Thursday, September 17, 2020

Greetings Long-Term Care and Residential Care Facilities of San Diego County,

Please find information below regarding the latest guidance and resources from county, state, and federal organizations, including **new updates**:

- All Facilities Letter (AFL) notifies all facilities of a **recall notice** of Advoque Safeguard N95 Particulate Filtering Respirator, model number ADV001, effective September 10, 2020 (AFL 20-71)
- AFL provides recommendations to skilled nursing facilities for non-emergency transportation during the COVID-19 pandemic (AFL 20-70)
- AFL regarding COVID-19 mitigation plan recommendations for testing of health care personnel and residents at skilled nursing facilities (AFL 20-53)
- AFL describes surveys that CDPH will conduct during the COVID-19 pandemic (AFL 20-69)
- Guidance on the Use of Antigen Tests for Diagnosis of Acute COVID-19
- Guidance for the Prevention of COVID-19 Transmission for Gatherings
- Provider Information Notice (PIN) announcing Regional Office informational **"Town Hall"** call to provide Adult and Senior Care licensees guidance and resources: **Monday, September 21, 2020, 1:00 – 2:30 PM** (PIN 20-30-ASC)
- Assistant Secretary for Preparedness and Response (ASPR) Webinar ***COVID-19: Optimizing Healthcare Personal Protective Equipment and Supplies***, Thursday, September 24 (Please note, although the webinar is full please click here to sign up for a recording).
- **Toolkit**: COVID-19 Considerations for Long-Term Care Facilities (September 2020)

- Presentation slides from two guest speakers during the LTC Sector Telebriefing held on 9/11/20 (attached):
    - County of San Diego Long-Term Care Ombudsman Program
    - Constant Associates: Healthcare Exercise Design Project, Wildfire Discussion-Based Exercises for Safety (materials and technical assistance available upon request, please contact Ashley Slight, 424-320-2585 or Ashley@constantassociates.com)

As a reminder, if you have a positive COVID-19 case at your facility, please report it by calling the County Epidemiology Unit phone line at (619) 692-8499 or (858) 565-5255 for after-hours or on the weekend. The County as well as your State licensing departments are here to support you.

If you missed any recent email updates from this sector, review them here. For additional information and resources, please see our website www.coronavirus-sd.com/LTC.

Thank you for your continued efforts and partnership with the County of San Diego!

Announcements and News

California Department of Public Health

CDPH publishes news and All Facilities Letters (AFLs) regularly. If you would like to receive email notifications of AFLs, please submit your request to LNCPolicy@cdph.ca.gov. See the newly released advisories below:

NEW! Letter to All Facilities: AFL 20-71 – September 14, 2020

The California Department of Public Health announces a **recall** of the Advoque Safeguard N95 Particulate Filtering Respirator, the Respirator MODEL ADV001, effective September 10, 2020. Advoque masks containing the specific National Institute for Occupational Safety and Health approval number TC-84-A-PH02, including masks distributed prior to September 10, 2020, may no longer be distributed and used as an N95 Respirator. **Please immediately cease use of this product.** If you have this model of N95 and will experience a shortage as a result of this recall, please feel free to reach out to MOC.LOGS.HHSA@sdcounty.ca.gov for an alternate respirator. Click here to read AFL 20-71

NEW! Letter to Skilled Nursing Facilities: AFL 20-70 – September 14, 2020

This AFL provides recommendations to skilled nursing facilities for non-emergency transportation during the COVID-19 pandemic.

Click here to read AFL 20-70

NEW! Letter to Skilled Nursing Facilities: AFL 20-53.3 – September 12, 2020

This AFL supersedes 20-53.2 and provides recommendations for SNFs developing COVID-19 Mitigation Plans. This includes recommendations for baseline, screening, and response-driven testing of SNF residents and health care personnel to prevent spread of infection in the facility. This revision updates and clarifies testing guidelines to align with the Centers for Medicare and Medicaid Services interim final rule on facility and resident COVID-19 testing and terminology from new CDC testing guidance, and includes the use of point of care antigen test instruments.

Click here to read AFL 20-53

NEW! Letter to All Facilities: AFL 20-69 – September 11, 2020

This AFL describes the surveys that CDPH will conduct during the COVID-19 pandemic.

Click here to read AFL 20-69

NEW! Guidance on the Use of Antigen Tests for Diagnosis of Acute COVID-19. CDPH provides antigen guidance statement for all Californians. The guidance explains Antigen testing, results, testing facility, and appropriate use.

Click here to read the guidance.

