

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

As we look for alternative ways to celebrate during these summer months in a way that helps ensure the health and well-being of ourselves, our families, and communities, we would like to celebrate you for the continued care you provide to California's adults and seniors. I am grateful for your commitment and continue to encourage you to take all necessary precautions that will enable our State to overcome the current public health crisis.

I also would like to recognize that the COVID-19 pandemic is not the only public health crisis facing our nation. As a society we have struggled to address the profound inequities created by laws and systems that continue to disadvantage Black communities and other communities of color. While we have made progress over time, the current social movement for racial equity spotlights how race continues to determine the outcomes of our lives in ways that are deeply unfair to communities amongst people of color. And like COVID-19, overcoming the effects of structural racism will also require a collective effort.

At CDSS we believe that as providers who care for or protect the health and safety of some of the most vulnerable Californians, this is a moment to reflect on how we can ensure that we are developing and implementing anti-racist policies and practices that enable everyone to thrive. We would like to partner with you in this effort by providing you with information and tools. We are also including resources with practical information about how providers can assess organizational current practices, as well as tips for how to institutionalize new systems and approaches that can bring about more equitable outcomes. We hope you will find this information helpful and are eager to continue to work in partnership.

Finally, on May 18, 2020 we welcomed Vicki Smith as the new Program Administrator for the Adult and Senior Care Program. Ley Arquisola is now my Assistant Deputy Director, working closely with Vicki and myself. With Vicki's assistance, CCLD looks forward to furthering the goals and the vision of the Division to promote the health, safety and quality of life of each person in our care facilities across the state.

EXAMPLES OF INEQUITIES IN OUR SYSTEMS

Adult and Senior Care

- Access to translation/interpretation for limited-English proficient residents

Child Care and ECE

- Highly segregated environments
- Disproportionate rates of expulsion of Black boys

Children’s Residential

- Overrepresentation of Black and Native American children and youth in the child welfare system and in congregate care

Workforce across ASC, CRP, CCP, and HCO

- Inequities in the workforce: low pay primarily impacting women of color

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Stay Informed on COVID-19

With new information about the global outbreak of the coronavirus (COVID-19) developing every day, it’s important now more than ever to be prepared and stay informed. There are numerous resources available to do so, which will enable you to take preventative measures to keep persons in care and staff safe during this health crisis.

The Community Care Licensing Division (CCLD) regularly sends information to providers and stakeholders by way of Provider Information Notices (PINs). CCLD has utilized PINs during this health crisis to alert providers to important COVID-19 related information. If you have not yet signed up to receive our PINs, you can do so by going to the CCLD website and [requesting to receive important updates](#). By entering your e-mail address, you will be able to receive this information directly.

Health guidelines can vary by county and state, so it is important to keep up with information at all levels.

The following resources are available:

[California COVID-19 website](#) – California’s COVID-19 website provides the latest directives, resources and positive cases reported.

[World Health Organization \(WHO\)](#) - Materials on the dedicated COVID-19 page are regularly updated based on new scientific findings as the pandemic evolves.

[Centers for Disease Control and Prevention \(CDC\)](#) – The dedicated COVID-19 page provides the most up-to-date information on the overall status of the pandemic in the United States, steps to prevent illness, symptoms, common questions, and information for specific audiences.

[California Department of Public Health \(CDPH\)](#) - The dedicated COVID-19 Updates page provides the latest COVID-19 information and updates in the State of California.

[Community Care Licensing Division \(CCLD\) -](#)

The "Stay Informed on Coronavirus Disease (COVID-19) section of the CCLD website provides COVID-19 related Provider Information Notices (PINs) and other resources provided by CCLD to assist you.

[The National Association of County and City Health Officials \(NACCHO\) –](#)

This website provides a searchable directory of local health departments that can be used to help you search for local health departments in your area.

[Food and Drug Administration Warning on Hand Sanitizers With Methanol](#)

The Food and Drug Administration (FDA) has issued a warning to consumers and health care providers about hand sanitizer products that are labeled as containing ethanol (also known as ethyl alcohol) that have tested positive for methanol contamination. Methanol (i.e., methyl alcohol or wood alcohol) is a substance that can be toxic when absorbed through the skin or ingested and can be life-threatening when ingested. As per the FDA news update hyperlinked below, "Methanol is not an acceptable active ingredient for hand sanitizers and must not be used due to its toxic effects. FDA's investigation of methanol in certain hand sanitizers is ongoing. The agency will provide additional information as it becomes available." Please see the full [FDA news update on hand sanitizers with methanol](#) for further information.

