



Quarterly Update

WINTER 2020/2021

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

The Adult and Senior Care Program's primary concern has always been to uphold the health and safety of residents. During the COVID-19 pandemic, more than ever, residents are adversely affected and the need to provide them with quality of care and life is critical. Enormous effort is being made to ensure health and safety while balancing the daily needs of the individuals in care. The Department advocates for the highest protections that allow for the most flexibility of daily activities for individuals in care.

When in person visitation isn't possible or is limited, there are alternative ways to assist residents and their families to stay in touch. Encourage families and assist residents to send letters, cards, and photos. Use electronic communication such as e-mail, FaceTime, zoom or other virtual platforms. Provide support to help residents and families who find technology challenging.

Although a "virtual visit" is much better than no visit, nothing takes the place of seeing a loved one in person. Therefore, you are encouraged to be creative with finding safe ways to facilitate visits in person while still maintaining physical distancing and following all applicable health guidance. Some examples include, visitation outside, staggered scheduled visits in the dining room. Visits with loved ones contribute toward a better quality of life.

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Program Clinical Consultant's Corner – Take Steps to Prevent Colds & Flu



This year, because of the COVID-19 pandemic, it is more important than ever that staff and residents receive a flu vaccination. Older adults and people with chronic diseases are more likely to suffer complications from the flu. They are at a greater risk for flu-related illnesses, especially those that live in congregate living situations such as adult residential facilities and assisted living communities. The combination of shared spaces and close quarters increases the likelihood of disease transmission. This can lead to hospitalization and sometimes can be fatal. Taking the proper steps, including flu vaccination, can help keep everyone in your facility healthy during the flu season and the COVID-19 pandemic.

The recommended practice for preventing the flu is receiving a flu shot. [The Centers for Disease Control and Prevention \(CDC\)](#) recommends that everyone 6 months of age and older get a seasonal flu vaccine each year by the end of October if possible. However, as long as flu viruses are circulating, flu vaccines should remain available throughout flu season, even into January or later.

People who have been vaccinated still need additional protection from getting the flu or a cold. It takes about two weeks to develop immunity to the flu after vaccination. There is no vaccine to protect against the common cold.



Always make sure staff and residents practice good health habits:

- Cover nose and mouth when you cough
- Wash hands often with soap and water
- Avoid touching eyes, nose and mouth
- Regularly clean and disinfect frequently touched surfaces
- Avoid contact with people who are sick

Take time to review the Provider Information Notices (PINs) and PowerPoint regarding the Flu and infection prevention practices:

- [PIN 20-34-ASC](#) - Influenza or "Flu", Novel Coronavirus Disease 2019 (COVID-19), and Pneumonia in Adult and Senior Care Residential Facilities
- [PIN 20-35-ASC](#) - Influenza Or "Flu", Novel Coronavirus Disease 2019 (COVID-19), And Pneumonia in Adult Day Programs
- PowerPoint Presentation: [Infection Prevention: Fostering a Robust Framework in Facilities](#)

Reviewing and Updating of Facility Files

The new year can be a good opportunity for you to review and update your facility files. Facility files refer to three basic groups of files: client/resident files, personnel files, and administrative files. Administrative files may differ with each facility and include documents that address overall facility operation such as:

- Facility license
- Emergency and disaster plan- LIC 610
- Plan of operation
- Financial records
- Insurance information
- Personnel Report- LIC 500
- Designation of Administrative Responsibility- LIC 308

All your files need to be kept current as required by regulations; having current files will also assist with ensuring that residents remain healthy and safe. The key is to have all files available for review by your Licensing Program Analyst (LPA). If you are not sure where to start, consider areas of recordkeeping where you may have received deficiency citations due to missing or incomplete documents. Or, start with projects that are easily doable. The key is to start somewhere. The progress you make will not only help build up small successes along the way, but can also help make facility operations more efficient.

Set aside time dedicated to reviewing and organizing records. Because record reviews require focus and attention to detail, staff assigned to do file reviews should not be interrupted, as interruptions can lead to mistakes.