NEW! Guidance for the Prevention of COVID-19 Transmission for Gatherings. This guidance provides an updated plan for Californians to gather outside their household and replaces the March 16, 2020 gatherings guidance. It applies to public and private gatherings and other gatherings not covered by existing sector guidance.

Click here to read the guidance.

Click here to see a full list of recent AFLs

California Department of Social Services

The Community Care Licensing Division (CCLD) of the California Department of Social Services (CDSS) publishes Provider Information Notices (PINs) to communicate important license related information to CCLD-licensed providers. The local CDSS San Diego

Adult and Senior Care office can be reached at (619) 767-2300 or CCLASCPSanDiegoRO@dss.ca.gov.

NEW! **Regional Office Informational "Town Hall" Calls** – September 10, 2020

PIN 20-30-ASC announces Regional Office informational calls to provide Adult and Senior Care licensees guidance and resources. The San Diego "Town Hall" call will be held on **Monday, September 21, 2020, 1:00 – 2:30 PM**. **Dial in:** 800-857-9836 **Participant Code:** 6798247

Click here to read PIN 20-30-ASC

Letter to All Community Care Providers – August 31, 2020

The Governor's Proclamation of a State of Emergency Due to Extreme Weather and Fires

PIN 20-21-CCLD provides notification of the Governor's proclamation of a State of Emergency regarding Community Care Licensing Division facilities and homes impacted by the extreme weather and fires in California, and the opportunity for waivers of certain licensing requirements.

Click here to read PIN 20-21-CCLD

Letter to All Community Care Providers – June 9, 2020

Preparation for Extreme Heat, Public Safety Power Shutoffs, and Wildfire Emergencies

PIN 20-13-CCLD provides information to providers to help prepare for extreme heat, public safety power shutoffs, and wildfire emergencies.

Click here to read PIN 20-13-CCLD

Click here to browse the full list of recent PINs.

ASPR
ASSISTANT SECRETARY FOR PREPAREDNESS AND RESPONSE

TRACIE
HEALTHCARE EMERGENCY PREPAREDNESS INFORMATION GATEWAY

NEW! COVID-19: Optimizing Healthcare Personal Protective Equipment and Supplies Webinar – September 24, 2020, 11:30 AM – 1:00 PM

Although this webinar is full, please contact ASPR TRACIE at askasprtracie@hhs.gov to be added to a list to receive the webinar recording and/or submit a question to the panelists.

NEW! COVID-19 Considerations for Long-Term Care Facilities Toolkit – September 2020

"This toolkit is a compilation of considerations for LTC facilities based on lessons learned during the early months of the pandemic accompanied by resources to inform planning and response efforts." Click here for the full Toolkit.

San Diego County Emergency Site

As parts of the county continue to battle wildfires, it is a sobering reminder that disasters can happen at any time and that everyone should be prepared for emergencies. Here are some helpful resources that are available for the public to stay informed about and prepare for fires and other disasters in San Diego County:

- For fire, disaster information updates, and the County of San Diego Emergency Map, visit www.sdcountyemergency.com
- To prepare for, plan for, and stay informed on disasters in San Diego County, visit www.ReadySanDiego.org
- Download the **SDEmergencyApp,** a no-cost mobile application available to download for iOS and Android devices. To learn more, click here
- Register here with **AlertSanDiego** to get emergency notifications, like evacuation orders and warnings, on your cell phone during a disaster in your area. (Listed and unlisted landlines are already included in this system and do not need to be registered)

Upcoming Telebriefings

Friday, September 25 at 4:00pm

Telebriefing for **Long-Term Care and Residential Care Facilities with a Special Guest from the County of San Diego Registrar of Voters**

WHEN: Friday, September 25, 2020, at 4:00 p.m.

Please pre-submit your questions in advance here. Participants will have the opportunity to ask questions during the call through the online chat feature on the Zoom platform.

Join the telebriefing at the specified time and date using one of the options below:

- Option 1 | Computer (preferred):
  - Click on the following link https://zoom.us/j/218631109
  - Meeting ID: 218 631 109
  - If you have any difficulties accessing the participant link, please use option 2.
- Option 2 | Phone:
  - Dial-In Number: 1 (669) 900-6833 or 1 (346) 248-7799
  - Meeting ID: 218 631 109.

Visit the Long-Term Care and Residential Care Facilities Sector Support webpage to learn more.

Friday, September 18 at 4:00pm

Telebriefing for **Older Adult and Disability Service Providers**

WHEN: Friday, September 18, 2020, at 4:00 p.m.

