions affecting their daily life often have better physical and mental health and help the facility to run more smoothly. Resident involvement can contribute to a better facility atmosphere, as well as increased satisfaction for both residents and staff. Councils promote resident friendships and mutual support networks that provide them greater comfort when speaking out and a venue to resolve problems in the early stages.

On November 6, 2017, we published [Provider Information Notice \(PIN\) 17-11.1- ASC](#), Resident Association and Resident and Family Councils, which explains the roles of a resident association in a CCRC and the resident council and family council in an RCFE.

As we begin a new year, I want to thank you for your commitment to the quality of life of your residents and look forward to working together to promote the health and safety of those you serve.

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New Inspection Process Project Updates

The Department spent the last several months to prepare for the statewide implementation of the new inspection tools and processes for Residential Care Facilities for the Elderly (RCFE). CCLD launched the new inspection tools in select regional offices in September and completed the full statewide implementation in early November. 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 [CCLD website](#) and we will continuously update it with new information as it becomes available.

PG&E Public Safety Power Shutoffs (PSPS)

Many providers have been affected by the PG&E power shutoffs. Not all providers are the account holders for utilities in their homes which can cause a problem in being notified directly. PG&E is offering a way for non-account holders (such as tenants) to enter their zip codes and be alerted when there will be a PSPS affecting their area. Please visit the [PG&E website](#) for more information.

California's Health and Human Services Agency has created a [resource guide](#) to help connect those who lose power during PG&E's planned shutoffs with help. In addition to this resource guide, the Governor has also launched a new [Power Outage and Fire Response website](#) designed to gather resources people may need in the event of wildfires and power shutoffs. These resources are designed to make sure our most vulnerable communities have access to the assistance they need to stay healthy and safe during shutoffs.

Winter Weather Reminders

Winter storms and cold temperatures can be dangerous. Stay safe and healthy by planning ahead and preparing for power outages. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall. During the cooler months you should ensure that your facility is ready for extreme weather:

- Know your risk for winter storms
- Listen for emergency information and alerts
- Gather supplies in case you need to shelter in place
- Create an emergency kit
- Have an alternate source of electricity, such as a generator
- Check the heater filter
- Clear rain gutters

Ensure your residents are prepared for cold weather:

- Make sure residents are dressed appropriately when going on outings
- Keep an extra supply of blankets
- Make sure residents are warm enough inside the facility
- Moisturize frequently
- Keep hydrated

Review [PIN 19-09-ASC – Update Regarding the Emergency and Disaster Plan Form \(LIC 610E\) for Residential Facilities for the Elderly to be prepared for emergencies](#). Here are the links to the [LIC 610D for adult facilities](#) & [LIC 610E for elderly facilities](#) to help with preparing. The [Ready.gov website](#) has additional tips for staying safe during the winter.



How Are Your Residents Doing?

Even when you are providing great care to a resident in your Residential Care Facility for the Elderly (RCFE), changes in physical and mental health can be an inevitable part of aging. Observing and reassessing residents are necessary to provide insight into how your residents are doing and to make plans to ensure continuous quality of life.

A licensee must ensure that residents are regularly observed for changes in physical, mental, emotional and social functioning and that appropriate assistance is provided when such observation reveals unmet needs. When changes such as unusual weight gains or losses or deterioration of mental ability or a physical health condition are observed, the licensee must ensure that such changes are documented and brought to the attention of the resident's physician and the resident's responsible person, if any, per the California Code of Regulations, Title 22 (22 CCR), [section 87466, Observation of the Resident](#).

The pre-admission appraisal for residents must be updated in writing as often as needed for a licensee to note major changes in a resident's condition and keep the appraisal accurate, as specified in 22 CCR, [section 87463\(a\)](#).

- Reappraisals must document changes in a resident's physical, medical, mental, and social condition, as specified in 22 CCR, [section 87463\(a\)](#).
- A licensee must arrange a meeting with a resident, and others as specified, when there is any major change in the resident's condition, or once every 12 months, whichever comes sooner, as specified in Section 87467, Resident Participation in Decision Making, as specified in 22 CCR, [section 87463\(c\)](#).
- Residents who have special health care needs, such as prohibited health

conditions, a diagnosis of major neurocognitive disorder (dementia), or who are receiving hospice care, may require more frequent reassessments.



The Community Care Licensing Division provides a courtesy form, [Appraisal/Needs and Services Plan \(LIC 625\)](#), which may be used to assist you in conducting an appraisal.



