

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 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 Kevin Gaines, Deputy Director

As the new Deputy Director of the Community Care Licensing Division (CCLD), I am honored to have the opportunity to work with an esteemed group of providers and stakeholders that protect the most vulnerable populations in California. I would like to thank Ley Arquisola for her work as the acting Deputy Director. Her incredible work and dedication are commendable, and her assistance in making this a smooth transition, invaluable.

I have been in state service since 2005 and prior to that I served in local government for fifteen years in a wide range of roles, from implementation of state welfare reform, sponsorship of state public safety legislation, and public affairs. I have been apprised of the great work that has transpired within the adult and senior care industry prior to COVID and during the pandemic. Now, I am eager to lend myself to the important work of CCLD moving forward and continue to foster the partnerships that have been formed.

Summer is a time known for warmer weather, outdoor activities and fun vacations. This summer looks different from years past in that we have been living in a pandemic for over a year. As we remain vigilant in following guidance set forth to mitigate COVID, we must also recognize the stress that can result from the frustration of not being able to fully engage in the activities we have come to associate with our sense of well-being and normalcy. Stress sometimes shows itself through feelings of being overwhelmed or being unable to cope with life's day-to-day pressures. Stress is an understandable reaction to the lockdowns, outbreaks, sickness, deaths and the financial burdens resulting from them.

Each licensee should have a rigorous stress prevention and management program in place for employees to recognize signs of stress and to offer help at the earliest time to ensure that the best quality of care and service is provided to our persons in care. Some examples of ideas to manage



stress in your facility are to make changes whenever possible that show you are listening to concerns, increase opportunities for staff recognition, training, and advancement and show compassion for staff hardships and distress. Additional information on preventing and managing stress can be found at the following links:

- The American Institute of Stress: [Understanding Compassion Fatigue](#);
- [California Surgeon General's Playbook: Stress Relief During COVID-19](#)
- National Institute of Health: [Wellness Toolkits](#)

Until next time, take care of yourselves!

INSIDE THIS ISSUE

[Maintaining Proper Room Temperature](#)

[Guardian: A New Background Check System](#)

[COVID-19 Conscious Summer Activities](#)

[Provider Information Notices as Training Tools](#)

[Proper Hydration for Older Adults](#)

[Fires, Power Shut-Offs, Emergencies in 2021](#)

[According Dignity and Respect to Residents](#)

Maintaining Proper Room Temperature

Heat-related illnesses are of special concern for older adults because older adults are more likely to be affected by hot weather. Elderly individuals feel the heat more than younger persons. This can be caused by dehydration which diminishes the ability to regulate body temperature.



The ideal room temperature for seniors varies because it can be impacted by a person's health. For RCFEs, a comfortable temperature for residents shall be maintained in all areas of the facility. The licensee is required to heat rooms that residents occupy to a minimum of 68 degree F, (20 degrees C) and cool rooms to a comfortable range, between 78 degrees F (26 degrees C) and 85 degrees F (30 degrees C), or in areas of extreme heat, to 30 degrees F less than the outside temperature. Regulations do not prohibit residents from adjusting individual thermostatic controls.

For all other facilities (ADP, ARF, ARFPSHN, CCH, EBSH, RCFCI, and SRF), the licensee shall maintain the temperature in rooms that clients occupy between 68 degrees F (26 degrees C) and 85 degrees F (30 degrees C), or in areas of extreme heat to 30 degrees F less than the outside temperature. Licensees are required to maintain a comfortable temperature for persons in care. Therefore, licensees should ensure their facility's climate-control system is in good working order.



Licensees are encouraged to review the following Title 22 sections, as applicable to their respective facility type:

- ADP: [Title 22, Section 82088\(a\) – Fixtures, Furniture, Equipment, and Supplies](#)
- ARF, ARFPSHN, CCH, EBSH: [Title 22, Section 80088\(a\) – Fixtures, Furniture, Equipment . . .](#)
- RCFCI: [Title 22, Section 87888\(a\) – Fixtures, Furniture, Equipment, and Supplies](#)
- RCFE: [Title 22, Section 87303\(b\) – Maintenance and Operation](#)
- SRF: [Title 22, Section 81088\(a\) – Fixtures, Furniture, Equipment, and Supplies](#)

COVID-19 Conscious Summer Activities

Now that the summer months are here, some may be wondering what activities are safe to participate in during the coronavirus pandemic. With vaccinations helping us get back to normal, summer activities will still look different this year. As the basics of coronavirus spread have not changed, it is important to stay safe by [practicing everyday preventive actions](#) when engaging in fun activities.

