

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.

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A Note from Kevin Gaines, Deputy Director

As providers for persons in care in Adult and Senior Care facilities, you are entrusted with the responsibility of ensuring the health and safety of some of California's most vulnerable population. During the pandemic, collaborative efforts with many different agencies and stakeholders has resulted in the Department implementing multiple strategies to keep persons in care safe. In an effort to continue this mission, we are strongly encouraging all persons in care and facility staff to get vaccinated and remain vigilant with masking, physical distancing and other protocols to prevent illness. The Delta variant has contributed to the recent surge of COVID-19 cases and hospitalizations are unfortunately on the rise once again. Vaccination is one of the most effective ways of preventing outbreaks of the virus and serious illness. Persons in care who are fully vaccinated or partially vaccinated were approximately 4 times less likely to be hospitalized. By receiving the vaccine and using infection control best practices such as screening for symptoms, testing for the virus and masking we can make a difference in keeping persons in care safe.

If there are differing requirements between the most current CDC, CDPH, CDSS, CDDS, Cal/OSHA, and local health department guidance or health orders, you should follow the strictest requirements. However, there may be times where a licensee will need to contact their Regional Office for assistance in reconciling these

differences, especially if the strictest requirements appear to be in conflict with the best interest of persons in care.

Good communication with your Licensing Program Analyst, statewide information calls and Provider Information Notices (PIN) are the best ways to stay updated, so be on the lookout for these important educational opportunities. The Department wants to help ensure that facilities remain healthy and are able to continue serving this vulnerable population. Thank you for all you do and continue to do!

Fire Safety Reminders

Adult and senior care facilities must maintain a working smoke and carbon monoxide detector. As a best practice, schedule drills around the time smoke and carbon monoxide detectors are tested for functionality.

The [Office of the State Fire Marshal \(OSFM\)](#) can serve as a valuable resource for fire safety information. OSFM posts [bulletins](#) with critical information such as smoke and carbon monoxide recalls.

Providers are encouraged to review the following sections of the Health and Safety Code (HSC) and Title 22 Regulations (CCR 22) relating to fire safety:

ADP: [HSC Section 1503.2](#) and [CCR 22 Section 82020 – Fire Clearance](#)

ARF and ARFPSHN: [HSC Section 1503.2](#) and [CCR 22 Section 80020 – Fire Clearance](#)

CCH: [HSC Section 1503.2](#); [CCR 22 Sections 80020 – Fire Clearance](#) and [85320 – Fire Clearance](#)

EBSH: [HSC Section 1503.2](#); [CCR 22 Sections 80020 – Fire Clearance](#) and [89920 – Fire Clearance](#)

RCFCI: [HSC Section 1503.2](#) and [CCR 22 Section 87820 – Fire Clearance](#)

RCFE: [HSC Section 1569.311](#); [CCR 22 Sections 87202 – Fire Clearance](#) and [87203 – Fire Safety](#)

SRF: [HSC 1503.2](#) and [CCR 22 Section 81020 – Fire Clearance](#)

Keeping Up with COVID-19 Updates

An important way for providers to protect themselves and persons in care from COVID-19 is to stay informed about the changing guidelines and requirements as we learn more about the disease. Licensees, administrators and staff should be particularly knowledgeable about the requirements concerning the wearing of facemasks, appropriate personal protective equipment, physical distancing, isolation, quaranting, planning outings, holding visitations, and COVID-19 testing.

It is also important to keep the persons in care and their families informed of COVID-19-related updates. Providers should have a system in place to easily pass along such information. These may include e-mails, newsletters, phone messages and resident councils. [Provider Information Notices \(PINs\)](#) should be kept posted in the facility where persons in care can easily access them. This includes fact sheets sometimes provided in the PINs. PIN summaries (found at the end) should be distributed to persons in care and, if applicable, their representatives. The following are links to help keep up to date:

[California Department of Public Health](#)
[Centers for Disease Control](#)

Guardian: A New Background Check System

The Community Care Licensing Division 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](#).

Planning Ahead to Ensure Sufficient Staff Coverage

The holidays are a wonderful time of year, but the season also comes with the challenge of having adequate staff coverage necessary to meet the needs of persons in care. While everyone enjoys having this celebratory time with loved ones, it also means that people are more likely to take time off of work. It is up to the facility to find ways to keep staff motivated and allow for staff time off while meeting the needs of persons in care. Here are some tips for staffing the facility during the holidays:

- **Start Planning Early** – Being well prepared and starting early can help minimize potential staffing shortages. This also allows for staff to make alternative holiday plans with friends and family if they are working on a holiday.
- **Stagger the Schedule** – Consider staggering the employee schedule. This allows for alternating holidays worked by staff at the facility and avoids the problem of the same staff having to work every holiday.
- **Factors to Help Determine Staffing Needs** – In meeting the requirement to determine staffing needs, consider likely factors and events that influence such decisions such as the rise in COVID-19 cases in the community, increased acuity levels, and increased visitor foot-traffic.
- **Celebrate!** – The holidays are a special time so create a festive atmosphere with yearly traditions. Decorate the facility and plan fun activities with staff and persons in care. Consider providing a holiday meal, home baked goods, or small gifts to express gratitude to staff working that day.