Program Clinical Consultant's Corner – Current PINs

Please take the moment to review these PINs regarding EpiPen and Narcan use in community care facilities. These include [PIN 19-21-ASC](#), Epinephrine Auto-Injectors (EpiPen), and [PIN 19-20-ASC](#), the California Overdose Treatment Act. Previous PINs are available on the [CCLD website](#).

Healthy Habits – Food Allergies

A [WebMD article](#) describes a food allergy as when your body mistakes harmless food as something that could make you sick. When you eat something that you are allergic to, your immune system responds to protect you. You might get a mild skin rash or itchy eyes, or you could have a bigger reaction that leaves you gasping for breath. Food allergies can be serious, but you can take steps to manage them. One of the best things you can do is avoid your trigger foods. Eight foods that cause about 90% of food allergy reactions are:

- Milk
- Eggs
- Peanuts
- Tree nuts
- Soy
- Wheat
- Fish
- Shellfish

An [allergic reaction](#) can happen within minutes of eating, or it may happen hours later. Facility staff need to be made aware of allergies and special diets so that the specific needs of clients and residents in care are met. A best practice would be to have an Emergency Plan regarding any identified food allergies to distribute to persons involved with the care of a resident and on file.

The California Code of Regulations, Title 22 (22 CCR) includes the following requirements:

Records

ARF

[Section 80070\(b\)\(8\) – Client Records](#)

RCFE

[Section 87506\(b\)\(10\) – Resident Records](#)

Food Service

ARF

[Section 80076\(a\)\(6\) – Food Service](#)

RCFE

[Section 87555\(b\)\(7\) – General Food Service Requirements](#)

Your Residents Are What They Eat

A lot of us love pasta and sweets. However, the body does not thrive on favorite foods alone. Good nutrition is important for people who are elderly because they are prone to chronic diseases such as cardiovascular conditions, diabetes, and poor bone health, which can be related to diet. Healthy eating can also improve how residents feel physically and mentally.

Licensees are required to provide residents with a total daily diet that is of the quality and in the quantity necessary to meet the needs of residents and that meets the Recommended Dietary Allowances (RDA) of the Food and Nutrition Board of the National Research Council. All food must be selected, stored, prepared, and served in a safe and healthful manner, per 22 CCR, [section 87555\(a\)](#).

According to the U.S. Department of Health and Human Services and the U.S. Department of Agriculture, the RDA is the average daily amount of nutrients, which include protein, carbohydrates, fiber, vitamins, and minerals, that a person needs to have a healthy diet every day. If your residents' diets need some tinkering or a makeover, you can help them make the change from:

- High-calorie and/or sugary snacks **to** nutrient-packed and/or unsalted snacks
- Sugary fruit products **to** plain fruit
- Refined grains **to** whole grains
- Sugary beverages **to** no-sugar-added beverages

Remember, meals must consist of an appropriate variety of foods and must be planned with consideration for cultural and religious backgrounds and food habits of residents, per 22 CCR, [section 87555\)\(b\)\(5\)](#). Some resources for planning good meals for residents include the [Dietary Guidelines for Americans 2015-2020, Eighth Edition](#) and the U.S. Department of Agriculture website, [ChooseMyPlate](#).



CBCB Guardian System

The Caregiver Background Check Bureau (CBCB) is working on the development and implementation of a new background check data system. The name of the system is Guardian and is expected to go live August 2020.

Guardian will ensure background checks are completed faster and more efficiently, while making the process easier for applicants and facilities to request exemptions. Facilities will have the ability to process clearance and exemption transfers and will also be able to manage their rosters online. Another added benefit of Guardian is the online payment capability for TrustLine and Home Care Aide Registry applicants and renewals. Users of Guardian will be able to upload documents electronically, check their exemption status and receive communications through their respective portals. A public view of exemption and clearance statuses will be available online.

For questions regarding Guardian, feel free to [send them an email](#).

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 or mail to:

Centralized Applications Bureau
ATTN: Temporary Manager
744 P Street, MS 8-3-91
Sacramento, CA 95814

Management Information

Name: Anthony Perez

Position: LPM I, Sacramento Adult & Senior Care Regional Office

Eff. Date: July 1, 2019

Name: Sheila Santos

Position: LPM I, Orange County Adult & Senior Care Regional Office

Eff. Date: September 30, 2019



Are you interested in becoming part of the Community Care Licensing team?

Please apply at: [CalCareers](#)

Information on how to apply for a State job can be found at the [Cal Careers Website](#).

Links to Adult and Senior Care Program Office Websites:

[Adult Care](#)

[Senior Care](#)

[Centralized Applications Bureau](#)

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:

Stacy Barlow- North West; Pam Gill- North East; Claire Matsushita- Central; Kimberly Lyon- South