Please pre-submit your questions at least 24 hours before the telebriefing, so that they can be answered on the call. Participants will have the opportunity to ask questions during the call through the online chat feature on the Zoom platform. Please click here for more information, including access link and call-in option.

Ongoing Programs, Services, and Resources

County of San Diego COVID-19 Dashboard and Weekly "COVID-19 Watch" Report

The County of San Diego publishes a weekly surveillance report on the coronavirus-sd.com website called "COVID-19 Watch". Click here to review the report.

Additionally, visualize and track data real time on the interactive web-based dashboard developed by the County of San Diego Epidemiology and Immunization Services Branch.

See the dashboard here.

Latest San Diego County Public Health Order

The latest updates to the local Public Health Order included additional key items for reopening businesses (September 10, 2020). Read the latest order.

Recent Email Updates and Resources from the Long-Term Care and Residential Care Sector

- September 10, 2020 Update
- September 3, 2020 Update
- August 26, 2020 Update

Click here to browse all past email updates.

211 San Diego

For health or testing related questions, contact your healthcare provider. For general questions about COVID-19, information about community resources, or if you are uninsured, call **2-1-1 San Diego.**

Click here for free COVID-19 testing information.

COVID-19 Downloadable Resources and Materials for Your Facility

Find FAQs, posters, videos, and other materials.

Guidance from the Centers for Disease Control and Prevention

- COVID-19 in Nursing Homes and Long-Term Care Facilities

- Considerations for Use of SARS-CoV-2 Antigen Testing in Nursing Homes
- Printable Algorithm for considerations for testing asymptomatic and symptomatic residents or HCP.
- Guidelines on Masks, How to Select, Wear, and Clean Your Mask
- Guidelines for Group Homes for Individuals with Disabilities
- Guidelines for Direct Service Providers of Individuals with Disabilities
- Considerations When Preparing for COVID-19 in Assisted Living Facilities
- Considerations for Memory Care Units in Long-term Care Facilities

For general information about COVID-19 from the CDC, please visit www.cdc.gov/coronavirus.

General COVID-19 Information from Federal and State Organizations

- Centers for Disease Control and Prevention – COVID-19
- California Department of Public Health, Immunization Branch – COVID-19
- California Department of Social Services – COVID 19

Stay Connected

For questions related to long-term care and residential care facilities, please email: COVID-LTC@sdcounty.ca.gov.

Get the latest information about what's happening across the county with COVID-19.

Text **COSD COVID-19** to **468-311**

to get text alert updates from the County of San Diego.

COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL
SAN DIEGO

Healthcare Exercise Design Project

WILDFIRE DISCUSSION-BASED EXERCISES FOR SAFETY

Constant Associates

Sept. 11, 2020

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

PROJECT DETAILS

PROJECT OVERVIEW

Constant Associates, Inc.

- Torrance, CA-based health security and preparedness consulting firm

Healthcare Exercise Design Project

- Started in March 2020
- Aimed at creating sample Tabletop Exercise (TTX) templates for various provider types for three scenarios:
  - Wildfire
  - Pandemic
  - Earthquake

What is a TTX?

- A discussion-based exercise in which a group reviews a scenario and uses guided, objective-based discussion questions to identify areas for improvement in preparedness
- Part of the CMS Emergency Preparedness Rule

