

## **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

California has been ravaged with some of the most devastating fires in our state. On the night of October 8, 2017, high winds pushed through Sonoma County igniting multiple fires simultaneously, damaging or destroying thousands of homes in Northern California. These fires led to the evacuations of hundreds of Community Care Licensing Division (CCLD) facilities and destroyed nine (9) adult and senior care facilities. On December 4, 2017, wildfires in Southern California led to the evacuations of many other CCLD facilities. At the time of this writing, two (2) Adult and Senior Care licensed facilities were destroyed adversely affecting our vulnerable resident population.

As a result of this experience, the CCLD Adult and Senior Care Program (ASCP) strongly encourage all Licensees and Administrators to update the facility Emergency Disaster Plans to include relocating outside of their county in case there is a county wide emergency or evacuation. To ensure your facility is prepared, CCLD requests you contact the local County Emergency Disaster Agency to find out what

your county's plan is for evacuation and include this information in your plan.

It is important to update your Emergency Disaster Plans and review the requirements for each of your respective facilities: [Adult Residential Facilities](#), [Enhanced Behavioral Support Homes](#), [Community Crisis Homes](#), [Adult Residential Facilities for Persons with Special Healthcare Needs](#), [Residential Care Facilities for the Chronically Ill](#), [Social Rehabilitation Facilities](#), [Adult Day Program](#), [RCFE Statute](#) and [Regulations](#).

The CCLD is now utilizing the public website, [cld.ca.gov](http://cld.ca.gov), to notify licensees of current disasters, provide information on relocations, available beds and other resources.

The following resources can assist providers and families after a fire:

[CDPH-Safely clean up ash](#)  
[Cal Fires Updates](#)

## Take Steps to Prevent Colds and Flu

Colds and the flu are contagious viral illnesses that spread primarily through the release of viral particles when an infected person coughs or sneezes. These illnesses can also be contracted by touching a virus-contaminated object and then transferring the germs to your eyes, nose or mouth. It's important to prevent viral infections in the elderly because their treatment options are limited.

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 while in assisted living communities. The combination of shared space and close quarters results in cross contamination among older adults. It often leads to a hospital stay and sometimes it can be fatal. Taking the proper steps can help keep you, your staff and the individuals in your care healthy during flu season. The best way to prevent the flu is with a flu shot. The Center for Disease Control and Prevention 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, vaccination should continue throughout flu season, even in January or later.

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People who have been vaccinated may need additional protection from getting the flu or a cold. It takes about 2 weeks to develop immunity to the flu after vaccination and there is no vaccine to protect against the common cold.

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 high traffic surfaces that may be contaminated
- Avoid people who are sick.



## Be Prepared for Winter Weather

When temperatures drop significantly below normal, staying warm and safe can be a challenge. Learn how to prepare for winter storms, prevent cold-related health problems and protect yourself during all stages of a winter storm. Be prepared for possible [flooding](#) and power outages. Taking preventive action is your best defense against having to deal with extreme [cold-weather conditions](#).



- Listen to weather forecasts.
- Have your chimney or flue inspected annually.
- Install a smoke detector and a battery-operated carbon monoxide detector - Test the batteries each month and replace them twice a year.
- For older adults, keep an easy-to-read thermometer inside your home.
- Weatherproof your home.
- Bring your pets indoors during the winter.
- Repair roof leaks.
- Cut away tree branches that could fall on your home or other structure during a storm.

- Contact the local county geologist or county planning department to find out if your home is located in a flash-flood-prone area or landslide-prone area.
- Learn about your community's emergency plans, warning signals, evacuation routes, and locations of emergency shelters.
- Plan and practice a flood evacuation route for your facility. Provide a contact number to all resident's family members.
- Post emergency phone numbers at every phone.
- Inform local authorities about any special needs, i.e., elderly or bedridden people, or anyone with a disability.
- Identify potential home hazards and know how to secure or protect them before the flood strikes. Be prepared to turn off electrical power when there is standing water, fallen power lines or before evacuation. Turn off gas and water supplies before you evacuate.
- Secure structurally unstable building materials.
- Buy a fire extinguisher and make sure your staff knows where it is and how to use it.
- Buy and install sump pumps with back-up power.
- Have a licensed electrician raise electric components (switches, sockets, circuit breakers and wiring) at least 12" above your home's projected flood elevation.
- For drains, toilets, and other sewer connections, install backflow valves or plugs to prevent floodwaters from entering.
- Anchor fuel tanks which can contaminate your basement if torn free. An unanchored tank outside can be swept downstream and damage other houses.



## Nurse Consultant's Corner – Be Aware of Choking Hazards

Choking occurs when an object is lodged in the throat or windpipe blocking the flow of air into the lungs. In adults, it is usually a piece of food that is lodged in the throat.

Risk factors in older adults include:

- Advanced aging.
- Poor fitting dentures.
- Dysphagia (difficulty swallowing).
- Pocketing food in cheeks or under the tongue.
- Alcohol consumption.

There are several signs which indicate choking. The most common or universal sign is hands clutched to the throat. Other signs include: inability to talk, difficulty breathing, inability to cough forcefully, lips turning blue and loss of consciousness.

Choking can be a medical emergency. If a choking incident occurs and attempts to clear the airway are ineffective, call 9-1-1 immediately and administer first aid. The first aid technique taught by the Red Cross and American Heart Association is the Heimlich maneuver. This involves five abdominal thrusts. The Red Cross also recommends five back blows. However, it is okay not to use back blows. If the person becomes unconscious, perform standard Cardiopulmonary Resuscitation (CPR).

