

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

The CA Department of Social Services (CDSS) advocates for the highest protections for individuals in care, while promoting the greatest flexibility in daily activities. In 2022 we must remain dedicated to balancing enjoying our time with family and friends while keeping everyone safe. Provider Information Notice, [\(PIN\) 21-53-ASC](#) notifies all Adult and Senior Care (ASC) licensees of updated COVID-19 vaccination and booster requirements for all workers of ASC facilities, per the State Public Health Officer Order of December 22, 2021 which supersedes the September 28, 2021 Adult Care Facilities and Direct Care Worker Vaccine Requirement. CDSS requires facility staff to get the COVID-19 vaccine and encourages vaccination for both COVID-19 and Influenza (see [PIN 21-46-ASC](#)) in support of a healthy 2022. By receiving the required vaccines and boosters, as directed, and practicing infection control measures, such as screening for symptoms, handwashing, and masking, we can make a difference in keeping our clients/residents safe.

All of you are very passionate about the clients/residents you serve, so it is easy to lose sight of that balance. Adults and seniors who feel isolated because of the pandemic need to feel included and engaged to maintain good mental health. We strive to encourage human interaction, but safely. While a “virtual visit” is much better than no visit at all, nothing takes the place of seeing a loved one in person. Therefore, you are encouraged to be creative with finding safe ways to facilitate the right of a person to visitation and the personal right to associate with other persons in care in person while still following all applicable health guidance.

Remember to have good communication with your assigned Regional Office, attend statewide Provider Informational Calls, and familiarize yourself with Provider Information Notices (PINs). These are the best ways to ensure you are on top of the latest information. Thank you for all you do and continue to do!

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Note: All content in the Update is current at the time of release but subject to change based on the fluidity of information related to COVID-19 and its variants.

[Infection Control Practices to Prevent the Spread of COVID-19](#)

Infection control practices are critical to preventing the spread of COVID-19 and providing protection to clients/residents, visitors, and staff at the facility from severe infections, hospitalizations, and death.

Being ready for and responding to COVID-19 in a facility takes leadership, policies and procedures, sound organization and planning, and sufficient supplies. It is required that each licensee have a Mitigation Plan as specified in [Provider Information Notice \(PIN\) 21-43-ASC](#) and assign staff to monitor guidance and adjust plans and policies to adapt as circumstances change. Having a leader in place may also help manage staff expectations and help maintain open communications to reduce fear and receive feedback.

The Community Care Licensing Division (CCLD) has provided Reference Guides to serve as a supplemental resource to the Infection Control Domain (ICD) in the Compliance and Regulatory Enforcement (CARE) Tools. This tool is available to help ensure a clear understanding of this domain's content and assist licensees in mitigating the risks of COVID-19 in facilities.

The CARE Tools and the ICD Reference Guide for each different facility type can be found on the [Compliance and Regulatory Enforcement \(CARE\) Tools page](#) on the CCLD website.

[Putting the "Freeze" on Fire](#)

According to the [U.S. Fire Administration](#), heating is the second leading cause of home fires, second only to cooking. A five-year study by the [National Fire Protection Association](#) ranked heating at 14% of the leading causes and cooking at 49% of these causes. With the colder winter weather, Licensees are reminded to make sure heating equipment is operated safely and properly maintained. The [Office of the State Fire Marshal \(OSFM\)](#) can serve as a valuable resource for fire safety information. The OSFM posts [bulletins](#) with critical information.

[POLST and California POLST Registry](#)

A Physician Orders for Life-Sustaining Treatment (POLST) allows a person to clearly communicate preferred medical treatment and decisions to others who are providing care when that person is experiencing a life-threatening medical emergency and unable to communicate those needs. Facility

staff are responsible for communicating POLST and other advanced health care directives to medical personnel treating a client/resident facing life-threatening medical conditions.

While the POLST form is meant to travel with the client/resident between care settings and in the event of an emergency, the form can get lost during transfers — or never sent with the client/resident at all. Electronic registries for the exchange of POLST information are currently operational in four California communities including Contra Costa, Inland Empire, Ventura, and San Diego. Licensees with facilities in these areas may want to consider utilizing the California POLST Registry so other healthcare providers can easily access a client's/resident's documented care wishes using the digital platform.

More information about POLST, California POLST Registry, and advance care planning can be found below:

- [PIN 21-04-ASC](#) – Advance Care Planning During the Coronavirus Disease 2019 (COVID-19) Pandemic
- [POLST Resources](#) – POLST resources for healthcare providers
- [California POLST Registry](#)
- [Coalition for Compassionate Care of California](#) – Advance Care Planning Tools & Resources List

Providers are encouraged to review the following sections of the California Code of Regulations (CCR) and the Health and Safety Code (HSC) relating to advance directives:

Adult Residential Facilities

- CCR, Title 22, [section 85075.3](#) – Advance Directives and Requests Regarding Resuscitative Measures.

Residential Care Facilities for the Elderly

- CCR, Title 22, [section 87469](#) – Advance Directives and Requests Regarding Resuscitative Measures.
- HSC, [section 1569.156](#) – Advance health care directives relating to the provision of health care

Ageism and Implicit Bias

Dr. Erin Yelland, an adult development and aging specialist at Kansas State University, has studied and written an article, "[Stereotypes of older adults often lead to negative impacts](#)" (November 2020). She defines implicit bias as "an attitude or a stereotype that affects our understanding, actions, and decisions." Ageism is defined as implicit bias toward older adults.