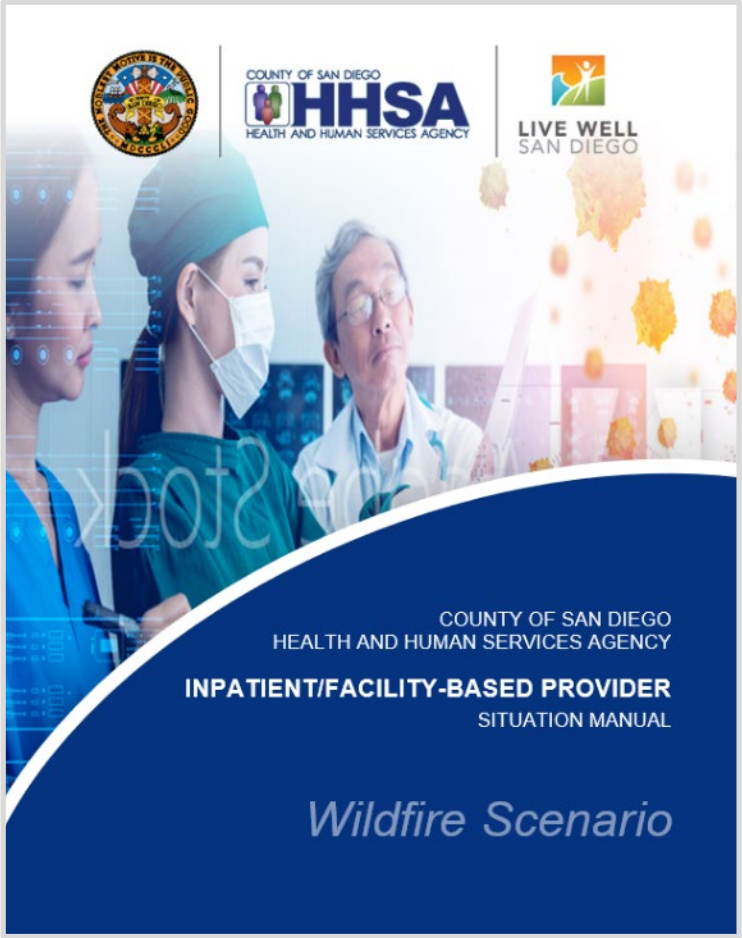
TEMPLATE DEVELOPMENT

Tabletop Templates

- Situation Manual (SitMan)
- Slide Deck Template

Customization

- Objectives
- Discussion Questions
- Scenario Details



STRUCTURE

Recommendations

- Utilize the templates to design a wildfire preparedness discussion
- Use an upcoming staff meeting or host an official “Tabletop Exercise” for executives and/or general staff
- Encourage staff to identify at least 3 action items coming out of the discussion to help the facility prepare for possible evacuations, air quality issues, or supply shortages.
- These discussions can be as complex or as simple as you would like!

PREVIEW OF SCENARIO & DISCUSSION QUESTIONS

BACKGROUND INFORMATION

30 Days Before Exercise…

- Increasingly hot and dry weather
- San Diego County rainfall:
  - November to February: 5.42 in
  - March to May: 2.17 in
- NWS predictions for SoCal:
  - Heat wave in August
  - Early Santa Anna Winds
  - Moderate risk of severe drought
- 8,322 fires and 1.64M acres burned in CA this year to date
- Scheduled brush clearance and preventative burns ongoing
- Temps +91° F in June and July

PART 1: INITIAL SCENARIO

Week of the Exercise…

- **Aug 7:** NWS indicates elevated fire risk in SoCal and critical risk in San Diego County (among others)
- **Aug 9:** NWS Fire Weather Watch for San Diego County
- **Aug 10:** Temperatures peak at 101°F with windspeeds of 40 mph
- **Aug 11:** Military facilities in SoCal declare yellow-flag day
- **Aug 12:** Several small wildfires lead SD County OES to issue media releases on high fire danger

PART 1: SAMPLE QUESTIONS

1. At what point or points would our facility have begun actively developing organizational awareness of the potential emergency?
2. What triggers are/should be included within our facility's emergency plans to initiate preparations? What types of preparatory actions should be done? What can be accomplished with current systems?
3. Is our facility directly at risk from wildfire? How much warning is likely? How quickly can we implement our plans once notified?
4. How would our facility communicate with staff, families, and patients at this point? What methods of communication would we use? Who would be responsible? Would we need to coordinate with partners?

PART 2: SCENARIO UPDATE

- **Aug 13 – 16:** Six fires ignite in San Diego County covering 15K acres
- **Aug 14 and 17:** State of emergency declared, mass evacuations ordered, shelters opened, and public health warning on air quality released
- Two fires are large and rural, but will threaten populated areas in 48-96 hrs
- Three fires are in suburban areas and forcing rapid evacuations
- One fire near facility (43% contained)
- Increasing number of burn and respiratory distress patients
- Multiple staff and patients reporting direct impacts due to fires

PART 2: SAMPLE QUESTIONS

1. Do we have MOUs / agreements with external agencies to share resources in a disaster? Are such resources required at this point?
2. If supplies are limited, how would we prioritize conservation of inventory and sourcing of replacements (espc. consumable protective equipment)?
3. How would our facility communicate with staff, families, and patients now? Would our guidelines and messaging for staff need to be updated?
4. How do we ensure environmental health and safety in this scenario? What is needed to expand or maintain them? Do any extend beyond the facility?
5. Do we have mental / behavioral health services for staff, patients, and families? What other support services / resources can we provide? How?

Materials & Technical Assistance available upon request.