As a reminder, the technique to perform the Heimlich maneuver differs between adults and infants. To prepare yourself for these situations, learn the Heimlich maneuver and CPR in a certified first-aid training course. Also consider a change of condition evaluation to determine the reason for choking.

References:

1. <http://www.mayoclinic.org/first-aid/first-aid-choking/basics/art-20056637>
2. <https://www.mayoclinic.org/first-aid/first-aid-cpr/basics/art-20056600>
3. <http://www.redcross.org/take-a-class/cpr>

## Dementia Care Workgroup

In November 2017, the CCLD, Policy, Training and Quality Improvement Branch convened a workgroup to address matters related to dementia care in Residential Care Facilities for the Elderly. The workgroup brought together stakeholders from both provider and resident groups and a representative from the Alzheimer's Association. The topics that were discussed included: resident admission and retention based on resident needs rather than

the dementia diagnosis, use of psychotropic medication, and promoting a person-centered care model. The overarching goal of the workgroup aligns with the CCLD ASCP objective to promote person centered care. The Department's intention in convening this workgroup is to work collaboratively with stakeholders and other interested parties to revise the Title 22 California Code of Regulations related to dementia care.

## Adobe E-Apps and Appeals:

The ASCP continues to enhance processes in an effort to serve the public. The application for licensure with the ASCP has been solely done through a paper submittal process. In the spring of 2017, the Department contracted with a vendor to develop an on-line submission of applications. The ASCP is also looking to

develop an online submittal process for first and second level appeals. The system enhancements are expected to streamline both processes, reduce redundancy and allow for applicants or appellants to monitor the status of submissions on-line. Both systems are expected to roll out in the first quarter of 2018.

## Legislative Updates

### **Assembly Bill 713 (Chu), Chapter 613, Statutes of 2017**

[Assembly Bill 713](#) amended Health and Safety Code (HSC) section 1788 which requires the Continuing Care Branch (CCB) of the California Department of Social Services (CDSS) to review a disputed transfer decision and make a determination as to whether the transfer was appropriate and necessary.

### **Senate Bill 219 (Wiener), Chapter 483, Statutes of 2017**

[Senate Bill 219](#) added HSC section 1569.318 which requires all RCFE licensees and facility staff to abide by the provisions of the LGBT Long-Term Care Facility Residents' Bill of Rights in HSC section 1439.50, et seq.

RCFE licensees and facility staff are required to observe personal rights specific to residents who identify as LGBT in addition to those rights currently in [HSC section 1569.269](#) and California Code of Regulations, [Title 22, section 87468](#).

### **Senate Bill 413 (Morrell), Chapter 122, Statutes of 2017**

[Senate Bill 413](#) amended HSC sections 1569.698, 1569.699 and 1569.7, which affects RCFEs, and Probate Code sections 1981 and 2356.5 and replaced the term "dementia" with "major neurocognitive disorder." Licensees should be aware that references to dementia and major neurocognitive disorder may be used interchangeably.

### **Senate Bill 420 (Monning), Chapter 333, Statutes of 2017**

[Senate Bill 420](#) amended Penal Code section 11105 to clarify that the California Department of Justice must provide sentencing information as part of the criminal history information disseminated to CDSS. SB 420 affects all facility types licensed by CCLD.

## New System News

The Child Welfare Digital Services (CWDS) is developing the Child Welfare Services-New System (CWS-NS) to gradually replace the "legacy" databases currently in use.

The Certification, Approval, and Licensing Service (CALs) of the New System will provide an integrated, user-friendly statewide database

for use by Counties and the Community Care Licensing Division (CCLD).

This system will eventually be adapted for the Adult and Senior Care Program and the Child Care Program as well. For more information:

- Reach out to the CWDS CALS Team with questions or ideas directly at: [CWDSCALS@osi.ca.gov](mailto:CWDSCALS@osi.ca.gov).
- Stay informed: [Subscribe](#) to the CWDS Stakeholders mail list.
- Visit the website: <https://cwds.ca.gov/>. (“[Dashboard](#)” has links to each team’s

work; “[For Stakeholders](#)” has links to events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.)

- Following CWDS on social media, including: [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#).



Child Welfare Digital Services

## Adult and Senior Care Program Updates

**Simon Jacob** was appointed to Licensing Program Manager I in the Community Care Licensing Division (CCLD), San Diego Adult and Senior Care Regional Office, effective September 29, 2017. Simon served as a Licensing Program Analyst for the San Diego Adult and Senior Care Regional Office since 2015.

**Brenda White** was appointed to Licensing Program Manager I in the CCLD, Fresno Adult and Senior Care Regional Office effective

November 13, 2017. Brenda served as a Licensing Program Analyst for the ASCP since November 2005.

**Hao Nguyen** was appointed as the Bureau Chief in the CCLD, ASCP Central Applications Bureau (CAB) effective November 13, 2017. Hao previously worked for the Department of Developmental Services serving individuals with intellectual disabilities. Hao has a Master’s Degree in Social Work.

Links to Adult and Senior Care Program Office Websites:

Adult- <http://www.cdss.ca.gov/inforesources/Adult-Care-Licensing>

Senior- <http://www.cdss.ca.gov/inforesources/Senior-Care-Licensing>

[Centralized Application Unit Website](#)

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 Unit	916-657-2600

### Notes and Credits

*The Community Care Licensing Division (CCLD) publishes the Adult and Senior Care Program Quarterly Update for the benefit of Licensees, Residents, their Advocates, and other Stakeholders.*

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