Enjoy the Outdoors – According to the [Centers for Disease Control and Prevention \(CDC\)](#), a person is less likely to be exposed to COVID-19 during outdoor activities. In addition to promoting mental and emotional health, outdoor activities are also a wonderful way to improve physical health. Safety guidelines should be followed when enjoying activities at a [park](#) or other outdoor spots. Take additional precautions when activities involve [touching shared objects](#), or when planning a [gathering](#) such as a cookout.

Avoiding the Heat – When escaping the summer heat indoors, try for as much ventilation as possible. Museums, movie theatres, bowling alleys and other indoor venues may be reopening but with some restrictions. County-specific status for these types of activities and the latest risk levels involved with participation should be taken into consideration as a point of best practice.

Risk Assessment – Licensees should ensure each person in care is informed of the risk of COVID-19 infection in relation to the [rate of infection](#) in the community when considering public outings. If a person is at [increased risk](#) due to age or other underlying conditions, then more caution will need to be taken prior to engaging in certain activities. When coordinating activities, licensees should also utilize cohorts (or groups) to the extent possible to minimize the risk of COVID-19 infection. [Provider Information Notice \(PIN\) 21-12-ASC](#) provides guidelines on cohorting practices in residential facilities.

Licensees are encouraged to review the following Title 22 sections in planning their summer activities, as applicable to their facility type:

- ADP: [Title 22, Section 82079 – Planned Activities](#)
- ARF, ARFPSHN, CCH, EBSH: [Title 22, Section 85079 – Activities](#)
- RCFE: [Title 22 Section 87219 – Planned Activities](#)
- SRF: [Title 22, Section 81079 – Activities](#)



Proper Hydration for Older Adults

Summer outdoor activities for older persons in care may not be as frequent due to the necessary precautions being taken to prevent the spread of COVID-19. However, the need for proper hydration during warmer weather continues to be an important part of preventing [heat-related illnesses](#).

Things may get busy with vaccinations and other efforts in the prevention and mitigation of COVID-19. This is all the more reason why licensees must ensure that other areas affecting the health and safety of persons in care are not overlooked. The [Center for Disease Control and Prevention \(CDC\)](#) recommends drinking plenty of water, regardless of one's level of physical activity. However, sugary drinks and those with caffeine or alcohol should be avoided because they can lead to the loss of bodily fluid.

As a best practice, staff should conduct frequent check-ins with persons in care to monitor for early signs of heat-related illnesses and to ensure they are drinking enough fluids. Staff should also keep in mind that older adults are less able to adjust to sudden changes in temperature. Some persons in care may not easily recognize that they are thirsty.



Licensees of ARFs and RCFEs may wish to review the following Title 22 sections relating to care and supervision:

- ARF: [Title 22 Section 85075.4\(a\) and \(c\) – Observation of the Client](#)
- RCFE: [Title 22 Section 87464\(f\)\(1\) – Basic Services](#)
- RCFE: [Title 22 Section 87466 – Observation of the Resident](#)

According Dignity and Respect to Residents

All clients and residents of adult and senior care facilities have personal rights that must be respected. One of them is the right to be accorded dignity. The following are recommended ways to help provide care with dignity to each person in care:

- Speak directly to and respectfully about all persons in care.
- Ask how a person would like to be cared for.
- Protect physical privacy. Use a privacy curtain while assisting with activities of daily living.
- Protect the personal information of each person in care.
- Assist with grooming and appropriate appearance.
- Create a respectful, therapeutic, and homelike atmosphere.

Here are three basic areas to keep in mind in ensuring the dignity of persons in care is respected:

Attitude Caregivers should be mindful of their attitude/approach when providing care.

- How might this person in care feel in this situation?
- What assumptions are being made about a person in care?
- Does the staff's attitude toward the job help treat this person in care with dignity and respect?



Behavior Small acts of kindness and respect can enhance trust and a sense of connection.