Ashley Slight, Associate / (424) 320-2585
ashley@constantassociates.com

LONG-TERM CARE OMBUDSMAN

County of San Diego

MISSION STATEMENT

LIVE WELL SAN DIEGO

- *The mission of the Long-Term Care Ombudsman Program is to advocate for dignity, quality of life, and quality of care for all residents in long-term care facilities.*

PROGRAM HISTORY

LIVE WELL SAN DIEGO

- The Long-Term Care Ombudsman Program was created in the mid-1970's to advocate for the rights and needs of long-term care residents.
- The Ombudsman Program operates in all 50 states
- Every state has an Office of the State LTC Ombudsman to guide statewide efforts.
- In California, there are 35 local Ombudsman programs that collectively cover all counties in the state.

PROGRAM JURISDICTION

LIVE WELL SAN DIEGO

- 86 Skilled nursing facilities (SNFs)
- 588 Residential care facilities for the elderly (RCFEs)
- 1,367 estimated total of all facilities in San Diego County
  - SNFs, RCFEs, Adult Residential Facilities (ARFs)
- The Ombudsman Program is divided into 5 regions

1. South
2. Central
3. East
4. North Coastal
5. North Inland

VOLUNTEERS

LIVE WELL SAN DIEGO

Staffing

- Approximately 70 certified volunteer Ombudsmen
- 11 full-time staff members

Volunteers:

- Complete a 36-hour training course
- Minimum of 10 hours of mentoring
- Background and physical exam to become certified
- Required to complete 18 hours of continuing education each year

ROLE OF OMBUDSMEN

LIVE WELL SAN DIEGO

WHAT WE DO…

- Receive, investigate, and resolve complaints
- Investigate issues of elder abuse
- Ensure a regular presence at skilled nursing facilities and residential care facilities for the elderly
- Advocate for residents' rights and safety in the facility
- Educate residents and families about their rights, encourage self advocacy, promote resident and family councils, and provide referrals and support
- Coordinate with licensing authorities, community agencies, and protective services agencies

PROMOTING QUALITY LONG-TERM CARE

LIVE WELL SAN DIEGO

2019 DATA:

- Ombudsmen have conducted 6,**818** facility visits
  - Skilled Nursing Beds-9,291
  - Assisted Living/RCFE Beds-18,860
- Received and investigated at least 3,**292** complaints
  - Skilled Nursing-895
  - Assisted Living-488
  - ARF-172
- Witnessed **over 450** advanced healthcare directives

RESIDENT RIGHTS

LIVE WELL SAN DIEGO

- Be treated with respect and dignity
- Be free from chemical and physical restraint
- Privacy/access to receive and make confidential phone calls
- Voice grievances or complaints without fear of retaliation
- Enjoy privacy in association/communication with anyone of their choosing
- Send and receive mail unopened
- Self-determination (right to choose and refuse)

COMMON PROBLEMS AND COMPLAINTS

LIVE WELL SAN DIEGO

- Discharge/eviction
- Bed sores, skin issues
- Inadequate supervision/staffing
- Poor or lack of appropriate care
- Resident Rights
- Food quality/selection
- Call light response time

VISITATION AND COMPLAINT RESOLUTION

LIVE WELL SAN DIEGO

- The CMS restriction on in-person facility visits had the goal of reducing harm.
  - During the restricted period Ombudsman staff continued to accept and address all complaints telephonically or virtually.
  - Ombudsman staff continued attending resident conferences and meetings telephonically, or virtually, to advocate for long-term care residents.

FACILITY RE-ENTRY

- Ombudsman Re-entry has been crafted to safely, thoughtfully, and gradually resume in-person advocacy activities.

- At this time ombudsmen are permitted:
  - Outside visits by staff and volunteers
  - Inside visits are conducted by paid ombudsman staff.

MANDATED REPORTING

LIVE WELL SAN DIEGO

- Who reports:
  - Any person providing health services or social services to elders or dependent adults is a mandated reporter.
- What to report:
  - Physical or financial abuse, or neglect, isolation, abandonment, abduction, or self-neglect.
- Reports can be received 24-hours a day.
- Ombudsman office hours are Monday-Friday 8-5pm
- Phone number to Crisis line is provided for after hours and weekends when reports need to be made.

All reports made to the Ombudsman office are <u>confidential.</u>

RESIDENT QUOTE

- "I am so happy to see you my dear! It's been so long since you've come, because of the virus, right, dear? Thank you for protecting me with wearing a mask and gown...that's so thoughtful of you, my dear."
- She just kept grinning and then asked...“Have you noticed that I'm now calling you dear? I always will from now on...thank you for coming to see us!”
- LTC Ombudsman Northern California

QUESTIONS

LTC Ombudsman Program

Phone 1-800-640-4661

Fax 1-858-250-2407

After Hours State Crisis Line 1-800-231-4024