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

ADP: [Title 22, Section 82065\(a\) – Personnel Requirements](#)

ARF, ARFPSHN, CCH, EBSH: [Title 22, Section 80065\(a\) – Personnel Requirements](#)

RCFCI: [Title 22, Section 87865\(b\) – Personnel Requirements](#)

RCFE: [Title 22, Section 87411\(a\) – Personnel Requirements](#)

SRF: [Title 22, Section 81065\(a\) – Personnel Requirements](#)

Halloween Decorating Safety Tips

Decorating the facility for Halloween can be one of the most enjoyable parts of the holidays for persons in care and staff. However, it is important to keep a few safety guidelines in mind to keep the facility from becoming a safety risk to the persons in care. Tips from sources such as [Safety Tips for Seniors Decorating for Halloween](#) can be helpful.

Avoid Scary Decorations

Scary-looking decorations or props located in areas likely to startle people, such as the top of the stairs, can lead to falls and other injuries.

Look for the UL Mark on New Decorations and Inspect Older Decorations Before Use

If you are purchasing a new electric decoration for your facility, make sure it is safe for everyone to enjoy. If you will be bringing out some of your favorite decorations from years past, you should always take the time to inspect them for safety.

Use Fire Alternatives When Possible and Make Sure Decorations Are Rated for Outdoor Use

Use light sticks or battery-powered candles in any Jack-o-Lanterns and other decorations that are outside. Some decorations are made to be used indoors. Using them outdoors can be dangerous.

Holiday decorations can be a useful tool in helping persons in care to stay aware of the change in seasons. Seasonal decorations that are displayed year-round may confuse persons in care with memory loss and can take away from the specialness of the holiday celebrations.

Avoiding Scams During the Holidays

The holidays can expose the vulnerabilities of elderly or dependent adults. Scammers typically exploit the holidays to ramp up their efforts to prey on elderly or dependent adults. Scams and financial abuse can take many different forms. Elderly or dependent adults should know that scammers usually pick their victims at random. Sometimes, however, scammers can be individuals familiar to their victims. Here are some precautions that a facility can take to help support persons in care from falling victim to [holiday scams](#) and [financial abuse](#).

- **Plan Social Events and Activities** – Due to the COVID-19 pandemic, elderly or dependent adults are spending more time alone and conducting interactions and shopping activities online. The more isolated one becomes (with proportionately less people nearby to look out for them), the more likely they are to fall prey to a scam or financial abuse.
- **Communication** – Councils for persons in care and family councils are a good opportunity to remind persons in care that scams can increase during the holidays.
- **Education** – Provide resources to persons in care on how to recognize and report scams and fraud. Review [Scams and older consumers: Looking at the data](#) published by the Federal Trade Commission and review helpful tips with persons in care and their family members, as appropriate.
- **Be Observant** – Closely watch persons in care during the holiday season. Staff must be trained to [recognize and report](#) elder financial abuse. Review [PIN 21-27-ASC](#) regarding mandated reporting requirements.

[California Welfare and Institutions Code, Section 15600](#) allows for action to be taken on behalf of elderly or dependent adult victims of abuse, neglect, and abandonment.

Administrator Certification Program Fee Increases

[PIN 21-11- CCLD](#) provides information about fee changes that affect prospective and certified administrators of Residential Care Facilities for the Elderly, Adult Residential Facilities, Group Homes,

and Short-Term Residential Therapeutic Programs and Administrator Certification Program training vendors. These fee changes became effective July 1, 2021.

Active Shooter/Attacker Preparedness

The following are some basic physical safety tips to keep in mind this holiday season, especially when planning family or group outings to popular shopping destinations or recreational points of interest. This is in light of recent events that have involved individuals targeting members of the public at random with the use of firearms or other weapons.

- Be aware of your surroundings and assess for any potential risks to your personal safety and of those accompanying you.
- Take note of the two nearest exits in any facility you visit or a viable area in which to seek shelter in case of an emergency.
- If you are in an office during an active shooter/attacker incident, stay and secure the door.
- If you are out in a hallway during such an occurrence, get into a room and secure the door.
- Call 911 when it is safe to do so.

For additional information, please consult the Department of Homeland Security [website](#).

New Assistant Deputy Director

We are pleased to announce the selection of Vicki Smith as Assistant Deputy Director, Residential Programs, for the Community Care Licensing Division. In this new role, Vicki will assume policy and operational responsibility for the Adult and Senior Care, Children’s Residential, and Home Care Services Programs.

Vicki has served as the Program Administrator for the CCLD Adult and Senior Care Program since May 2020. Prior to her tenure in CDSS, Vicki worked in the human services field for over 25 years, primarily in sectors serving people with disabilities. For many of those years, she was the Government and Public Affairs Liaison for a state-contracted agency serving people with intellectual and other developmental disabilities. She has led teams in for-profit, non-profit, and government sectors, with a shared purpose of systems improvement and smooth coordination of care.

Vicki earned her Ph.D. from Loma Linda University in Social Policy and Social Research, where she focused on developing a values-based leadership model.

Please join us in congratulating Vicki on her appointment, effective July 19, 2021.

Community Care Licensing Career Opportunities

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 [CalCareers Website](#). Apply at [CalCareers](#).



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	1-844-538-8766
Administrator Certification Section	1-916-653-9300
Care Provider Management Bureau (CPMB)	1-888-422-5669
Long-Term Care Ombudsman	1-800-231-4024
CCL Public Inquiry and Response	1-916-651-8848
Centralized Applications Bureau	1-916-657-2600
Technical Support Program	1-916-654-1541

Acting 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 (Program Office)
Shelly Grace (Field Support)

The Adult and Senior Care Program Quarterly Update is a collaborative publication of the CCLD Adult and Senior Care Program and Technical Assistance and Advocacy Bureau (TAAB). To provide feedback or suggest articles, e-mail TAAB at technicalsupportprogram@dss.ca.gov