- Helping with slippers
- Getting the person's glasses or hearing aid
- Acknowledging a photograph, greeting card or flowers

Communication/Compassion Being engaged and empathetic is an important part of providing care.

- Show that the person in care has your full attention.
- Try to be seated at a comfortable distance and at the person's eye level.
- Use language that the person in care can understand.
- Connect with the person in care through stories, books, movies, art, etc.
- Follow the example of compassionate role models.
- Be mindful of facial expressions.

Licensees are encouraged to review the following Title 22 sections, as applicable to their facility type:

- ADP: [Title 22, Section 82072 – Personal Rights](#)
- ARF, EBSH, CCH: [Title 22, Section 80072 – Personal Rights](#)
- ARF, EBSH, CCH: [Title 22, Section 85072 – Personal Rights](#)
- ARFPSHN: [Title 22, Section 80072 – Personal Rights](#)
- RCFCI: [Title 22, Section 87872 – Personal Rights](#)
- RCFE: [Title 22, Section 87468.1 – Personal Rights of Residents In all Facilities](#)
- RCFE: [Title 22, Section 87468.2 – Additional Personal Rights of Residents In Privately Operated Facilities](#)



Guardian: A New Background Check System

The Care Provider Management Bureau has launched *Guardian*, a new background check system for all Regional Offices, agencies and applicants. The term "agencies" is inclusive of all licensed facilities such as [Home Care Organizations](#) and [TrustLine](#) agencies. *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. Provided below are links to obtain more information on *Guardian*.

- For useful Guardian training tools, please visit the [Guardian Webpage](#).
- For Customer Service, please contact the [Guardian email](#) box or call: (888) 422-5669.
- For login assistance, please contact [Guardian Login Support](#).



Provider Information Notices as Training Tools

The Community Care Licensing Division (CCLD) uses Provider Information Notices (PINs) to formally communicate important license-related information to CCLD-licensed providers. Our PINs can be found on our [CCLD website](#). Each PIN is identified by year, numerical order of release, and applicable program acronym. The acronym "ASC," for example, stands for the Adult and Senior Care Program. The most recently released PIN is displayed at the top. Licensees can access PINs that are [program-wide](#) or access those specific to the subject of [COVID-19](#).

Licensees are required to know the current laws and regulations governing their license to operate, and keeping up with the latest PIN releases is an effective way to do so. The process is made even easier with the ability to [subscribe](#) to PINs.

As a best practice, licensees may wish to review a PIN during staff meetings or staff trainings. Staff participation can be encouraged by having some of them read through portions of the PIN, followed by a brief discussion. Holding discussions is an effective way to make learning more interactive. It can also give staff a better understanding of how laws and regulations affect the day-to-day facility policies they are familiar with.



Fires, Public Safety Power Shutoffs and other Emergencies in 2021

The Community Care Licensing Division (CCLD) will continue utilizing the **Everbridge Emergency Notification System** to communicate with licensed facilities in advance of (or during) disaster events. Such events include fires and Public Safety Power Shutoffs. The aim is to ensure the health and safety of the individuals served. Everbridge notifications are sent based on a mapping system that identifies facilities potentially impacted by a disaster event. Everbridge utilizes licensee and facility contact information provided to local Regional Offices.

Everbridge notifications are sent via text, e-mail, and/or phone call. These notifications will inform licensees of an event that may impact their facility's operation. Everbridge may also request a response from the licensees on their facility's evacuation status where evacuations are involved.

It is important for licensees to provide a response (if requested) on their facility's status as soon as an Everbridge notification is received. If a response is not received by Everbridge when requested, CCLD will contact the licensee or their facility daily in order to obtain that information. Responding to Everbridge notifications when requested will help the Department and licensees communicate more effectively and efficiently during a disaster.

Depending on the type of response provided, the Department may follow up with the licensee in order to gather more information. For a more in-depth review of this subject, please see: [PIN 21-07-CCLD – PREPARING FOR EXTREME HEAT, PUBLIC SAFETY POWER SHUTOFFS, AND WILDFIRE EMERGENCIES](#)



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](#)

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 on the [Cal Career website](#).

IMPORTANT PHONE NUMBERS	
Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Administrator Certification	916-653-9300
Care Provider Management Bureau (CPMB)	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

Assistant Branch Chief

Katie Hernandez