Licensing forms can be accessed on our [CDSS website](#). Records to be Maintained at the Facility - [LIC 311C](#) (for Adult Residential Facilities) and [LIC 311F](#) (for Residential Care Facilities for the Elderly) can serve as helpful outlines for forms that need to be maintained.

Ways Checklists are Used to Help Assist with Compliance

Checklists are a great tool to help you and your staff maintain consistency and good practices in a very easy and convenient way. Checklists can be applied to tasks, such as:

- Facility files
- Care plans and appraisals
- Supervision and staffing
- Medication management
- Menus, special diets, and tracking food supplies
- Behavior tracking
- Fire drills and disaster preparedness
- Facility cleanliness



How to make an effective checklist:

- Each item should be clear and succinct. This way, it will be easy for people using the checklist to follow proper procedure.

- Organize the items by category. This allows for easier navigation between the different groups of items that need to be checked off.
- Each step must be easy to understand and use. Create simple steps that remind the user which steps to follow and in what order.
- Keep refining the checklist. Continuous improvements will make your checklist more effective and will keep the checklist current.

The checklists you develop are effective only when they are used consistently by staff. They are an important tool that can help you:

- Verify that interventions/tasks are completed, such as periodic incontinence checks and care, rounds checking for falls, etc.
- Provide staff with knowledge regarding care and their responsibilities.
- Ensure that staff are accountable for tasks assigned to the shift.
- Identify staff strengths and to provide opportunity for advancement and training needs.

Holiday Blues

The holiday season is typically a time for celebration and gatherings with friends and loved ones. It is meant to bring joy and create beautiful memories with the people that we love the most. Unfortunately, this is not always the case for everyone. This may be especially true this holiday season with COVID-19. Although the holiday season is generally a cheerful time for most people, it can also be a depressing or gloomy time for residents who do not have the comforting emotional support from loved ones.

It is important to build good rapport with residents and identify those who may be experiencing the holiday blues. Develop methods to address or find out their preferences. Having good background knowledge about each resident may help you provide better support during the holidays.

Depending on the level of support that the resident needs, consider a variety of resources such as therapy, support groups, and extracurricular activities to promote social interactions. The following links are helpful resources on the holiday blues and recommended ways to cope with them:

- [Mayo Clinic – Stress, depression and the holidays: Tips for coping](#)
- [Verywell Mind – An Overview of the Holiday Blues](#)
- [National Alliance on Mental Illness – Tips for Managing the Holiday Blues](#)
- [Health In Aging – Tips for Beating the Holiday Blues](#)

The Role of Virtual Tools in Today’s Environment

The COVID-19 pandemic is now moving all of us to rethink the way services are delivered to keep clients/residents safe. As we make adjustments for the need for physical distancing, we find ourselves relying more and more on online communication tools that can be appropriately used for certain aspects of care and treatment.

As an example, implementing the use of telehealth services and video chat to connect residents with family members. Technology also helps to expand activity and engagement options for clients/residents. Community Care Licensing makes use of “tele-inspections” for some facility visits as

a tool to help prevent harm to at-risk populations while also ensuring support to providers during this public health crisis.

These platforms can be useful with the following considerations:

- **Reliability and quality** – Video and audio tools should provide clarity and quality to facilitate effective communication between users. A back-up plan should be in place if problems develop.
- **Simplicity for the user** – “User-friendly” means clients/residents can easily use technology without being tech-savvy. Remind staff to ensure clients/residents encounter no difficulty using these tools made available for their benefit.
- **Privacy and security** – Comprehensive privacy and security protections, such as personal rights and HIPAA laws, should be in place for users of virtual communication devices. Designate a room for privacy if these types of services cannot be accessed from a client’s/resident’s own room.

Online or virtual services may not be effective for all clients/residents. Therefore, an assessment of the client/resident should be conducted to determine the suitability of these tools by that individual. Assessments can also help identify any additional supports needed for those capable of benefitting from these tools.

Please review [PIN 20-09-ASC](#) for more information on “tele-inspections” and resources for virtual video conferencing along with [PIN 20-31-ASC](#) – regarding assisting residents with Telehealth visits.