In seeking to "unlearn" implicit bias, or at least reduce its effects, Dr. Yelland recommends the following ideas:

- See people as individuals
- Work toward changing your responses and reflect
- Take a walk in someone else's shoes
- Purposefully increase your exposure to individuals or groups of people who you have an implicit bias toward

Another educational resource for promoting equity in aging is the [American Society on Aging](#). These materials are available to help spark conversations on bias and inequity. These resources can help licensees engage with staff and clients/residents to promote change and help with having a greater awareness of the subject, despite being intended for a broad audience.

Conducting Self-Assessments

The new year can be a good opportunity for a licensee to conduct a facility self-assessment to maintain compliance. CCLD has compiled the following series of self-assessment tools to assist the licensee with staying compliant with the requirements for their facility.

- [Technical Support Program Self-Assessment and Resource Guides](#)
- [Compliance and Regulatory Enforcement \(CARE\) Tools](#)

With these tools, the licensee can conduct a comprehensive assessment for their facility or focus on a targeted area, such as medication management, in the operation of their facility. By conducting periodic self-assessments, the licensee can find areas needing attention and identify patterns of deficiencies in the facility that are usually detected over time. These tools do not contain a complete list of licensing regulations. Licensees and administrators must know all applicable regulations and statutes. These self-assessment tools can also serve as training tools to regularly review basic licensing requirements with facility staff.

The Benefits of Music

Music can benefit a person's physical and mental health in numerous ways. According to an [article](#) from Johns Hopkins Medicine, research has shown that listening to music can reduce anxiety, blood pressure, and pain and improve sleep quality, mood, mental alertness, and memory.

Music can evoke powerful reactions in people at any age. The caregiver website [Daily Caring](#) states that music helps people reminisce and go back and relate to emotions and experiences. That's why it is recommended to [play music for people with Alzheimer's or dementia](#). It reduces anxiety and agitation and boosts happiness and engagement. The documentary, [Alive Inside](#), is a great example of how music can reach people with even very advanced dementia. The integration of music into a facility can be accomplished by:

- Playing music during mealtimes
 - Listening to music and playing instruments during group activities
 - Hosting musicians or carolers during holidays and holding music-themed events
- *Be sure to follow all infection control guidance found in [PIN 21-43-ASC](#).*

It's important to play music that is meaningful and enjoyable to clients/residents. Surveying clients/residents and their families is a great way to discover their interests. Keep in mind that it may be more difficult for some populations to communicate their interests, making it challenging to figure out what they like. In these circumstances, staff may experiment to find what music interests each client/resident.

Being “Fully Booked” with Enrichment Activities

The [National Consumer Voice for Quality Long-Term Care](#) has recently released a new activities booklet, [Staying Engaged: Enrichment Activities](#). This booklet contains many intellectually stimulating activities such as puzzles, word searches, and trivia questions that can benefit clients/residents in community care facilities. At all times, licensees must follow all regulations and are encouraged to review CCR, Title 22 sections related to activities, basic services, and personal rights for clients/residents.

Provider Information Notices (PINs)

CCLD uses Provider Information Notices (PINs) to communicate important license-related information to CCLD-licensed providers formally. 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.

Please take a moment to review the following PINs that CCLD has recently published, which provide the latest guidance for staff testing, masking, and vaccination requirements. CCLD updates guidance as needed and provides additional information as it becomes available on the [CCLD website](#).

The latest PINs include:

- [PIN 21-53-ASC](#) - Adult and Senior Care Facility Worker Coronavirus Disease 2019 (COVID-19) Vaccination and Booster Requirements
- [PIN 21-52-ASC](#) - 2021 Chaptered Legislation Affecting Adult and Senior Care Facilities: Summary and Implementation
- [PIN 21-51-ASC](#) - Coronavirus Disease 2019 (COVID-19) Vaccine Additional and Booster Doses
- [PIN 21-49-ASC](#) - Updated Guidance on Communal Dining, Group Activities, Entertainment, Non-Essential Services, and Transportation During the Coronavirus Disease 2019 (COVID-19) Pandemic
- [PIN 21-48-ASC](#) - Authority of Conservators and Agents Under Powers of Attorney Related to Residents' Rights
- [PIN 21-21-CCLD](#) - COVID-19 Safety Recommendations for the Upcoming Holiday Season
- [PIN 21-20-CCLD](#) - Rescission of Statewide Waivers for Licensing Requirements Related to Tuberculosis (TB) Testing and Coronavirus Disease 2019 (COVID-19) Vaccine
- [PIN 21-46-ASC](#) - Influenza Or "Flu", Novel Coronavirus Disease 2019 (COVID-19), Pneumonia and Infection Control Guidance
- [PIN 21-44-ASC](#) - Adult and Senior Care Facility Worker Coronavirus Disease 2019 (COVID-19) Vaccination Requirement
- [PIN 21-43-ASC](#) - Coronavirus Disease 2019 (COVID-19) Mitigation Plan Report And Training
- [PIN 21-40-ASC](#) Updated Statewide Visitation Waiver, and Testing and Vaccination Verification Guidance for Visitors Related to Coronavirus Disease 2019 (COVID-19)
- [PIN 21-39-ASC](#) - Governor's Executive Order N-12-21 Regarding Coronavirus Disease 2019 (COVID-19) and the Expiration of COVID-19 Waivers
- [PIN 21-38-ASC](#) - Updated Guidance for The Use Of Face Masks, Surgical Masks, and Respirators Related to Coronavirus Disease 2019 (COVID-19)

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?
 Apply at [CalCareers](#)



Information on applying 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

Claire Matsushita

Assistant Program Administrators

Stacy Barlow - North East □ Pam Gill - North West

Vacant - Central □ Kimberly Lewis - South

Assistant Branch Chief

Katie Hernandez - (Program Office) □ Shelly Grace - (Field Support Program)