[Best Practices & Resources for Caring for Residents with Dementia During the COVID-19 Pandemic](#)

Coping with the COVID-19 pandemic can be particularly challenging for residents with cognitive conditions, such as Alzheimer's disease and other dementias due to the change in day-to-day routines brought about by the pandemic. Residents with dementia are often less able to adapt to these changes and may display an increase in dementia-related behaviors such as increased confusion or frustration. In addition, residents may have difficulty adhering to important prevention control practices such as frequent hand washing, physical distancing, or following quarantine or isolation protocols. The following are best practices and strategies to assist licensees and direct care staff in managing challenging behaviors:

- Continue to educate and remind the resident on the importance of prevention control practices to help stop the spread of COVID-19.
- Redirect resident where possible.
- Reach out to the resident's family, or medical provider for assistance in addressing challenging behaviors.

The following links provide resources, best practices, and tips to assist licensees and direct care staff in caring for residents with dementia during the COVID-19 pandemic:

- [CCLD's Best Practices for Caring for Individuals with Dementia During Coronavirus Disease 2019 \(COVID-19\)](#)
- [Center for Disease Control and Prevention Considerations for Memory Care Units in Long-term Care Facilities](#)
- [Alzheimer's Association COVID-19 Resources and Support](#)
- [Alzheimer's Association Coronavirus \(COVID-19\): Tips for Dementia Caregivers in Long-Term or Community-Based Settings](#)
- [Guidelines from the Alzheimer's Association on Emergency Preparedness: Caring for persons living with dementia in a long-term or community based setting.](#)

Wildfire Season Through a COVID-19 Lens

Provider Information Notice [PIN 20-13-CCLD](#) – Preparation for Extreme Heat, Public Safety Power Shutoffs and Wildfire Emergencies includes information about factors that led to previous wildfire seasons becoming so destructive. It warns that California may no longer have a wildfire “season” but rather a year-round risk of wildfires, and gives the following tips that providers should use to prepare:

- Create a “Wildfire Action Plan”
- Make sure that smoke detectors, carbon monoxide detectors, and fire extinguishers are always in place and working
- Have a portable radio or scanner to stay updated on fires
- Create a defensible space around the facility by trimming trees and clearing away debris

How do I make a disaster plan during a pandemic?

Plan what you will do before, during, and after each type of disaster. Different emergencies require different actions to stay safe.

- Review the [Red Cross Emergency Library](#) for safety checklists and information
- Download the free [Red Cross Emergency App](#) for safety tips, severe weather alerts and more
- Get accurate information on how to protect yourself and your loved ones from COVID-19 from [the CDC](#) and [the Red Cross](#).

[Ready.gov](#) notes that, since Spring of 2020, the CDC has recommended people include additional items in their emergency kits to help prevent the spread of COVID-19 or other viruses and the flu. This list now includes: [cloth face coverings](#) (for everyone ages 2 and above), soap, hand sanitizer, disinfecting wipes to disinfect surfaces, etc. For a complete list, please visit the [Ready.gov website](#).



Public Safety Power Shutoffs

Due to devastating wildfires in recent years, energy companies may initiate Public Safety Power Shutoffs (PSPS), as a preemptive firefighting strategy, in locations experiencing critical weather such as high winds and dry conditions. Because energy systems rely on power lines working together to provide electricity across cities, counties and regions, the power may also be shut off in areas not experiencing high winds or other extreme weather conditions.

In the event of a PSPS, your facility should be prepared to operate for several hours to several days without electricity, depending on the severity of the weather and other factors.

Backup generators can be a valuable part of a facility’s emergency preparedness plan when a power outage occurs. In anticipation of public safety power shutoffs, CCLD reminds providers to give their energy company up-to-date contact information to ensure prompt notification when electricity must be turned off for public safety.

You may need to communicate with your local government and utility company for more specific assistance and of course, stay in communication with your Regional Office. In addition, the [Governor’s Power Outage and Fire Response website](#) is designed to provide resources you may need in the event of

wildfires and power shutoffs. For important updates, please regularly visit the [CCLD Provider Information Notices \(PINs\)](#) for the Adult and Senior Care Program.