Exercise for Seniors

Seniors who exercise tend to have improved digestive functioning, better blood pressure, and bone density. According to the [Help Guide](#), a collaborative of Harvard Health Publishing, exercise also helps to lower the risk of Alzheimer’s disease, diabetes, obesity, heart disease, and osteoporosis. Exercise improves strength, flexibility, and posture, which in turn will help with balance, coordination, and reducing the risk of falls.

Exercise is also good for mental health. It is a stress reliever and the endorphins released during physical activity can help to reduce feelings of sadness, depression, or anxiety. Being active and feeling strong naturally helps increase self-confidence too.



Encourage residents, as appropriate, to try physical activities, such as, yoga, Tai Chi, walking, swimming, low impact cardio, and dancing; which are all activities that are beneficial for the health, body and mind. Although exercise may be more limited due to COVID-19 restrictions, there are ways to keep active. These include in-room low-impact workout videos geared to seniors, in-room exercise with resistance bands, dumbbells, or cuff weights, and physically distanced outdoor group exercise.

Physical activity is not only beneficial health wise, it may also add to the overall well-being and quality of life for senior residents. [California Department of Public Health](#) states that physically active seniors are better able to keep their independence, maintain an active social lifestyle, and control or prevent most chronic diseases. Visit the [American Heart Association](#) webpage for more information and ideas on the great benefits of exercise for seniors.



Program Clinical Consultant's Corner – Supporting Residents in Managing Diabetes and COVID-19

The California Department of Public Health states in its article, [COVID-19 and Diabetes](#), that people who have diabetes are more likely to experience severe symptoms and complications when infected with COVID-19. You as a licensee may need to support persons in care in keeping their blood sugar under control and observing safe infection control practices. Whenever the need arises, licensees of adult and senior care facilities must:

- **Assist** persons in care with self-administered medication, as specified in Title 22, [section 80075\(b\)](#), [section 81075\(b\)](#), [section 82075\(b\)](#), [section 87628\(b\)\(1\)](#), and [section 87903\(b\)\(1\)](#).
- Ensure that **sufficient amounts of medicines, testing equipment, syringes, needles and other supplies** are maintained and stored in the facility and ensure that **syringes and needles are disposed of**, as specified in Title 22, [section 80092.8\(a\)\(3\) and \(5\)](#), [section 81092.8\(a\)\(3\) and \(5\)](#), [section 87628\(b\)\(2\) and \(3\)](#), and [section 87903\(b\)\(2\) and \(3\)](#).
 - CDPH recommends that as a best practice, licensees also make sure persons in care have enough insulin and medical supplies for an extended time due to any limitations in access to supplies that may arise during COVID-19.
- Provide **modified diets** as prescribed by a person in care's physician, as specified in Title 22, [section 80076\(a\)\(6\)](#), [section 81092.8\(a\)\(6\)](#), [section 82076\(a\)\(5\)](#), [section 87628\(b\)\(4\)](#), and [section 87903\(b\)\(4\)](#).
 - As a best practice, licensees can encourage persons in care to choose food options with the least amount of added salt and sugar.

The Community Care Licensing Division appreciates all the efforts you continue to make to keep persons in care healthy and safe during the COVID-19 pandemic.

Caregiver Background Check Bureau-Update

The Caregiver Background Check Bureau (CBCB) has changed its name to the Caregiver Provider Management Bureau (CPMB) and is pleased to announce the launch of the background check system, Guardian, set to go live January 2021.

Guardian is a tool to assist agencies and applicants in the background check process. Guardian ensures background checks are completed faster and more efficiently, while making the process easier for applicants and agencies to request exemptions.

For additional information regarding Guardian, please visit the [Guardian Webpage](#)

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 the [Temporary Manager email](#) or mail to:

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

More information about being a temporary manager can be found in [PIN 20-25-CCLD](#).



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

Please apply at [CalCareers](#)

More 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:

[CCLD Main Page \(with COVID-19 updates and resources\)](#)

[Adult Care](#)

[Senior Care](#)

[Central 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

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