The following are resources provide guidance for backup generator safety and power outages:

- [The Power of Being Prepared](#)
- [Backup Power Options](#)

- [Home Safety Tips](#) (Click on Generators Section under Home Safety Tips)
- [Carbon Monoxide – Generator Safety Fact Sheet](#)
- [The Power of Being Prepared](#)
- [Public Safety Power Shutoff – Resource Guide](#)
- [Preparing Your Facility for Power Outages Checklist](#)

Water Safety and COVID-19

During the hot summer months, it is common to want to cool off and have some fun in the water. The Centers for Disease Control (CDC) says that there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, or water playgrounds. Providers should exercise caution when using water play, follow all [water safety guidelines and supervision](#), and also physical distancing measures. Follow the [CDC precautions](#) to protect yourselves, the residents you care for and other community members.

Heat Safety Reminders

With the fun and enjoyment summer weather can bring, there are also heat-related safety precautions that should be taken when caring for older adults. First, remind staff to be aware of the increased risk of heat-related illnesses for older adults. Second, ensure steps are taken to provide a safe home environment.

The [Centers for Disease Control and Prevention \(CDC\)](#) points out the inability of older adults to adjust as well to sudden changes in temperature. This is a key reason for the increased risk of heat-related illnesses. Pre-existing health conditions and the effects of medications are additional factors that increases risk to older adults.

Ensure the close monitoring of residents for early signs of heat-related illnesses, provide sufficient hydration, and maintain a comfortable temperature in all areas of the facility. Ensure all bodies of water (such as pools and fishponds) are inaccessible to residents with physical or mental disabilities, or dementia, when not in active use.

The following is a list of additional resources related to heat safety:

Provider Information Notice (PIN)

[PIN 20-13-CCLD – Preparation for Extreme Heat, Public Safety Power Shutoffs, and Wildfire Emergencies](#)

ARFs, CCHs, EBSHs, and ARFPSHNs
[80065\(e\) and \(f\)\(5\) – Personnel Requirements Title 22 Section 80087\(e\) – Buildings and Grounds](#)
[80088\(a\)\(1\) and \(1\)\(A\) – Fixtures, Furniture, Equipment and Supplies](#)
[85087.2\(b\) – Outdoor Activity Space](#) (does not apply to ARFPSHNs)

SRFs

[81065\(e\) and \(f\)\(5\)—Personnel Requirements](#)
[81087\(j\)—Buildings and Grounds](#)
[81088\(a\)\(1\) and \(1\)\(A\)—Fixtures, Furniture, Equipment and Supplies](#)
[81087.2\(a\)—Outdoor Activity Space](#)

ADPs

[82065\(e\) and \(f\)\(5\)—Personnel Requirements](#)
[82087\(f\)—Buildings and Grounds](#)
[82088\(a\)\(1\) and \(1\)\(A\)—Fixtures, Furniture, Equipment and Supplies](#)
[82087.2\(a\)—Outdoor Activity Space](#)

RCFCIs

[87865\(f\) and \(g\)\(5\)—Personnel Requirements](#)
[87887\(f\)—Buildings and Grounds](#)

[87888\(a\)\(1\) and \(1\)\(A\)—Fixtures, Furniture, Equipment and Supplies](#)

RCFEs

[87303\(b\)\(2\) – Maintenance and Operation](#)

[87307\(e\) – Personal Accommodations and Services](#)

[87411\(d\)\(5\) – Personnel Requirements](#)

[87705\(c\)\(3\)\(A\), \(3\)\(B\), and \(e\) – Care of Persons with Dementia](#)

2020 Census: Helping to Make Everyone Count

The [US Census Bureau](#) is conducting its 2020 Census with the goal of counting every person living in the 50 states, District of Columbia, and five US territories. It is important for everyone to complete the 2020 Census to ensure that communities are accurately funded. This includes money for services such as Medicare, first responder programs, and community programs.

In response to the COVID-19 outbreak, the U.S. Census Bureau has adjusted 2020 Census operations based on COVID-19 guidance from federal, state, and local health authorities to protect the health and safety of its employees and the public. Communities across the country are reducing face-to-face transactions and are encouraging responses to the 2020 Census by completing the Census questionnaire online, by phone, or by mail.

An individual in your facility has the right to fill out the Census questionnaire themselves. If they need assistance to fill out their Census questionnaire, you may ask them if they want help and provide help upon their request. Please keep in mind that you are not responding for yourself and the questions will need to be answered the way the person at the address would answer.

All 2020 Census responses are kept confidential and private. It's the law. As providers, you can play a role in educating all persons living in your facility on the importance of being counted. Take the time with residents to discuss the privacy safeguards in place, the different ways the 2020 Census can be completed, and how you can help them complete it.

2020 Census Resources:

[2020 Census Operational Adjustments Due to COVID-19](#) – Important dates and timelines to consider when completing the 2020 Census questionnaire.

[The 2020 Census and Confidentiality](#) – Fact sheet regarding confidentiality and the 2020 Census.

The Senior Vote

On November 3, 2020, our nation will hold a Presidential election. What better time than now for providers to remind residents about their right to vote and to provide residents with voter/election information and assistance.

Residents in ARFs, RCFCIs, RCFEs, and SRFs have the right to receive assistance in exercising their right to vote. Residents in privately operated RCFEs shall be encouraged and assisted in exercising their rights as citizens and as residents of the facility. All residents shall be free from interference, coercion, discrimination, and retaliation in exercising their [rights](#).

For many residents, voting can be difficult. With the ongoing threat of the COVID-19 pandemic, the act of voting has become even more challenging. In a continued effort to protect the health of all Californians and ensure access to voting opportunities, Governor Newsom issued [Executive Order N-64-20](#) directing that every Californian who has registered to vote for the November 3, 2020 General Election receive a vote-by-mail ballot.

To help residents with the voter election process, providers and staff can assist residents with:

- Registering to vote (see [California Online Voter Registration](#)) or with updating voter registration information. More information about voter registration is available at the California Secretary of State (CA SOS) [Where and How to Vote](#) webpage.
- Understanding the different ways to vote, such as early voting, voting by mail, or in

Providers play an important role in keeping their residents connected to their communities. Assisting residents in exercising their right to vote is an excellent opportunity to enhance this community connection. Please visit the [CA SOS](#) website for more election and voter information.

Racial Equity: Learn More & Resources

Learn More About the Issues

- [The Striking Racial Divide in How Covid-19 Has Hit Nursing Homes](#): Homes with a significant number of Black and Latino residents have been twice as likely to be hit by the coronavirus as those where the population is overwhelmingly white.
- [Racial and Gender Disparities Within the Direct Care Workforce](#): An issue brief from [PHI](#) that describes that women in the direct care workforce—and women of color, in particular—are more likely to live in poverty than men. Women of color in direct care have smaller family incomes and are more reliant on public benefits than their white counterparts.

Resources for Practitioners

[Resources for Integrated Care](#) works with providers to identify and disseminate promising practices and actionable tools to integrate and coordinate care for beneficiaries dually eligible for Medicare and Medicaid. The dually eligible population is more racially and ethnically diverse than the Medicare-only population. In 2016, 37.3% of dually eligible beneficiaries were of a racial or ethnic minority group compared to 13.8% of Medicare-only beneficiaries. Dually eligible beneficiaries from minority racial or ethnic populations are at higher risk for poor health outcomes and lower quality of care when compared to other Medicare beneficiaries.

- [Direct Care Workforce Brief: Organizational Cultural Competence](#): This brief focuses on organizational cultural competence strategies for LTSS providers.
- [Direct Care Workforce Brief: Training Culturally Competent Direct Care Workers](#): This brief focuses on strategies for training direct care workers in cultural competence.
- [Direct Care Workforce Brief: Recruiting and Retaining a Diverse Care Workforce](#): This brief focuses on strategies for recruiting and retaining a diverse direct care workforce.
- [Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually Eligible Beneficiaries](#): This webinar discusses strategies for providing direct care services with cultural sensitivity, as well as training elements for direct care workers to achieve cultural competence.

[A Practical Guide to Implementing the National CLAS Standards: For Racial, Ethnic and Linguistic Minorities, People with Disabilities and Sexual and Gender Minorities](#): The National Standards for Culturally and Linguistically Appropriate Services (CLAS) are a set of 15 action steps from the [Office of Minority Health](#) of the U.S. Department of Health and Human Services intended to advance health equity, improve quality, and help eliminate health care disparities by creating a blueprint for

person. As seniors are at higher risk for severe illness from COVID-19, it is highly recommended that residents take advantage of vote-by-mail.

- Accessing election materials online and/or assisting residents with receiving their voter materials by mail. [County Elections Offices](#) provide election materials in various languages.

individuals and health and health care organizations to implement culturally and linguistically appropriate services.

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



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:

Vicki Smith

Assistant Program Administrators:

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